U.S. Government Printing Office

Library Services and Content Management
Update – April 2009

BUDGET

The 111th Congress recently passed H.R. 1105, the Omnibus Appropriations Act for FY2009. This bill allows for an increase in funding for GPO. Some of the highlights include the following:

- After an extended period of relatively flat funding for the Salaries and Expenses Appropriation, it begins to fund several important initiatives of the FDLP.
- It also provides $1,000,000 in new funding for continued FDsys development.

Below is a list of the S&E initiatives that were funded under the bill.

1. Data Storage ($500,000)
2. FDLP Outreach and Online Educational Training ($100,000)
3. Modernization of Item Selection Systems & Other Mainframe-based Applications ($150,000)
4. Cataloging & Indexing Program ($1,000,000)

CUSTOMER RELATIONS PLAN

GPO is currently working on developing a formal Customer Relations Program. The goal of the initiative is to identify ways to improve services to and communication with Federal depository libraries. GPO is working with a contracted company, Outsell, Inc., that is helping to better categorize FDLP libraries and determine the unique and individual needs of those libraries, based on specialized types. In doing so, GPO and Outsell will be communicating with the FDLP community over the next few months through very brief surveys and outreach.

VALUE OF THE FDLP

The "Value of the FDLP" Web page on the FDLP Desktop highlights the value of being a Federal depository library, including services GPO provides FDLP members, the expertise and services that FDLP members provide each other as part of the larger depository network, and the local value individual libraries place on the FDLP within their institution.

GPO used feedback over the past year from this page to develop a Value Proposition for the FDLP. For clarification, GPO defines the value proposition as a statement that summarizes why libraries should be or why they should become a depository and how depositories differ from other libraries. The full Value Proposition can be found in the Meeting books.

FDLP STRATEGIC PLAN & THE FUTURE OF THE FDLP

For more than a year now, GPO has been working with the Depository Library Council and the FDLP community to develop a Strategic Plan for the FDLP, reaching toward 2014. The three goals identified are:

1. Develop new models for Federal depository collections.
2. Develop new models for Federal depository services.
3. Develop new models of communication for the Federal depository community.

The outcomes of the strategic discussion sessions at the Spring Depository Library Council Meeting will feed directly into the Strategic Plan.

AUTHENTICATION
Progress is continuing in regard to GPO's authentication initiative. GPO is implementing digital signatures to certain electronic documents on *GPO Access* and FDsys that not only establish GPO as the trusted information disseminator, but also provide the assurance that an electronic document has not been altered since GPO disseminated it. A digital signature, viewed through the GPO Seal of Authenticity, verifies document integrity and authenticity on GPO online Federal documents, at no cost to the end user.

Last year alone, GPO has:

- Implemented an Automated PDF Signing System, which allows documents to be authenticated in bulk;
- Digitally signed and certified the FY2009 Budget of the U.S. Government; and
- Launched authenticated Public and Private Laws as a permanent application on *GPO Access*.

In January 2009, after successful beta testing, GPO launched authenticated Congressional Bills on *GPO Access*. Digitally signed PDF files are now available for the entire collection of Congressional Bills from the 110th Congress, and Bills from the 111th Congress are being digitally signed as they are published. Of course, unsigned Bills from the 103rd Congress forward are still available for search and browse.

Next, GPO is exploring authentication for GPO partner content.

ILS

The overall goal of the implementation of GPO's Integrated Library System (ILS) is the provision of access to depositories and the public to bibliographic records of Federal Government publications, many containing links to the electronic version of the publication, and the use of the system's capabilities to provide services to depository libraries and to the public. The goal is also to streamline workflow and internal activities in support of the FDLP and to reduce use of and dependency on legacy systems.

The ongoing development of the Aleph 500 ILS at GPO enhances GPO's ability to perform statutorily authorized functions of the FDLP and the Cataloging and Indexing Program. Several ILS features and functions have been developed and released within the past year:

- The new Federal Depository Library Directory (FDLD) administrative module was released, enabling depository libraries to edit their own directory information;

- The public interface to the new FDLD launched;
- Access to the Catalog of U.S. Government Publications (CGP) via the Z39.50 communications protocol for search, retrieval, and download of bibliographic records was granted to depository libraries;
- Acquisitions, phase 1: monographic materials workflow changes/brief records was implemented;
- The Aleph software was upgraded from version 16.02 to version 18;
- The CGP can now display authorities cross-references; and
- GPO also just completed vendor clean-up of controlled headings in 51,000+ bib and 42,000+ authority records and reloaded them into the CGP as part of the database cleanup and ongoing authority control project.

Coming later this year, GPO has several additional enhancements planned:

- Implementation of a login page specifically for depository libraries to take advantage of authenticated services in the CGP. This will include configuration of the circulation module and the creation of depositories as patrons. An example of an authenticated service will be the ability for FDLP libraries to set up their own search criteria for e-mail notification from the CGP when records meeting those criteria are added to the Catalog;
- Page design and configuration of resources for federated searching (MetaLib);
- Serials control (check-in of individual serials issues). All active serials are the ultimate goal. We will start with a subset and work forward;
- The addition to CGP records of searchable serial issue-level Superintendent of Documents classification numbers and shipping list numbers for distributed titles and issues; and
- Enhancements to the FDLD.

FDLP MARKET PLAN – PHASE II
Last summer, GPO disseminated the FDLP Marketing Plan and launched the "Easy as FDL" marketing campaign. The main goal in this initiative is to assist depositories in marketing their unique and valuable services to the widest audience possible, as well as to provide depositories with the tools necessary to market their own services to both the general public and non-Federal depository libraries.

From the FDLP Desktop, users can review the Plan, order the new "Easy as FDL" promotional products, and use the tips and strategies provided to promote depositories.

Additionally, GPO debuted the first FDLP promotional video in October. The video can be viewed and downloaded from the FDLP Desktop. From the "Outreach" tab, click on "Promotional Resources" and "Promote the FDLP at your Library with the Easy as FDL Video." From this page, users can obtain detailed instructions on how to download and share this video.

Another small set of promotional videos will also be available on the FDLP Desktop soon. GPO staffers took to the streets of DC to gauge what the public knew about the FDLP. These "Person on the Street" videos are both informative and entertaining and really highlight how important it

is for GPO and depositories to market the FDLP. Look for those new videos in the upcoming weeks.

GPO's next endeavor to market the FDLP involves the use of Public Services Announcements (PSAs). GPO is embarking upon a campaign to inform students about depositories using college radio stations across the country. To start this process, an audio PSA has been created, and GPO staff are reaching out to a sample of about 20 college stations around the country whose campus libraries have a depository. From there, GPO plans to reach more campuses with depositories and eventually branch out to colleges without depositories on campus. The first of the PSAs should be airing later this summer.

This spring will see the release of Phase II of the FDLP Marketing Plan. Phase II will provide more tips and strategies on how to market FDLP libraries and more tips on how depositories can utilize the Easy as FDL promotional products.

BEN'S GUIDE

A survey was recently conducted to gain feedback from the Ben's Guide user community. One of the surveys was geared toward children and students, and the other toward parents, educators, and other adult users. From the survey results, GPO was able to capture users' comments about Ben's Guide by asking specific questions regarding their usage of the site, what features they like about Ben's Guide as it is now, and also what they would like to see in a redesigned Ben's Guide. Survey responses were abundant, quite positive overall, and ultimately, provided important insight into the needs and expectations of the user base. GPO received approximately 2,170 full survey responses from children and students and 1,640 from the adult group. According to the survey, 54 users identified themselves as depository librarians. 42 said they were a public or school librarian.

Most suggestions from students showed an interest in fun features that test their knowledge and abilities, like new games, interactive quizzes, and questions. Also important to users were media enhancements like sound, video, new graphics, and pictures. Adult users showed a strong interest in downloadable and printable hand-outs like lessons plans or worksheets. Suggestions such as adding new graphics, alternative navigational features, printable materials, additional activities, and quizzes are all things that will be taken into consideration as efforts toward a redesigned Ben's Guide carries on.

Planning is continuing, and next steps for Ben's Guide are being determined. Concept outlines and possibly beta testing should become available later this year.

FDLP DESKTOP

The FDLP Desktop is continuing to evolve with the latest Web technologies and FDLP community input. As part of the evolution of the FDLP Desktop, the site has been divided into fdlp.gov and community.fdlp.gov.

Since the launch of the final redesign of fdlp.gov on January 5, 2009, the Desktop has seen about 200,000 page views.

FDLP.gov provides dissemination of Program-related content, services, and news. Community.fdlp.gov provides social networking tools which enable registered individual members to communicate and network with others in the community.

AUTOMATED METADATA EXTRACTION
In late 2007, GPO entered into an Interagency Agreement with the Defense Technical Information Center (DTIC) in collaboration with Old Dominion University (ODU) to create cataloging records using automated metadata extraction software tools and processes currently being used by DTIC.

ODU will determine if the engine component developed for the DTIC and NASA projects can be used for GPO collections, including a sample of the GPO EPA harvested collection. GPO collections differ significantly from the DTIC and NASA collections, and therefore, the scope of the work will be expanded to take the domain into account and answer questions as to what metadata can be extracted.

ODU will also conduct a feasibility study and exploratory prototyping of major types of documents from GPO's collections to determine if automated metadata extraction is a viable method for creating metadata for these materials.

The Automated Metadata Extraction agreement is being conducted in two phases over two years, with project completion expected in October 2009. The first phase of the agreement, which focuses on GPO EPA harvested documents, is almost completed. During the first phase:

- GPO identified and provided FDLP, in-scope, harvested EPA PDF files to ODU for analysis.
- Directly working with GPO, ODU analyzed the documents to identify major classes of documents in the collection, metadata elements present in each class, and issues with existing template language for extracting metadata.
- ODU provided GPO with a report on the findings of this analysis and made enhancements to the automated metadata extraction software.
- ODU made several refinements to the templates, software, and engine.
- GPO has received an initial batch of extracted metadata and conducted an internal review of this data. Based on this review, ODU enhanced the software and provided GPO with a final batch of extracted metadata just this month.
- GPO is conducting final evaluations on the phase one extracted metadata produced through this tool.

As part of the second phase of the agreement, GPO identified and provided 1,000 FDLP in-scope Congressional PDF files to ODU for analysis. ODU has analyzed the documents and provided GPO with a characterization and feasibility report. Next steps include GPO evaluating and testing metadata extraction records in fall 2009.

DIGITIZATION
GPO is continuing down additional paths in regard to digitization. GPO continues to work with the National Digital Standards Advisory Board, Federal Still Image Digitization Working Group.

The goal of this project is to establish common standards, methods, practices, and guidelines for the digitization of visual material (excluding motion picture images). Common digitization standards will enhance the exchange of research results and developments, encourage collaborative digitization practices among Federal agencies and institutions, provide the public with a product of uniform quality, and set a common benchmark for digitization service providers.

The Web site for the Federal Agencies Digitization Guidelines Initiative is available at **<http://www.digitizationguidelines.gov>**. The initiative represents a collaborative effort to establish a common set of guidelines for digitizing historical materials.

For additional information about GPO's digitization initiatives, visit the Digitization and Preservation Initiatives Web page and review the list of priorities for digitization at **<http://www.gpoaccess.gov/legacy/>.** If you have any materials GPO can utilize in coordination with that list, please contact Robin Haun-Mohamed or James Mauldin through the "Contact Us" link on the FDLP Desktop at <**http://www.fdlp.gov/home/contact**>.

Last year, GPO re-launched an enhanced version of the Registry of U.S. Government Publication Digitization Projects at **<http://registry.fdlp.gov>**. Some notable features of the Registry include the ability to:

- o Browse digitization projects by category or alphabetically by title;
- o Search the entire Registry or filter searches by category or fields;
- o Quickly access new and recently updated listings;
- o Utilize RSS feeds to keep informed of new and updated projects;
- o View listings by contributor;
- o Contact fellow digitization participants;
- o Recommend listings to others; and
- o Report broken links.

Project listings derive from voluntary and solicited contributions from Federal depository and other libraries, Federal and other government agencies, and other non-profit institutions.

PUBLIC ACCESS ASSESSMENTS
The Public Access Assessments program (PAA) is GPO's individual depository library operation assessment and consultation program. It focuses on free, public access to depository resources and also the services and cooperative efforts that support the visibility and use of the depository resources at the library.

PAA will be conducted upon request or as need is determined by GPO. If depositories wish to have current depository management activities documented by GPO now, requests can be made at any time through the Request for GPO Participation Form on the FDLP Desktop at <**http://www.fdlp.gov/component/form/?form_id=6**>.

PARTNERSHIPS
GPO has been developing partnerships with Federal depository libraries and other Federal agencies to increase access to electronic Federal information since 1997. With an increasing amount of Federal information available electronically, partnerships ensure permanent public access to electronic content and provide services to assist depositories in providing access to electronic material and in managing their depository collections.

These partnerships also allow GPO to take advantage of the expertise of Federal depository librarians and the services they have developed. FDLP partnerships generally fall into three categories: Content Partnerships, Service Partnerships, and Hybrid Partnerships. Partnerships are not limited to these categories, however, and GPO will consider partnership proposals that fall outside of these categories.

- **Content partnerships** assist with providing permanent public access to electronic U.S. Government information. Partners agree to provide storage capacity and user access without restrictions on re-dissemination. In the event the partner is no longer able to provide free, public access to this electronic information, the partnership requires the agency or library to transfer a copy of the content to GPO. GPO will then make the content available either through *GPO Access* or in cooperation with another partner.
- **Service partnerships** assist GPO to provide enhanced services to Federal depository libraries. These partnerships can focus on repurposing GPO-provided information or on providing other services to depository libraries and the public. These services may provide assistance to librarians with administering their depository collections.
- **Hybrid partnerships** are a mixture of content and service partnerships. For example, providing permanent public access to electronic U.S. Government information and also offering a service important to the administration of the FDLP collection.

To propose a partnership with GPO, a partnership inquiry form may be submitted via the FDLP Desktop at <**http://www.fdlp.gov/component/form/?form_id=3**>.

GPO has also developed a new marketing plan for partnerships, which will soon be posted on the partnerships page of the FDLP Desktop.

This plan calls for creation of a partnership logo for partners to display on their Web sites, special recognition of partners at GPO conferences, the highlighting of partnerships on the FDLP Desktop front page, and much more.

ON LINE LEARNING
GPO offers online FDLP learning for Federal depository library participants via OPAL (Online Programming for All Libraries), an interactive Web-based meeting and conferencing service.

The educational sessions may be live or prerecorded. In addition, training events are archived to allow those unable to attend a live event to replay the event at their convenience.

Past presentations can be accessed through the OPAL site, which is linked from our Outreach link on the Desktop.

Beginning in May, GPO will be starting a new, recurring OPAL session entitled, "Chat With." The May session will focus on the topic of authentication, and participants will have the opportunity to chat with Ted Priebe, GPO's Director of Library Planning & Development and Lisa Russell, the Manager of Library Planning & Development's Content Management group. Each month that GPO holds a "Chat With" session, a different topic will be covered and facilitated by a different GPO representative. Look for upcoming announcements via FDLP-L and the FDLP Desktop.

Last year GPO opened up its OPAL room to members of the depository library community to present additional educational and training sessions for the benefit of the community. Presentation proposals should focus on a specific aspect of U.S. Government information, FDLP issues, or depository library operations and management. Libraries are encouraged to submit a proposal to participate by completing the Online Educational Program Proposal Form, found on the FDLP Desktop under Outreach at <**http://www.fdlp.gov/component/form/opal_session_proposal_form?form_id=7**>. To date, two of our most popular OPAL sessions were presentations given by members of the FDLP community.

To learn more about OPAL, to obtain URLs to archived GPO OPAL presentations, or to learn how to provide feedback for GPO's OPAL presentations, please visit the FDLP Desktop at <**http://www.fdlp.gov/outreach/onlinelearning?layout=blog**>.

UPCOMING EVENTS
GPO's Interagency Depository Seminar 2009 will be held from July 20 – 24. Registration is now open for this event, being held in Washington, D.C. To register for the event and to make hotel reservations, please visit the FDLP Desktop's Events Calendar. The last day to register is July 20, 2009.

Additionally, the Fall 2009 Depository Library Council Meeting and Depository Library Conference will be held October 18 – 21 in Arlington, Virginia at the Doubletree Hotel in Crystal City.

Both DLC meetings are free and open to the public.

Registration and hotel information for all meetings will be announced on GPO's FDLP-L listserv and on the FDLP Desktop.

DISTRIBUTION AND OTHER STATISTICS
During FY2008 (October 2007 - September 2008), GPO distributed a total of 3,482,507 tangible copies of 7,084 titles.

For FY2008, 19,900 bibliographic records were created, which is an increase of 1,088 compared to FY2007's total of 18,812. 17,410 PURLs were created during the same time period, which is an increase of 5,522 compared to FY2007's total of 11,888.

GPO ACCESS STATISTICS

In FY2008, 336.6 million documents were retrieved from *GPO Access*, and 18.4 million searches were conducted on the CGP. At the end of FY2008, the total number of titles on *GPO Access* was 239,669, and the total number of titles linked from *GPO Access* was 65,294.

LSCM currently posts monthly statistics on the activities of the FDLP and the Cataloging and Indexing Program on the FDLP Desktop. Additional statistics related to askGPO inquiries are now part of that reporting.

The legacy statistics from FY2005 forward also available via a summary report online at:
<http://www.fdlp.gov/home/repository/cat_view/72-about-the-fdlp/74-lscm-performance-metrics>