askGPO for Federal Depository Libraries - Transcript

Please stand by for realtime captions. .

Hi everyone, this is Lara, just coming on with a sound check. You will hear silence until we start at 2:00 in about 4 minutes. minutes.

Hi, everyone, it is Lara with GPO with one last sound check. We will be getting started in 2 minutes. .

Good afternoon, everyone and welcome to the webinar, ask GPO for federal depository library. I'm Lara flint, and # I'm an out reach libraryian and I'm your host today. Before we start, I will walk you through the house keeping reminders. If you have any questions or comments, chat them in the chat box located on the bottom right-hand corner of your screen. We will have a Q and A session at the end. We are recording today's session and we will email a link to the recording and the slides to everyone who registered for the webinar. We will send you a certificate of participation using the email u used for the webinar. If anyone needs multiple certificates, please email and include the title of today's webinar along with the names and email addresses of those who need certificates. At the end of the session we will share the webinar satisfaction survey with you. We will let you know when the survey is available and the url will appear in the chat box. We would appreciate your feedback when the session is through today.

With that intro, I will get ahead and get into it. We are going to talk about the GPO site today. We will review when you might want to use it. FGPO was launched in 2002. It had a big redesign and change in the back end software in 2020. For those of you who have used it, it was a big change. You will notice a different look and feel. The reason why this site is important for Federal Depository Libraries is because it is the place you can submit questions about the FDLP or anything having to do with GPO as an agency and get them answered. Ask GPO is also the site where the depository coordinator edits the federal directory. If you have an address change, if you have a new director, or somebody new in the depository coordinator position, you would go into the site and update that information. Finally, ask GPO is where depository libraries can submit various forms to GPO. Most importantly, the claims form but also there are other ones such as the anniversary of work or a request for GPO to provide training. If you haven't yet seen it, this is what the new FGPO site looks like. It is modernized. It has a nicer look and feel and it has more options than the old one did. Most of the webinar today will be us looking at the site live and me demonstrating how it works to you. Before but that, I wanted to remind you about or bring to your attention a couple of important websites that provide more information about ask GPO. The first one is the SGPO project page on FDRL.gov. What is on this page is general information and back RND about the site and a couple of tips on what BROUSer it works best on. We are doing enhancements to the site so about every month there is a release of the new enhancements. This is a site with a short list of improvements with Elise so you can track the changes over time since we launched. If you go in there and something likes different, you may want to check this page and say, oh, I see it was a new release. That's why it looks that way now.

Another important page to know about that I wanted to highlight is the training page on the academy website. There is a screen shot and a link there. What you will find on this site is webinars like this one will go onto that page. For those of you who like to print off or download and have an entire user manual with screen shots and detailed instructions on where to click and how to use the site, those are at this site. We also have a number of shorttatorial videos there. You don't have to read through the

whole manual, you can watch a short video on individual tasks. That was really the introduction. I wanted to pause and see if anyone had any questions about the site generally before we get into the demonstrations? Does anyone have any questions about the ask GPO site right away? Okay. We will have plenty of time for questions at the end and if a very important question comes up during the presentation, just chat it and we will get all of your question answered today.

I'm going to share my screen now. Is everyone seeing the large blue contact us on the ask GSHS PO home page? Okay, thank you. All right. This is the ask GPO home page. It is ask.GPO.gov. There is the log in at the top right. We have important GPO links. Again in the top right quadrant of the page, apart from the banner, you have GPO links, FDLP links, and then you have the trending frequently asked questions. The plum book was recently released and you can see that question has popped up to the top. I did want to cover the frequently asked questions. The trending ones on the right, you can click on this FAQ in the top menu. As with all sites of this nature, we try to direct you to maybe your question has already been answered so you can come here and look. If thought, we are happy to answer it and you can submit an inquery. We have grouped the questions into topics. For this audience, you would most often go to the FDLP section. There is also government publications generally, there is a section on the gov infosite, working with GPO, the agencies that want to publish with us may look at these questions more. There is one on the book store. You can come into any of these categories and click on them to see all of the questions. Then you can click on any individual question to see the answer to it. So pretty straight forward. There is also a search feature on the website. One of my favorites about frequently asked questions is how to estimate the size of your depository collection. You can type in any word and here is the question about is there a formula to use to estimate the size of my documents collection. We end up pointing people to this with some frequency. That was the main site, not logged in.

I'm now going to move over and log into the test site to demonstrate the rest of this for you. When you have logged in, you will see instead of log in at the top, it says your name. Now I'm logged into the site. We are sort of going to look at everything on this menu bar, roughly in order. We have already looked at the frequently asked questions and now we will look at the FDL, my Federal Depository Library. When you click on this, it is basically what we call the directory. This is all of the information on the directory page about your library, the institution where you work. There is a recap at the top and then as you scroll down, there are a lot of informational fields about the library. This is the test site. This is not all filled in but most of this or a lot of this will be filled in for most libraries. It is kind of grouped into sections. For example, if you are in the cataloging record distribution program, here is all of the information about that. If you are not, maybe you just want to not display that, and you can hide sections like that if you choose to. Also you saw at the top here, if you have submitted any web forms, you will be able to see those here and in another place that we will talk about later. This files area is basically, if our -- if GPO has the depository designation paperwork for the library, we have them for many to most libraries but not all of them, particularly the ones designated a long time ago. If we have your designation paperwork, it will be here. This is just a sample so I just put up the FDLP graphic there. You can download or you can up load files if you need to share a file with us. If you have your designation paper work and we don't have it, please feel free to up load it.

I wanted to also talk about editing the information here. The only person who is going to be able to edit information is the person who is designated within the system as the depository coordinator. So if you have that ability, you can either click on edit or if a field has a pencil next to it, you can click on the pencil and that is a field that you would be able to edit. My recommendation basically is, if you have a lot of fields that you need to update all at once, you might want to use the edit button. If there is just one for example, maybe I just want to change a library name. I apologize. This is a good example. Someone has

made it so I am not a coordinator on this library anymore and that's why I'm not able to edit. If I were, I would see more pencils and I would be able to edit this. I would be able to click on this edit and I would see a form with a lot of fields to edit. I apologize for that mix up. But that is the federal depository directory. I will move onto submit an inquiry. I did want to point out that I can click on this and you will notice it brings me into a form and this first thing says type of customer, federal depository library. If you remember on the home page, we also had these tiles to indicate what sort of customer you are. Again, for this audience, most likely, you do work at a federal depository library, so you would click on the federal depository library program to indicate who you are. That takes you to the same form. From either of those places you can choose or identify yourself as a different type of customer. For example, maybe I work at a federal agency and you will notice the fields that are available and the categories that you can choose when you are submitting your question will change depending on what type of customer you said you were. So for congress, there are really just a couple of categories. If we go back to federal depository library, we have a much more extensive category list. This submit an inquiry on the menu is kind of the fastest way but you have a lot of flexibility. So because I'm logged in, the system already recognizes which library I work for, my library number, name and email. I don't need to fill any of that in. I'm going to submit a sample inquiry here. You select a category. We did reduce the number of categories. I know there are still a lot. Believe it or not, there used to be more. You pick an appropriate cat DPOIR. If you are not sure, always choose other if you don't feel your question fits into these categories. That is my question. If I want to, I can up load a file as an attachment. You can click on this. And you can submit your inquiry. You will notice that now we have a reference number for the question and this is a link. If I click on this link, it takes me to a copy of my question. I can see that the status of it is new. And there is no answer yet. Because nobody as GPO has answered it yet. From here, I'm skipping over request log in right now. I will click on my inquiries. I will click on that. This is all of the inquiries I have submitted since the new site went live on August 10th2020. So your inquiries from the old system will not be in here but the new ones will be. I like to sort them by the date or time opened so the most recent inquiry is on the top. There is that one I just submitted. If I hover over some subject, you can see a little pop up. I can see what my question was. You can also see here what category I chose when I submitted the question. Then you will see a couple of different statuses. There is new which basically means nobody at GPO has touched the question or dealt with it yet. You might see pending or under review. That means, sometimes you guys ask us very detailed and complicated questions and we have to do a lot of research and talk to other agencies. Then we put it into a pending status while we try to figure everything out. So that's another status you might see. Then closed is it's done and it's been answered. If I click on one of these closed ones, I seem to use Adelaide a lot as my examples. Here is the question and here is the answer that GPO provided. You will also be able to see the date and time that it was closed once it was closed. .A the other thing I wanted to mention is in addition to the my inquiries here, when you submit a question through ask GPO, you will get # an email to your regular email that says thank you for submitting your question. If someone changes the status of your inquiry to pending or under review, you will get an email at that time. When the inquiry is closed, you will get a final email that has the answer that GPO provided. You will have an email trail in your regular email as well.

The next area I wanted to look at was request log in. This is what you will use to request an ask GPO account for someone else who works at your library. You MIELT want someone else to have a log in so they can see their own questions. The other nice thing about this, if someone has a log in and is associated with your library, then GPO staff can see all of the questions that were submitted by everyone who works at that library. What I wanted to emphasize is you as a user can only ever see your own questions. You can request a log in for someone but you will not be able to see the questions that they submit. So it is a pretty simple form. In this case, you enter the email address of person who needs an account, first name, last name, phone is optional. Because you are logged in and presumably you

work at the same library as them, that is already filled in and grayed out. So you will just do for example, I will request a log in for my cat here. I use him a lot in tests too. It is really liking the crosswalks today. As this explains, you will get an email saying thank you for submitting the request. The person will get an email when they have approved the request and created an account for them. That will include instructions on how to make their own password and get logged into the site.

The next thing I wanted to talk about was the claims request form and the other forms as well. Here is a little quirk about our site that I will illustrate. Here's the claims request form appearing on the top menu. There is also this more drop down. These are the forms there. Basically, there is only so much space on this menu bar. The last ones kind of cycle around. If I had most recently clicked on homeland security digital library, that is the one that appears on the main menu and claims form THAZ gone into more. Don't panic. Just make sure you check the more area if you need to. I did want to show you all of the claims request form first. This is the form that you use for all of your claims, whether it is microfiche, paper, map, anything. It does say within 60 days in bold here but we are in a pandemic right now so do be aware that the 60 days claims window is not in effect during the Covid-19 pandemic. We will probably update the site to put a sentence to that effect. So if you are outside of the 60 day window, but we still have the publication available, it will fulfill a claim for it. We also provide links to more information about claims so that will splin what you can claim, what you can't. And also a link to the claims copy exhausted list. Every now and then, if there are no copies left for us to send to you, we will let you know from the claims copies exhausted list that we are out. We have no more to send. Again, because I was logged in, that information was prepopulated. There is a little check box for some libraries that house copies of publications or select item numbers on behalf of their regional. Sometimes they need to make a claim and they can check this off if they are claiming something on behalf of the regional. You always need to provide the shipping list number. I will go ahead and submit a claim form here. There are two ways that you can do it. The first thing that might happen is that you are missing all of the publications on the shipping list. You would check that box here. If you notice, the claim number one down here got grayed out. I can't enter anything there anymore because I'm claiming the entire shipping list. If I'm not claiming the entire list, then I would come down here and enter 1 to 5 individual items off that shipping list that I didn't receive though I should have so I need to claim them. So I'm going to say -- I can click add another to the second one. If you need to provide any comments, you can do that in that box. You want to check the box to indicate that they are making the claim based on your item selection profile, it's a legitimate claim. Prove that you are not a probought once more and submit your claim. Now if I go back to my inquiries, here's my claim right here, my new one. I'm not going to fill out each one of these forms but I will show them to you, the other forms available here. We may have more forms in the future as we continue development. One of the is the anniversary award. If you know your library's designation date and if you don't, let us know or look in the directory. On any year, you can ask for a certificate for your depository's anniversary on special anversries and special increments. 25th, 50th, I don't think we have done 200th. We probably could have done a 200th for them. But that is very unusual. At any rate, for your significant anniversaries, you can request one. You can fill out the fields. It is pretty standard. If a field is required, it has the reddast risk. Some of the the information is prepopulated. You can submit that. We have a training request this is if you would like to present an FDLP academy yourself or if you would like to use our software for you're vent, we can facilitate. We can use a platform for the webinar. If you want to request that we provide a webinar on any specific topic you can use this form. Fill out all of the information, pick what kind of training you would like and submit your form here. The home land security digital library is a data base that is available but one of the PESHGs of being in the FDLP, this data base is available publicly but it has an authenticated log in which provides you with even more data and information. So you can get free access to that additional information as a depository library. You would fill out the form to request, to get the electronic access,

the log in to the old homeland security digital library if you are interested in that. That was all of the forms. The last thing is my FDL's web forms. We did see them on the FDL page. This is another place where you can see all of the web forms that you have submitted through the site here. That was the end of the demonstration. I will stop sharing here. We have plenty of time now for anyone's questions. I'm happy to take questions. I'm happy to take comments and feedback about the site. Suggestions for enhancements. And while you are thinking about them and typing them in, I realize I had a couple more slides here. One was a reminder about when do you use ask GPO? That's when you have a question about your depository. It can be about cataloging processes, maybe you have found a fugitive or undocumented to be cataloged. Maybe you need help interpreted the rules, maybe you don't understand what you are doing. Maybe you want to partner with GPO. Also to request an account for another staff member at your library, to edit your federal depository library directory entry, to submit a claim form or another form like the ones we saw. When you have any question about GPO, not just the FPLD, anything we do. I do see the questions are starting to come in. So this is the last slide where I'm talking and then I will get to all these questions. There are some important tips that we have learned the hard way. One is definitely use chrome, fire fox or safari browser. It will not work in edge. Log in before you submit your question so it will be in your my inquiries area. If you do forget and you submit a question without logging in, you will still get the emails but it will not be associated to your library. If things are not working for you, as with everything, email FDLP out reach @ gpo.gov. So any of us can help you from that email address. You want to clear the cache on your browser periodically. You may not see all of the latest updates. Sometimes you will not see all of the new functionality if you vant cleared the cache on your browser. The site will ask you to change your password every 90 days. We know it is a pain but this is the I.T. security world that we all live in now. Many sites require you to do this and this site does as well. Another tip is, it goes along with, when you do have to change your password, that is a FWRAT time to clear the cache on your browser to make sure password takes.

Now I will start asking questions. If I can't answer them, I will break them down and get you answers. Mark asks, can we request to have an additional request removed, for a staff member that resigned? That is an excellent question. Can't believe we haven't thought of that before. This is why groups are better than individuals. Yes. We can. We can certainly deactivate someone's account. I would say for now, the best way to ask for that to happen would be to email. I'm going to write down as a future enhancement, we should work on a way to have a more automated process or a form for that as well. Is the FDPL linked to the homeland security digital library available to link on a lip guide or other page? Would it work for users that way? I think what you are asking is if you are a depository library that has the full pass access to the homeland security digital library, can you put a link in your guide that would link you to your full access. Is that your question? Yes. Okay that is is the question. I do not know the answer to that off hand. That is another excellent question. I will ask the person who cordinates that partnership and access and I will get back to you on that one. I don't know because it involves a log in. Frequently when things involve a log in, you are not able to link directly but I will certainly ask. Is the log in for ask GPO different than your FDLP log in? Yes, it is. We recognize that we have a lot of log ins in the FDLP and a lot of systems. This one is separate. This is one that you maintain the password on your own and it is a separate log in for the site. I'm going to look quickly for -- I do have an article which I find helpful and frequently provide to people about passwords used. Passwords and accounts used. I will put the link to that article in the chat box.

Why do all responses from GPO appear in the query? I don't know if I'm fully understanding the question. Are we talking about when you are on the ask GPO website and you are looking at the my inquiries area? She says scratch. Why do all responses appear and make it not appear? Okay, I think I understand. In this new system, there is an email functionality and then there is closing the inquiries. If

GPO staff needs to go back and forth with you a little bit, I didn't quite understand your question, can you provide a little more information to me, can you provide a scan of the first page of that publication so I can look into cataloging it, anything like that, we will use the email function. The software behind the page now is sales force if any of you have used that. We can email back and forth and all of the emails will be related to your inquiry for us to see on the GPO side. When we have the final resolution, we will close your inquiry. That is the answer that appears in the email that you get on the my inquiries page. The technical answer, yes, the reason why they don't show up is because they are emails not closing the inquiry. I will write down again as a possible enhancement, is there a way for the user to see the email string as well along with just the initial question and final answer. I'm writing that down. .

Beth says she has some inquiries that have answers but they have not been closed. That is not supposed to happen. We did an enhancement where the system on GPO does not let you close an inquiry without providing an answer so you have to type something in the answer field before you are able to close the inquiry. Hopefully that will not happen again. Let me scroll back up. Will you please review how to submit fugitive documents. Certainly. I will share my screen again. .

You will go to submit an inquiry. There is a category called fugitives publications. You will click on that. This is a recent enhancement. This might look a little different to you as well. Our latest release, 1.4 happened, I want to say Wednesday last week. So it looks different since then. So if you have just one publication, you are going to click this radio button and fill in all of the information. Only the title and publishing agency are absolutely required. Please provide as much information as you can. If you have multiple publications, you click that button. You will have to download a CSV template which has the same information that was on the other form we were looking at but because you have a bunch of them, you will fill out all of this information for how many publications you have, save it locally. Up load the template and then submit the question. So that is how to submit a fugitive publication.

Why can I no longer respond to requests for additional information from GPO in the query? I don't know if this is going back to the email thing again. You should be able to respond to an email, any email that you got about the inquiry. You should be able to email us. That would be how you respond to a request for additional information. If I'm not getting at what you are asking your explaining that correctly, let me know in the chat at the bottom.

Can we request our past submissions for survey? Certainly. I can't remember, I think there might we one category that we decided was a little extraneous so there is no actual category for biannual survey anymore. So I would go with the other depousatory library question. Choose this category and right in your inquiry, we already know your library number up here. But I would like all of the copies you have of all of my surveys from this particular year. Absolutely. That is a question you can ask here. Okay. I'm scrolling down. Did the old user name and passwords transfer to the new site? My log in does not work. No. The old site was on a different software platform. So this is entirely new and you have a new user name, password, a new log in for this new ask GPO site. Again, if you do not have your log in information, you can email me or you can email FDL out reach and we can get you set up in the new site. When the site launched, but again, this was a while ago now, August 2020, we sent a blast email out to everybody who we had listed as the depository coordinator in the federal library directory with -- we created accounts for all those people automatically and we sent an email out. We have launched this new site. You have an account. Here's the link to get your new account set up. There is always a lot of turn over in depository coordinators. Emails get lost in people's junk email and things happen. Things go into the black hole of emails. If you never got that, just let us know and we can help you set up your account.

Do I still need to use my internal and external passwords? So the external password, I cannot think of any place where that is really used anymore. That was kind of an oddity and a legacy thing. Your FDLP internal password, there are a couple of f sites where you use that one. You will that to log in to FDPL.gov or to deSims and you will use it to log in and request special promotional offers, for like the freebie posters and pencils and things. You would use your internal password for all of that. And to log into the CGP if you still need to log into that.

Why isn't there a way to up load a file when only submitting a single fugitive publication. If we want or need to submit a scanned version of the single publication, do we need to click on the multiple pod to attach the file? I want to say that someone brought this up and we are going to fix this in a future release soon. Let's go back. Yes, you're right. There is no place to up load a file here. That has been noted by GPO staff as well. So apologies for that. I we are fixing that one. That was an over sight on our part. The next release will happen in about t a month. If you need to submit one in the meantime, what is the best thing to do? I would say put additional information maybe. I have a copy of the title page and then the person who gets the inquiry on the back end can use that email functionality that I was talking about to email back and forth with you to get the copy. Sorry. That sounds very round about. Should I up load biannual surveys if the FDLP doesn't have them? Certainly. We have incomplete records in some cases. If you have something you are sure we don't, definitely. We would be happy to take it in and put it in your file.

Okay. Chad points out that file attachment option was there for the single publication until recently. He submitted several in December and was able to attach files. So yes, that was just one of those release things where we over looked it. When we redesigned the form, we failed to incloud that on a single publication but we are bringing it back. Thank you for pointing that out. Do we have other questions? Anything else you need to see again? Any other suggestions you have to improve the site? Did I miss anybody's question? Okay. I'm not seeing any new questions coming in. Maybe -- I'm going to ask Corey to please post a link for the satisfaction survey for the webinar. And we will just -- you can take that survey and we will see if any other questions or comments come in. Okay. Here's a comment. It would be nice to have some context for my query like in the old system where I had to give the query a title. It made it easier to track my question. Yeah. That's something we have heard from a couple of users. What we have right now, you can see at least the category that you chose and you can hover over and see the question hop up but it is not in the title and it is not in the subject line of the email that you receive. We are in a bit of an in between state there. I think realalistically, that is not something that will change if I have to guess but I will take down your comment for sure. So you would like a title for the query, a way to track. Are you wanting to track it in your own email or when you are logged into the system? Both, okay. Anything else we can help anybody with? Feel free to vent. All right. It looks like that may be it. You have my name, email and phone here. Hang on, comment coming in. The query numbers in the old system also gave context to the query because they related to the date submitted. Yeah. The new system doesn't do it that way. The query numbers that included the date are unfortunately gone. That's just a different system. Okay. Once again, contact us any time with feedback, log in issues, with questions that didn't quite fit into the system, with additional staff, accounts for anyone else at your library, whatever you need. Thanks for taking the time out today. We hope we will see you as well at some future FDLP academy web nars. Thanks again. That's it for today. .

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