

Providing Service 24/7

Cynthia Etkin, GPO

before the

Depository Library Council

Crystal City, Virginia

October 16, 2007



Council Recommendation

Council recommends that GPO establish a registry of depository librarians who are expert in specific parts or functions of the U.S. government. This registry would provide a list of depository librarians with expertise in subject areas, who could be consulted by other depository librarians.



Response to Council Recommendation

- ◆ Use the Federal Depository Library Directory (FDLD)
- ◆ Add a field for depository coordinators to identify collection strengths
- ◆ Review of “Knowledge Will Forever Govern” afforded another, more holistic approach



2007 Biennial Survey

- ◆ Question 36 – Indicate your depository library collection strengths or specializations in federal resources. Check all that apply.



Q.36 Collection Strengths

- Business & Economy
- Computers & Internet
- Defense & Military
- Education
- Environment
- Health & Safety
- History
- International
- People & Cultures
- Politics & Law
- Recreation & Travel
- Science & Technology
- United States
- Other



Council's Vision Statement

- ◆ Goal 1: Respond to or anticipate U.S. citizens' need for government information when and where it is needed by providing multiple access points to a network of experts.
- ◆ FDLP must devise means for providing a combination of machine and human intermediated 24/7 assistance on the web










Hi, cetkin

You have no new private messages

Logout

Virtual Reference Tools

In *Knowledge Will Forever Govern: A Vision Statement for Depository Libraries in the 21st Century*, the Depository Library Council calls on depositories to respond to or anticipate U.S. citizens' need for government information when and where it is needed by providing multiple access points to a network of experts. An underlying presumption of Council is that much of the access to federal information resources is available 24/7 on the Internet. Hence, to be where information users are when they're online, the FDLP must devise means for providing a combination of machine and human intermediated 24/7 assistance of the Web. GPO is providing this resource page of links to services that will facilitate depositories in achieving this goal.

Web Link	Hits
 Government Information Online Provides public assistance in locating and using government information. Users of the service interact via chat or e-mail with librarians who are specialists in government and it's information products.	0
 Catalog of U.S. Government Publications (CGP) Contains descriptive records for historical and current publication. Search for Federal publications, consult the bibliographic records, and retrieve the publication online or at a local Federal depository library.	0
 Browse Topics Provides topical pathways to Federal Web sites based off of broad subject areas. Each listing contains a detailed description of services related to that topic by that Federal resource. Provided in partnership between GPO and Oklahoma State University (OSU). Topics are maintained by volunteer librarians.	0
 Federal Agency Internet Sites Use this service to link directly to Federal agency Web sites after searching an index, or viewing a list of agencies that reflects the structure of the government as identified in the U.S. Government Manual. This site is brought to the Web by Louisiana State University Libraries in partnership with the Federal Depository Library Program.	0
 Federal Depository Library Directory (FDLD) Search for a Federal depository library near you, where you can receive assistance from a librarian that specializes in Government information.	0

User Menu

[My Profile](#)[Shopping Cart](#)[Promo Order History](#)[Logout](#)

CGP Quick Search

 Keyword(s)

Events Calendar

« < October 2007 > »						
S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Questions for Council

- ◆ Is this an approach GPO should continue to pursue?
- ◆ What other services should be included on this page?
- ◆ Is the FDLP Desktop the best location for this Web page?
Multiple locations?



Registry of Experts

- ◆ How do we define “expert”?
- ◆ Who decides who is an expert?
- ◆ Should criteria be established for determining expertise?



Other comments / questions?

Think of something later?

E-mail: cetkin@gpo.gov

