



FEDERAL DEPOSITORY LIBRARIES
Free Information, Dedicated Service, Limitless Possibilities

Aiming to Serve: GPO's Next Steps to Improve Service

Depository Library Council Meeting
Tampa, Florida

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Take It From the Top

- Performance and outcomes based strategy
- GPO Strategic Vision Goal
 - Prepare and equip GPO to provide the services and products required by its Federal customers
- FY09 Objective
 - Improve customer relations
- Initiative
 - Develop and implement a formal customer relations program





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Trickling Down to Library Services & Content Management

Goal:

To develop a Library Partner Relations Program that will identify ways to improve services to and communication with Federal depository libraries and will use quantitative metrics for success measures



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Develop a Plan That ...

- Includes how depository libraries are categorized
 - Diverse needs
 - Diverse users
- Identifies what data should be collected and maintained
 - Benchmark
 - Measure improvement



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4 Steps to get to the Program

- Segmenting libraries
- Developing a survey tool
- Conducting the survey
- Analyzing data



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Projected Timeline

- April/May: Segmentation
 - Survey (brief, very brief) depository libraries
 - Identify primary and secondary types for libraries
 - Begin drafting plan
- June: Review Council meeting transcripts
 - Identify depository needs from meeting discussions
 - Develop preliminary draft plan
- June/July: Survey tool development
- September: Submit draft plan to Deputy Public Printer
- October: Conduct survey
- December: Final plan



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Questions? Comments?

Think of something later ...

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