


FDLP ACADEMY

2014 DLC VIRTUAL MEETING:  
FOCUSING ON SERVICE

# Library Services and Content Management Technology Plan

Anthony D. Smith, GPO  
Depository Library Council Virtual Meeting  
December 4, 2014





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## Outline



- Scope and Objectives
- Accomplishments to Date
- The Impact/Benefits for Federal Depository Libraries
- How You Can Help



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## Tech Plan – Scope and Objectives

**Original Vision:**

*The next-generation Integrated Library System (ILS) will enable Library Services & Content Management (LSCM) to improve its internal organizational workflow and business processes while leveraging new technology features and functionality to enhance LSCM related library acquisitions, cataloging, record distribution, federated searching, and indexing operations and activities. Opportunities to further develop internal LSCM workforce talent will be created as well.*




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## Tech Plan – Scope and Objectives

**Original Vision:**

The ~~next generation~~ <sup>services</sup> Integrated Library System <sup>LSS</sup> (ILS) will enable Library Services & Content Management (LSCM) to improve its internal organizational workflow and business processes while leveraging new technology features and functionality to enhance LSCM related library acquisitions, cataloging, record distribution, federated searching, and indexing operations and activities. Opportunities to further develop internal LSCM workforce talent will be created as well.







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## Tech Plan – Scope and Objectives

**Original Vision:**

The ~~next generation~~ *services* Integrated Library System (ILS) *LSS* will enable Library Services & Content Management (LSCM) to improve its ~~internal~~ *internal* organizational workflow and business processes while leveraging new technology features and functionality to enhance LSCM related library acquisitions, cataloging, record distribution, federated searching, and indexing operations and activities. *Workflow analysis MUST include Depository Libraries* Opportunities to further develop internal LSCM workforce talent will be created as well.



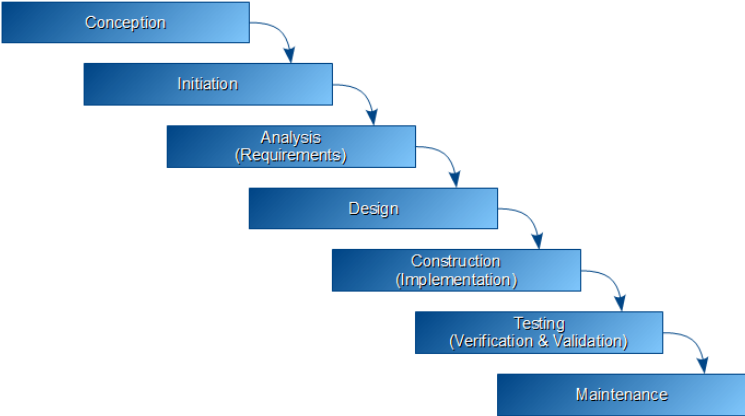


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## Tech Plan – Scope and Objectives

**Waterfall**

- System Foundation
- Conceptual Model
- Data Model / Design



```

graph TD
    A[Conception] --> B[Initiation]
    B --> C[Analysis (Requirements)]
    C --> D[Design]
    D --> E[Construction (Implementation)]
    E --> F[Testing (Verification & Validation)]
    F --> G[Maintenance]
  
```

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## Tech Plan – Scope and Objectives

Agile


The diagram illustrates the Agile process flow. It begins with an 'Analyse' arrow pointing to a 'Plan' arrow. This leads into a circular loop containing 'Design', 'Build', and 'Test' stages. An arrow labeled 'Deploy' exits the bottom of this loop. This entire sequence (Analyse -> Plan -> Design/Build/Test loop -> Deploy) is repeated four times in a horizontal sequence, with each 'Deploy' arrow pointing to the start of the next cycle.

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## Tech Plan – Scope and Objectives

Library Services System

The diagram shows the Waterfall model for the Library Services System. Phase I consists of a series of seven blue rectangular boxes arranged in a descending staircase pattern, connected by downward-pointing arrows. The phases are: Conception, Initiation, Analysis (Requirements), Design, Construction (Implementation), Testing (Verification & Validation), and Maintenance. Below this waterfall model, Phase II is represented by the same Agile process flow diagram as seen in the first slide, consisting of four iterative cycles of Analyse, Plan, Design/Build/Test, and Deploy.



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## Tech Plan – Accomplishments

- Scope and Objectives
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## Tech Plan – Accomplishments

- “As Is” Phase Completed
- Spring Conference Breakout Session
- Strengthen Standard Operating Procedures
  - FISMA Response
  - System Security Plan
  - OIG Contract Audit
  - Contract Enhancements (Extension Period)
- “To Be” Phase Contract







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## Tech Plan – Impact and Benefits

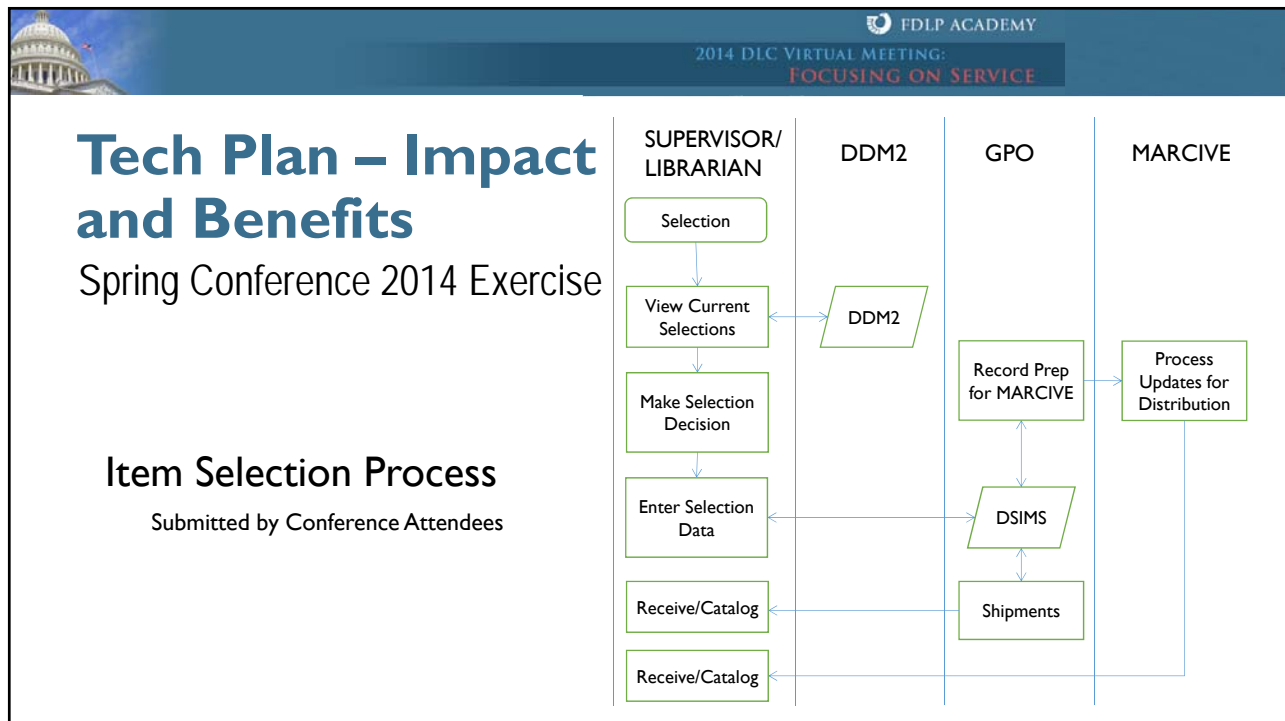
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## Tech Plan – Impact and Benefits

1. Public impact of government information
2. Depository libraries as the conduit
3. Program processes and tools are a critical element
4. Ongoing process improvement







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## Tech Plan – Impact and Benefits

Spring Conference 2014 Exercise

### Collection Development

Submitted by Conference Attendees

LIBRARY	GPO
Coll Dev	
↓	
Item Drop/Add	↔ CGP
↓	
Opt-In New Item	Yes → DSIMS
↓ No	
Address Discrepancies in Item/Stem #	↔ Web Tech Notes



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## Tech Plan – Impact and Benefits

Spring Conference 2014  
Group Discussion

- “Shipping List issues”
- “Auto options for new depository coordinators”
- “Issues with discrepancies with SuDoc Numbers and Item Numbers between the Shipping List and CGP; WebTech notes are cumbersome and ineffective”
- “Confusion over when adds/drops take effect”
- “Have Add/Drop process be more efficient”






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## Tech Plan – Impact and Benefits

Spring Conference 2014  
Group Discussion


- “Do we really still need Item Numbers? Especially for EL? Also, tangibles. Why not just select by SuDoc Stem? SuDoc Numbers are very important; Item numbers, not so much, there has to be a better way...”
- “FDL Collection Management needs to be better”
- “Option to cross search seamlessly with FDLs own system”
- “Both Web Scale Discovery Tool index (such as EBSCO or Proquest, etc.) and Web Discovery Layer needed (such as Blacklight)”




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## Tech Plan – Impact and Benefits


Spring Conference 2014  
Group Discussion



- “Weeding on a big number of paper based documents is a major concern”
- “Physical space for storing the paper documents is a concern”
- “CGP for record checking and verification”




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## Tech Plan – Impact and Benefits

## Spring Conference 2014 Group Discussion

- “Thumbnails would help with discovery”
- “ILS no longer fully meets the need for public services”
- “CGP for record checking and verification”



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## Tech Plan – Impact and Benefits

GPO

Communications

RSS Feeds

FDLPgov

News Alerts

Conferences

askGPO

Collection Mgt

Selection Profile

Shipments

Substitution

Discard

Access Services

eDocument Services

Bibliographic Services



Training

eLearning and Archive

FDLPgov

Public  
Legal  
Scholars  
Students  
Business



Depository Libraries



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## Tech Plan – Get Involved

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## Tech Plan – Get Involved

*“Without feedback, one is always wondering whether anything has happened. Maybe the button wasn’t pushed hard enough; maybe the machine has stopped working; maybe it is doing the wrong thing. Without feedback, we turn equipment off at improper times or restart unnecessarily, losing all our recent work. Or we repeat the command and end up having the operation done twice, often to our detriment.”*

The Design of Everyday Things, Donald A. Norman




Carelman's Coffee Pot


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## Tech Plan – Get Involved

THE FAR SIDE® By GARY LARSON



1. “To Be” phase of LSS design and development  
2. Ethnographies – Systematic study of the depository library, as a culture  
3. Public survey instrument

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## QUESTIONS / COMMENTS

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