



ASKGPO FEDERAL DEPOSITORY LIBRARY
PROGRAM (FDLP)
USER TRAINING GUIDE

Includes:
Release 1.3

Contents

Salesforce Community Login.....	3
Community Navigation	4
Submit and Review an Inquiry (as an authenticated user)	6
Submit a Fugitive Publication Inquiry	10
Federal Depository Library Directory	12
Request a login to askGPO Community Portal for additional staff.....	13
Access and Submit Webforms on Community	15
Submit and Review an Inquiry (as a non-authenticated user).....	18

Salesforce Community Login

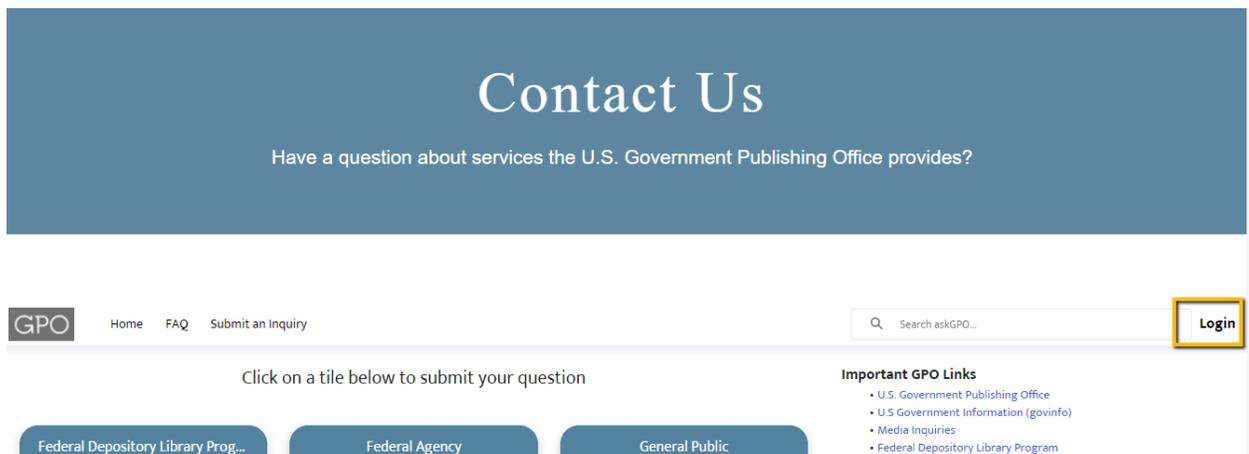
The askGPO webpage and community login will be used by Federal Depository Library Program staff to submit inquiries, check the status of inquiries, submit webforms and request additional login credentials for team members.

The designated depository coordinator will also be able to edit the Federal Depository Library Directory (FDLD) entry for their library.

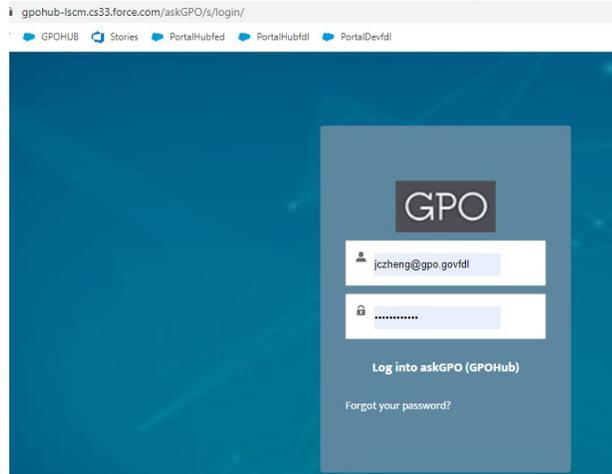
- Searching the FDLD will still be done through <https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp>

The benefit of authenticating with a login is that you will be able to view all your past submitted inquiries, and information on many forms will be populated automatically.

Access the askGPO Community webpage at <https://ask.gpo.gov>. If necessary, click the login button from the right hand corner:



Alternatively, use this link to enter your credentials directly. Enter your user name and password and click on “Log into askGPO”: <https://usgpo.force.com/askGPO/s/login/>



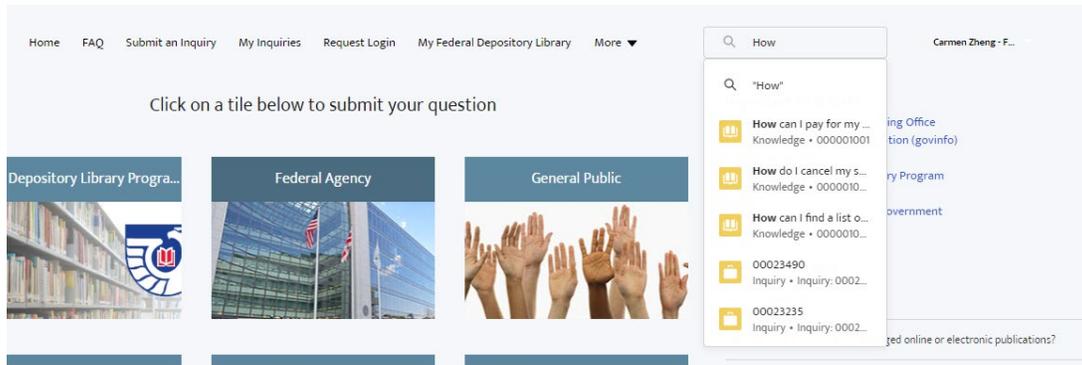
Community Navigation

Once logged into the community as an authenticated user, the home page will be displayed as below. Some of the features of the webpage include:

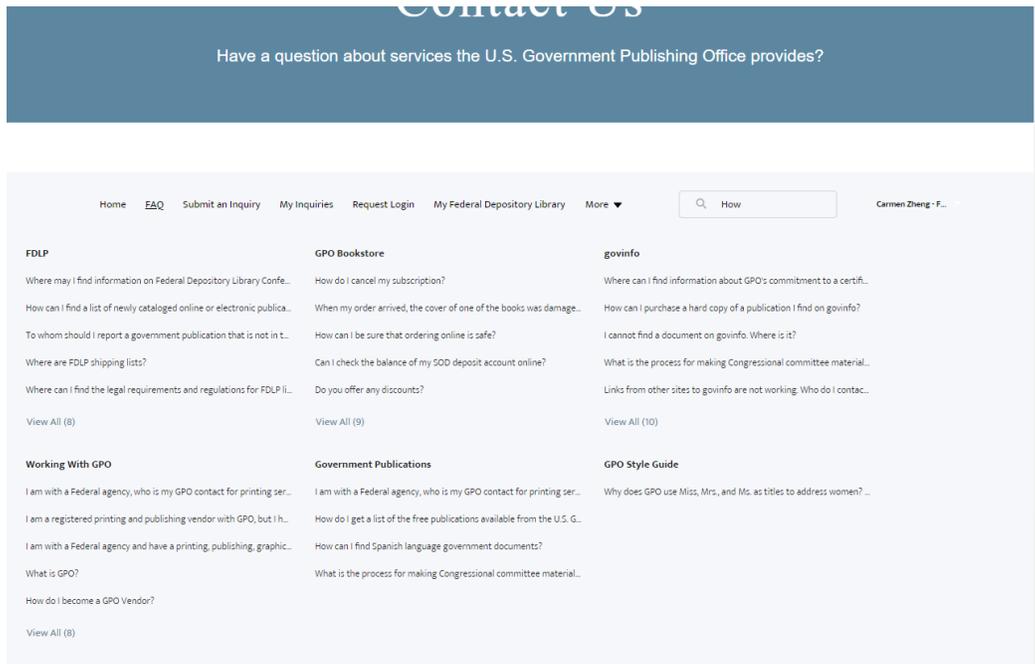
- Quick links on the top panel
- A menu bar
- Six tiles for the user to submit inquiries based on their need or affiliation
- Knowledge base articles covering frequently asked questions



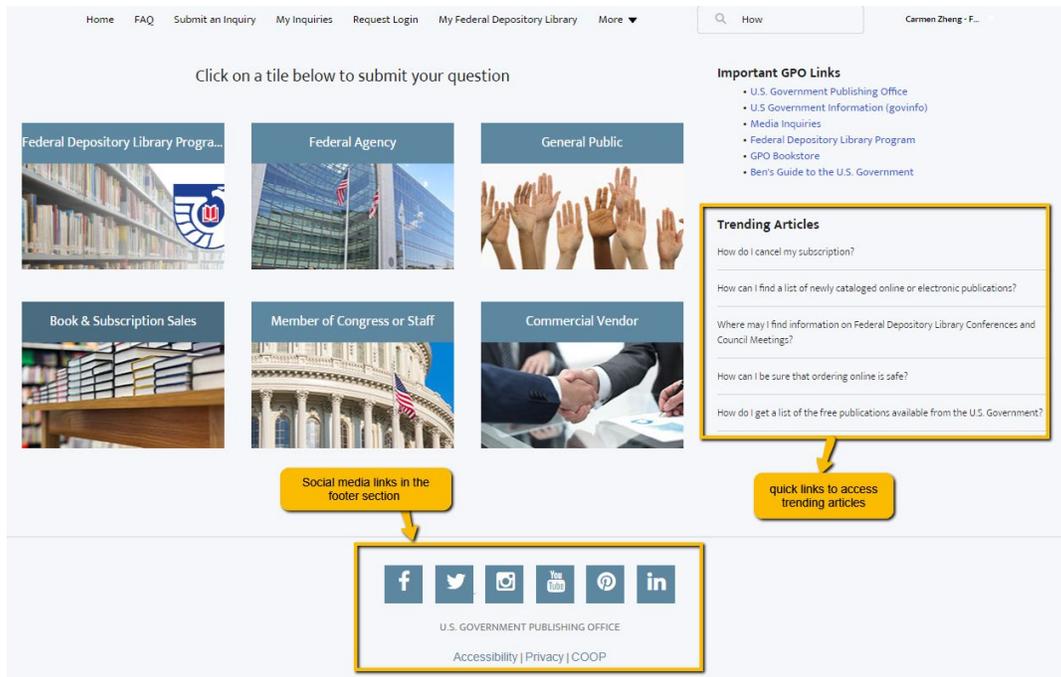
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



The FAQ tab lists all the published knowledge articles. Look here to see if an answer to your question has already been published before submitting an inquiry.

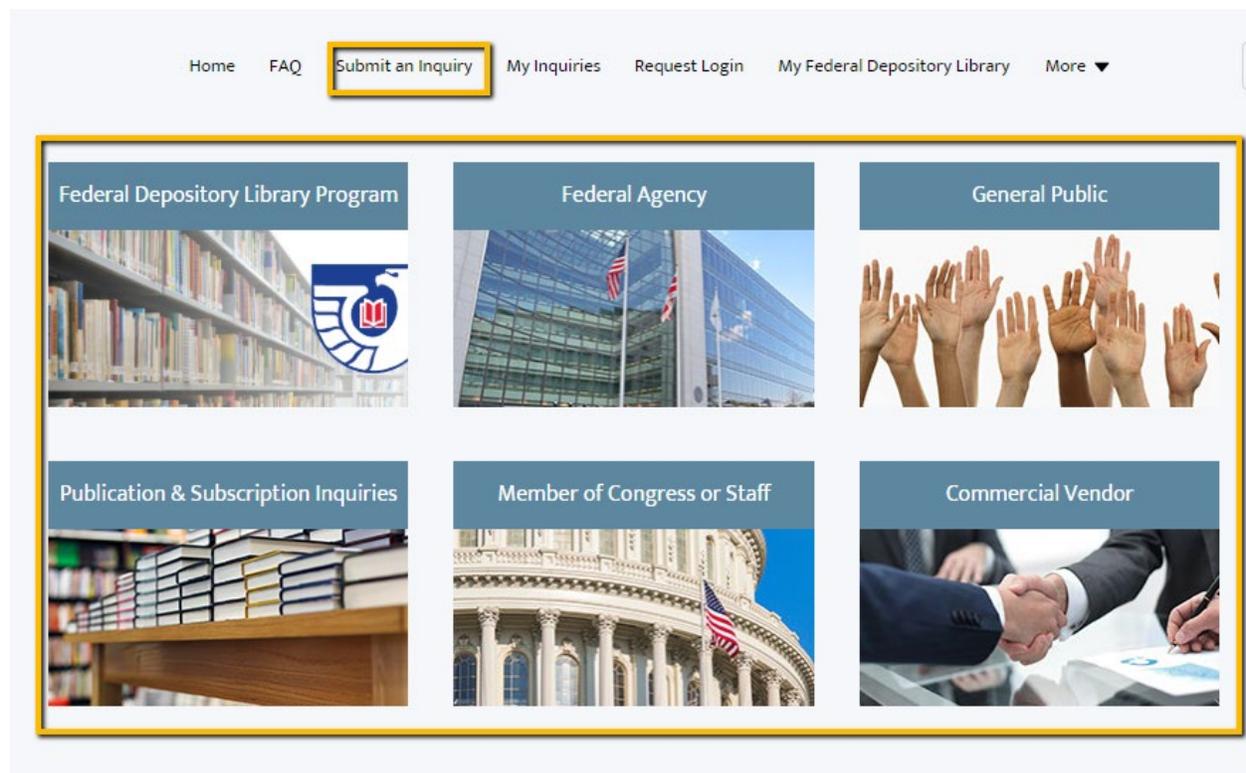


The most frequently viewed knowledge base articles appear in the “Trending Articles” list. At the bottom of the page are GPO’s social media footer links.



Submit and Review an Inquiry (as an authenticated user)

To submit an inquiry, you can click on “Submit an inquiry” from the menu bar (recommended), or click on a tile on the home page (use the tile that corresponds to the type of user you are).



You will see an inquiry submission page, with some of your own information pre-populated in the form:

The screenshot shows the top navigation bar with links for Home, FAQ, [Submit an Inquiry](#), My Inquiries, Request Login, My Federal Depository Library, and More. A search bar on the right contains the text "Search askGPO...". The user's name "Carmen Zheng - FDL" is displayed in the top right corner. Below the navigation is a heading: "Please fill out the form below to submit an inquiry to our GPO staff". The form fields are as follows:

- *Type of Customer: Federal Depository Library
- *Institution/Library name: Law Library of Louisiana
- Library Number: 0221
- First Name: Carmen
- *Last Name: Zheng - FDL
- *Email Address: jczheng@gpo.gov
- Phone: 4566787922
- *Select Category: Cataloging Record Distribution Program (CRDP)
- *Enter your inquiry: Enter your inquiry

You have the option to upload files if needed.

When your form is complete, click the "I am not a robot" box, then click "Submit"

This close-up shows the bottom section of the form:

- *Email Address: jczheng@gpo.gov
- Phone: 4566787922
- *Select Category: Cataloging Record Distribution Program (CRDP)
- *Enter your inquiry: Testing
- Upload Attachment: A button labeled "Upload Files" with an upward arrow icon and the text "Or drop files" next to it. Below this, the filename "Carmen.docx" is displayed.
- *I'm not a robot: A reCAPTCHA widget showing a green checkmark and the text "I'm not a robot". To the right is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms".
- Submit: A button labeled "Submit".

You will receive a confirmation message and a reference number. For authenticated users, the reference number is a clickable link that will take you to an inquiry record for that question

Home FAQ Submit an Inquiry My Inquiries Request Login My Federal Depository Library More ▾

Search askGPO... Carmen Zheng - FDL

Thank you for contacting the U.S. Government Publishing Office.

Your question has been submitted, and the reference number for your question is [00023535](#). You should receive a response by email within 2 business days.

On the inquiry record, you can review the “Related files” section to access and download any attachments.

(456) 678-7922

Contact Email
jczheng@gpo.gov

▼ Additional Information

Inquiry Origin AskGPO	Type Question
CreatedByMe <input checked="" type="checkbox"/>	Priority Medium
Date/Time Opened 12/22/2020 1:29 PM	Date/Time Closed
Supplied Email jczheng@gpo.gov	Supplied Phone 4566787922

Related Files

TITLE	FILE TYPE	CREATED DATE
FugitivesSubmsns_Fields_Template_20201221	CSV	Dec 22, 2020

After submitting a question, you will receive a confirmation message from GPO, along with the inquiry details:

 askGPO <noreply-askgpo@mail1.gpo.gov> |  Zheng, Jiawen (Carmen) (Contractor)

AskGPO: New Inquiry Submission 00059349: Other depository library question or issue

Thank you for contacting the U.S. Government Publishing Office.

Your question has been received, and you should receive a response from us within two business days.

Reference Number: 00059349

Question: testing

Category: Other depository library question or issue

Name: Carmen Zheng

Email: jczheng@gpo.gov

Phone: 456-678-7922

Library Number: 0295



U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

<https://www.gpo.gov>

When the inquiry status is updated by GPO staff, you will receive the following email:

Reply Reply All Forward IM

askGPO <noreply-askgpo@mail1.gpo.gov> | Zheng, Jiawen (Carmen) (Contractor)

AskGPO: Inquiry Status Changed 00059353: Fugitive publications

Recently you requested assistance through askGPO.

We are continuing to work on your issue, and will let you know as soon as it is resolved.

Question:

Customer Type: Federal Depository Library

Category: Fugitive publications

Name: Carmen Zheng

Email: jczheng@gpo.gov

Phone: 456-678-7922

Depository Library Number: 0295



U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

<https://www.gpo.gov>

When the inquiry status is updated to “Closed” by GPO staff, you will receive an email notification that includes the answer to your question

askGPO <noreply-askgpo@mail1.gpo.gov> | Zheng, Jiawen (Carmen) (Contractor) Wed 8:3

AskGPO: Inquiry Status Closed 00059349: Other depository library question or issue

Your recent question received through askGPO has been answered, and a copy of the question and our response is below.

Thank you for allowing the U.S. Government Publishing Office to be of service to you, and please contact us again with any further questions.

Reference Number: 00059349

Question: testing

Answer:

Thank you for contacting the U.S. Government Publishing Office. If you need further assistance, please contact us via askGPO, our online help service, at <https://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>. Alternatively, you may phone us locally at 202-512-1800 or toll free 866-512-1800.

Category: Other depository library question or issue

Name: Carmen Zheng

Email: jczheng@gpo.gov

Phone: 456-678-7922

Depository Library Number: 0295



U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

You can also click “My Inquiries” on the menu bar in order to see questions you have submitted. You can view and sort your questions by the date submitted or closed, and you can click on any inquiry number to review the question and see the answer if the inquiry has been closed.

Inqu...	Category	Subject	Sta...	Date/Time Ope...	Date/Time Clos...
1	Fugitive publications	askGPO Inquiry: 00057086 - Fugitive publications	Closed	9/14/2020 2:21 PM	12/17/2020 9:43 AM
2	Suggestion: CGP technical enhancement/MetaLib Resource	askGPO Inquiry: 00057087 - Suggestion: CGP technical enhancement/Met...	Closed	9/14/2020 3:35 PM	12/17/2020 9:45 AM
3	Marketing, social media, or promotional materials	askGPO Inquiry: 00057091 - Marketing, social media, or promotional mate...	New	9/16/2020 12:55 PM	
4	Report a disaster that impacted the depository collection	askGPO Inquiry: 00057092 - Report a disaster that impacted the depositor...	New	9/16/2020 1:00 PM	
5	Marketing, social media, or promotional materials	askGPO Inquiry: 00057093 - Marketing, social media, or promotional mate...	New	9/16/2020 1:35 PM	
6	FDLP.gov	askGPO Inquiry: 00057121 - FDLP.gov	Closed	9/17/2020 9:53 AM	11/3/2020 10:34 AM
7	Report public access issues in a depository library	askGPO Inquiry: 00057150 - Report public access issues in a depository libr...	New	9/25/2020 1:53 PM	

Submit a Fugitive Publication Inquiry

- The fugitive publication inquiry category leads to a slightly different type of input form. You will choose a radio button to indicate whether you are reporting only one fugitive publication or multiple publications. The form will look different depending on which option you choose. If you are submitting multiple publications, you will need to upload a CSV spreadsheet with publication information.

*Select Category
 Fugitive Publications

*Fugitive Publications Type
 Check this box for providing details pertaining to only ONE publication
 Check this box for providing details pertaining to MULTIPLE publications

- Sample form when submitting one publication:

*** Fugitive Publications Type**

Check this box for providing details pertaining to only ONE publication

Check this box for providing details pertaining to MULTIPLE publications

*** Title**

*** Publishing Agency**

Publication URL (Required for online publications)

SuDoc Number

Format

Select an Option

Series Title and Number

Report Number

Publication Year

OCLC Number

Additional Information

- Sample form when submitting multiple publications (you will need to upload a spreadsheet):

*** Fugitive Publications Type**

Check this box for providing details pertaining to only ONE publication

Check this box for providing details pertaining to MULTIPLE publications

Please download the [CSV template](#) and provide the specified information for each publication.

Upload Attachment

Or drop files

No File Selected..

Additional Information

I'm not a robot


reCAPTCHA
Privacy · Terms

Federal Depository Library Directory

To view and search the entire Federal Depository Library Directory, users will still use this site: <https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp>. As of August 10, 2020, depository library coordinators and staff should make all changes to the Federal Depository Library Directory information for their library through the askGPO community site.

- Click on the “My FDL” link on the menu bar to view the Directory information about your library.
- If the FDL user is the Depository coordinator, he/she will have the ability to edit some fields (those with a pencil icon visible).
- The FDL coordinator can click on the “Edit” button or click on the pencil icon to edit allowable fields.
- If you need to edit a field that you do not have permission for, email fdlpoutreach@gpo.gov

Home FAQ Submit an Inquiry My Inquiries Request Login **My Federal Depository Library** More ▾ Search askGPO... Carmen Zheng - FDL

Account Louisiana Supreme Court **Edit**

Library Name	Depository Library Number	Depository Coordinator Name	Depository Coordinator Email	Depository Type	State
Law Library of Louisiana	0221	Francis Norton	fnorton@lasc.org	Selective	Louisiana

Library Information

Depository Library Number	Library Status
0221	Active FDL
Account Name	County
Law Library of Louisiana	
Public Notes	City
Notes test 5/28 and 5/28	New Orleans
Library Type	State
Highest State Court Library (SC)	Louisiana

Files (0)

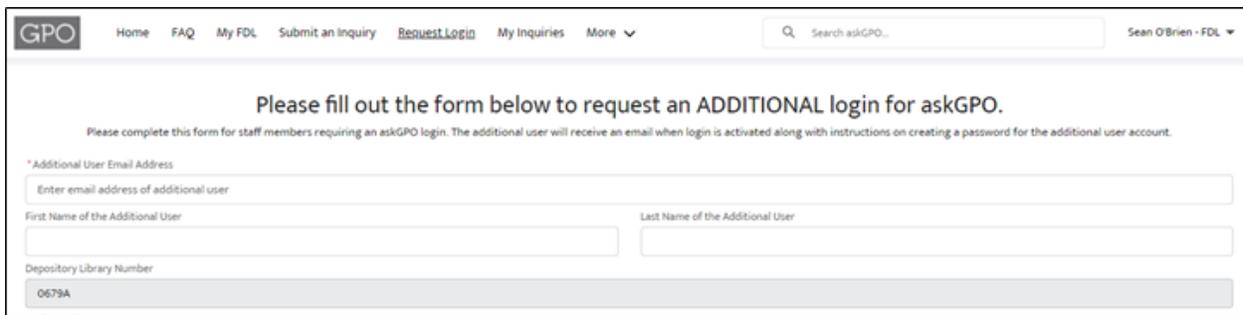
Upload Files

Or drop files

Request a login to askGPO Community Portal for additional staff

You do not need a login to use the askGPO site to submit a question for GPO staff. The benefit of having a login is a streamlined submission process, with your contact information auto-populated, and the ability to maintain a record of your submissions. If you work at a Federal Depository Library, you can submit a request for a login on behalf of another person who works at the same library.

To submit a login request, click on “Request Login” on the menu bar, fill out the form, and submit the request. Enter the additional first/last name and email of the person you want to request an account for, not your own.



The screenshot shows the 'Request Login' form on the askGPO website. The form is titled 'Please fill out the form below to request an ADDITIONAL login for askGPO.' and includes a sub-instruction: 'Please complete this form for staff members requiring an askGPO login. The additional user will receive an email when login is activated along with instructions on creating a password for the additional user account.' The form fields are: 'Additional User Email Address' (with a placeholder 'Enter email address of additional user'), 'First Name of the Additional User', 'Last Name of the Additional User', and 'Depository Library Number' (with the value '0679A' entered).

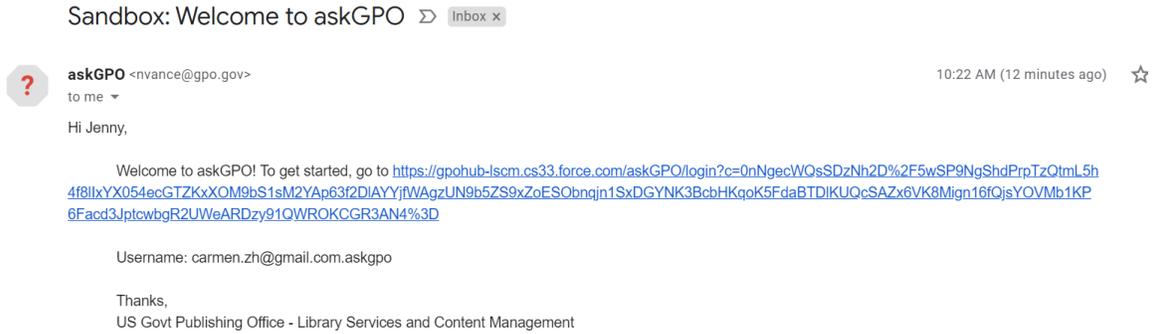
Once the requester has submitted the login request, they will receive an email confirmation.



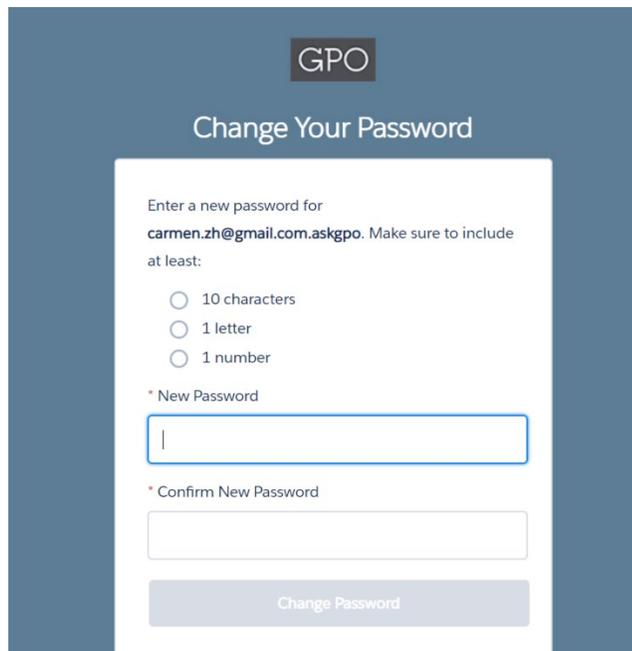
Thank you for contacting the U.S. Government Publishing Office.
Your login request has been received. The additional user will receive an email when the login is activated along with instructions on creating a password for the additional user account.
Reference Number: 00057206
Name of the additional user: Jenny Zheng
Email of the additional user: jccheng@gpo.gov



Once GPO staff have confirmed the login request, the additional user will receive a “Welcome to askGPO” email:



When the user first clicks on the link, they will need to create a password



Access and Submit Webforms on Community

The following webforms will be accessible for authenticated FDLs:

- 1) Claims form
- 2) Anniversary Award Request form
- 3) Training Form
- 4) Homeland Security Digital Library form

To submit a webform, navigate to the menu bar to select the “More” tab and select the webform from the dropdown menu.

The screenshot shows the GPO website's "My askGPO Inquiries" page. The navigation bar includes "Home", "FAQ", "My FDL", "Submit an Inquiry", "Request Login", "My Inquiries", and "More". The "More" dropdown menu is open, showing options: "Claims Request Form", "Anniversary Award Request Form", "Training/Visits Request", and "Homeland Security Digital Library". Below the menu, a table lists inquiries with columns for "Inqu...", "Category", "Status", "Date/Time Ope...", and "Date/Time Clos...".

Inqu...	Category	Status	Date/Time Ope...	Date/Time Clos...
1 00057086	Fugitive publications	Closed	9/14/2020 2:21 PM	12/17/2020 9:43 AM
2 00057087	Suggestion: CGP technical enhancement/MetaLib Resource	Closed	9/14/2020 3:35 PM	12/17/2020 9:45 AM

To submit a Claim Request Form, click “Claims Request Form” from the drop down menu and fill in all the required fields.

The screenshot shows the "MICROFICHE, MAP, AND TANGIBLE CLAIMS" form. The navigation bar includes "Home", "FAQ", "My FDL", "Submit an Inquiry", "Request Login", "Claims Request Form", and "More". The form content includes a search bar, a title "MICROFICHE, MAP, AND TANGIBLE CLAIMS", a paragraph of instructions, a bullet point, another paragraph, and a "Contact Information" section with input fields for "Depository Library Number" (0140), "Your Name" (Carmen Zheng FDL), and "Email Address" (jc Zheng@gpo.gov). There is also a checkbox for "Regional Depository Library".

MICROFICHE, MAP, AND TANGIBLE CLAIMS

Claims for depository materials from GPO-issued shipping lists must be made within 60 days of the date of the shipping list. Only claim documents in your selection profile that you did not receive. For more information about claims, [Click Here](#).

- Check the [Claims Copies Exhausted](#) list for a list of items that can no longer be claimed against surplus stock.

Claims can be submitted from one shipping list at a time. Only five items can be claimed in one submission. If all of the documents on a shipping list need to be claimed, check the "Claim Entire Shipping List" box.

Contact Information

* Depository Library Number
0140

* Your Name
Carmen Zheng FDL

* Email Address
jc Zheng@gpo.gov

Regional Depository Library
 My depository is a regional or my library has an official agreement with my regional to select and house the items being claimed.

Shipping Information

* Shipping List Number (Please provide one shipping list number per claim submission)

I certify that I am missing all publications on this shipping list and need to claim them all.

Publication(s) to be Claimed (Up to 5 claims items per submission)

Claim # 1

Item Number

Title

[Add another Claim](#)

Comments and Confirmation

Comment (Please do not claim materials using the comment box below)

Legitimate Claim

I certify that my claim is based on my depository active item selection profile.

To submit an Anniversary Award Request Form, click “Anniversary Award Request Form” from the drop down menu and fill in all the required fields.

The institution and library name entered in the form will be used to customize the award.

Award Request

* Type of award(s)

Certificate–non-milestone award

* Years as a FDL

* Depository Library Number

0001A

* Designation Date

* Institution Name

* Library Name

Test FDL2

* Special Instructions

Requestor's Contact Information

* Requestor's Name

Carmen Zheng FDL

* Phone Number

9876543212

* E-mail

To submit a Training/Visits Request Form, click “Training/Visits Request” from the drop down menu and fill in all the required fields.

Request for FDLP Training and Use of GPO’s Virtual Training Room

Use this form to:

- Volunteer to present FDLP virtual training
- Request to use GPO’s virtual training room for your event
- Request a specific topic be presented via the FDLP Academy

FDLP Academy educational webinars are created through collaboration between the U.S. Government Publishing Office (GPO), Federal Depository Libraries, and other Federal agencies. You will be better engaged and empowered with Federal Government information. Use this form if you are an [agency](#) or a [library staff](#) member that wants to present a webinar on FDLP. You can also use this form to request use of GPO’s virtual training room to hold a meeting or share information with a certain subset of Federal Depository Libraries.

Finally, you can use this form to request that GPO present or host training on a specific aspect of U.S. Government information, Federal Depository Library Program issues, or deposit other general training questions can be submitted by using [askGPO](#). Select “Federal Depository Libraries” and “Conference /Training” as the sub-category.

Fields marked with (*) are required.

* Name
Carmen Zheng FDL

Phone
9876543212

* Email Address
jczheng@gpo.gov

Institution Information

Depository Library Number
0001A

Institution Name
Test FDL2

Address 1

Address 2

City

To submit a Homeland Security Digital Library Form, click “Homeland Security Digital Library” from the drop down menu and fill in all the required fields.

HOMELAND SECURITY DIGITAL LIBRARY

This validation form authorizes your depository library to have electronic access to the Homeland Security Digital Library. This service is available for free public access under the Federal Depository Library Program (FDLP). It is a violation of the terms of this agreement to:

- Release the usernames or passwords to organizations or individuals other than authorized library personnel.
- Allow organizations or individuals outside of your library to connect via your library’s computer network.

Depository Information

* Depository Library Number
0001A

* Library Name
Test FDL2

* Address 1

* City

* State
--None--

* Zip Code

Depository Coordinator Information

* Name

* Phone

* Email Address

To review all the webforms submitted by your depository library, click "My FDL's Webforms" from the "More" drop down list. The list view displays all the webforms submitted by the staff at your library.

Webforms
My FDL's Webforms

25+ items • Sorted by Webform ID • Filtered by All webforms • Updated a few seconds ago

Search this list...

Webform ID ↑	Reference Nu...	Record Type	Account	Contact	Created By	Created Date
1	WF-000000044	Anniversary Awards	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 2:36 PM
2	WF-000000045	PR383-9046 Preservation	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 3:13 PM
3	WF-000000046	PA882-9604 Partnership	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 3:14 PM
4	WF-000000105	Claims	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:47 PM
5	WF-000000106	Anniversary Awards	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:48 PM
6	WF-000000107	Visits-Training Request	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:49 PM
7	WF-000000108	PR588-1843 Preservation	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:51 PM
8	WF-000000109	PA700-4808 Partnership	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:52 PM
9	WF-000000110	Homeland Security Digital Library	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:53 PM
10	WF-000000113	Claims	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:36 AM
11	WF-000000114	Anniversary Awards	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:39 AM
12	WF-000000116	Visits-Training Request	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:40 AM

Submit and Review an Inquiry (as a non-authenticated user)

Access the askGPO Community Portal as a non-authenticated user here: <https://ask.gpo.gov>

Click "Submit an inquiry" on the menu bar

Contact Us
Have a question about services the U.S. Government Publishing Office provides?

GPO Home FAQ **Submit an Inquiry** Search askGPO... Login

Click on a tile below to submit your question

- Federal Depository Library Prog...
- Federal Agency
- General Public

Important GPO Links

- U.S. Government Publishing Office
- U.S. Government Information (govinfo)
- Media Inquiries
- Federal Depository Library Program
- Ben's Guide to the U.S. Government
- Catalog of U.S. Government Publications
- Congressional Relations
- Help About This Page

Fill out the inquiry details and submit the inquiry.

You will receive a confirmation message and a reference number as shown below.

You will also receive an email confirmation message from GPO with the inquiry details.

 Your inquiry has been successfully submitted! We will reach out to you as soon as possible. 

[Home](#) [FAQ](#) [Submit an Inquiry](#) [Partnership Request Form](#)

Thank you for contacting the U.S. Government Publishing Office.

Your question has been submitted, and the reference number for your question is 00023543 . You should receive a response by email within 2 business days.