

# ASKGPO FEDERAL DEPOSITORY LIBRARY PROGRAM (FDLP) USER TRAINING GUIDE

February 2023

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### Salesforce Community Login

The askGPO webpage and community login are 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 can edit the Federal Depository Library Directory (FDLD) entry for their library on the My FDL page.

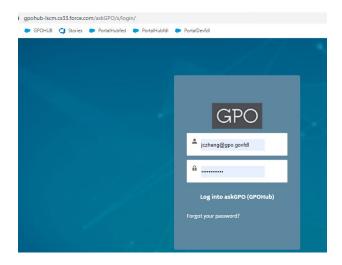
Searching the FDLD is done through <a href="https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp">https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp</a>

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

Access the askGPO Community webpage at <a href="https://ask.gpo.gov">https://ask.gpo.gov</a>. 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": <a href="https://usgpo.force.com/askGPO/s/login/">https://usgpo.force.com/askGPO/s/login/</a>



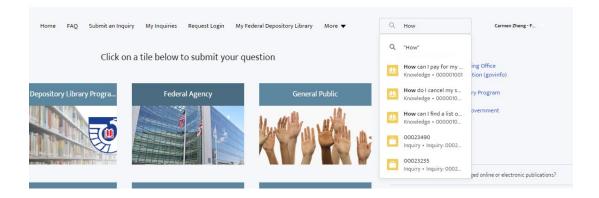
# Community Navigation

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:

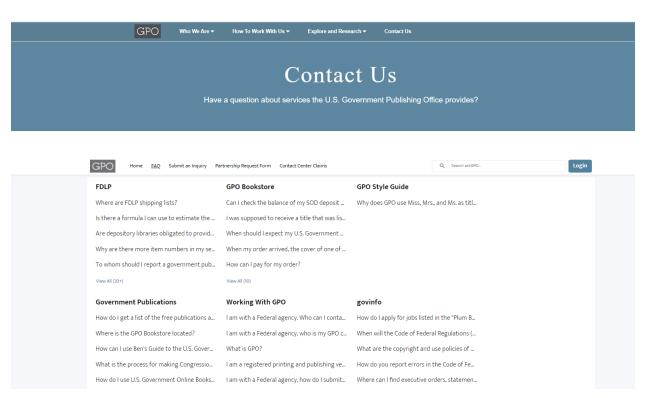
- Quick links on the top panel
- A menu bar
- Six tiles for the user to submit inquiries based on their need or affiliation
- Knowledge base articles covering frequently asked questions



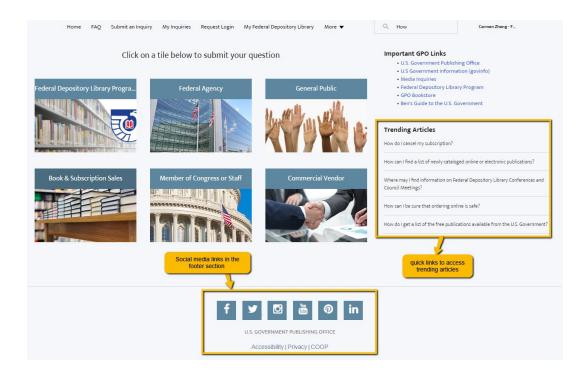
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



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.

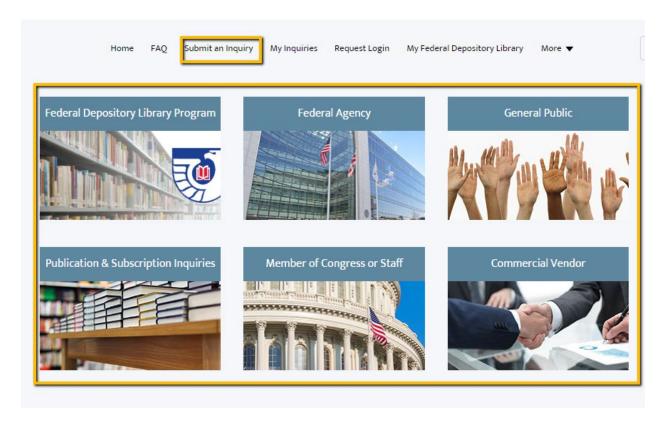


The most frequently viewed knowledge base articles appear in the "Trending Articles" list. At the bottom of the page are GPO's social media footer links.

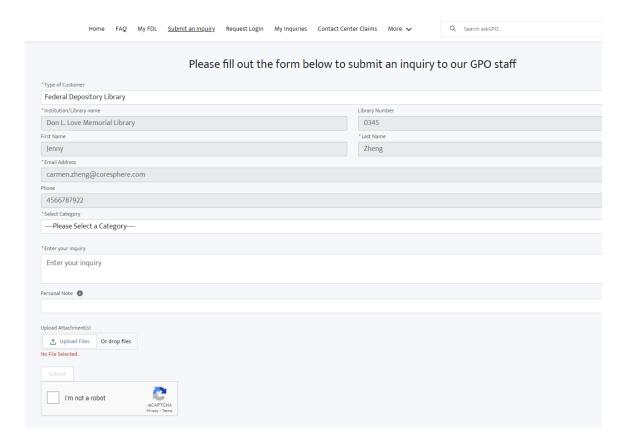


# Submit and Review an Inquiry (as an authenticated user)

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:

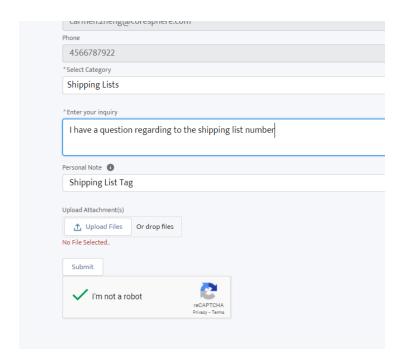


You have the option to upload files if needed.

For some types of question categories, you will be prompted to enter specific information such as a SuDoc number, a URL, or a CGP number.

You have the option to enter a personal note (35 character limit). Use the personal note to enter keywords that will help you sort or search for your inquiries.

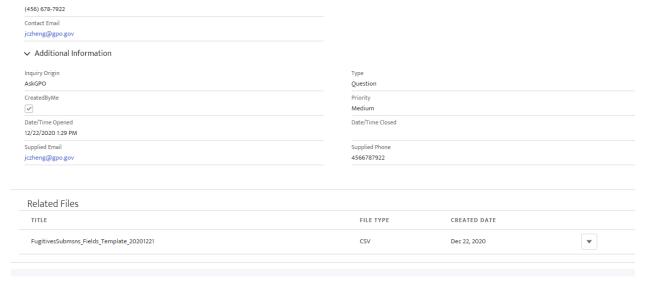
When your form is complete, click the "I am not a robot" box, then click "Submit"



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



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



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



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https://www.gpo.gov

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



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** 



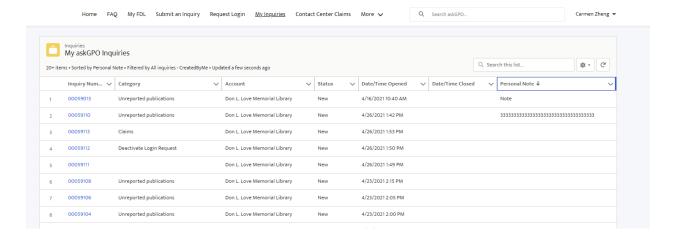
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https://www.gpo.gov

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

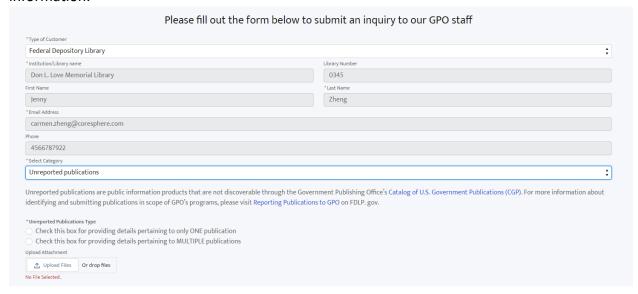


You can also click "My inquiries" on the menu bar in order to see questions you have submitted. You can view and sort your questions by the personal note, the date submitted or closed, or any other field. You can click on any inquiry number to review the question and see the answer if the inquiry has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

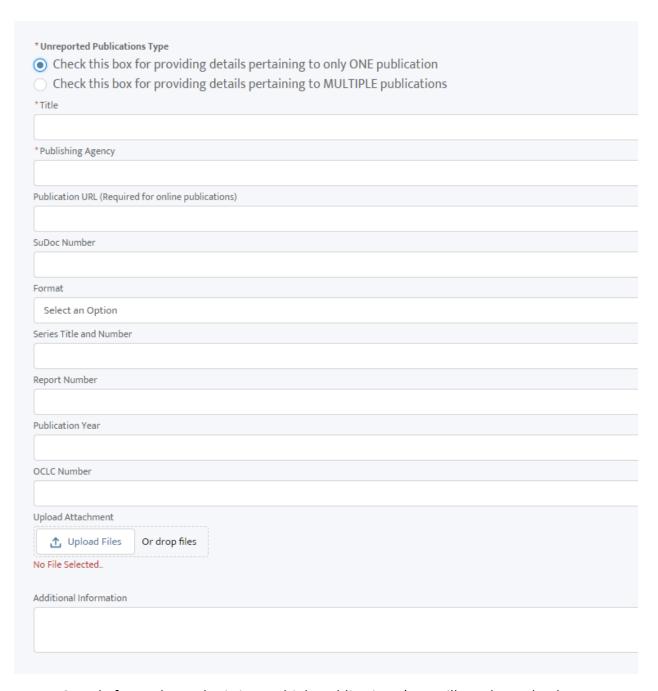


# Submit an Unreported Publication Inquiry

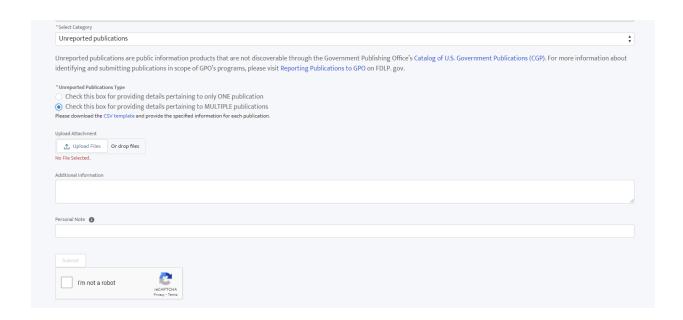
The unreported publication leads to a slightly different type of input form. You will choose a radio button to indicate whether you are reporting only one publication or multiple publications. The form will look different depending on which option you choose. If you are submitting multiple publications,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



• Sample form when submitting one publication:



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

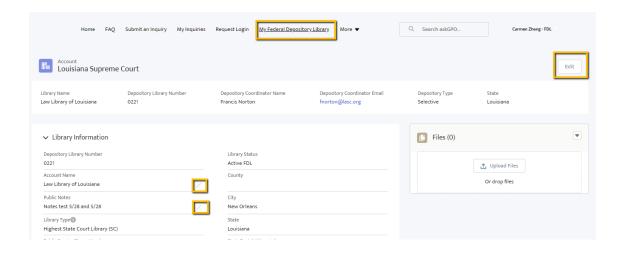


### Federal Depository Library Directory

To view and search the entire Federal Depository Library Directory, use this site: <a href="https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp">https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp</a>.

If you are the depository coordinator and want to make changes to the information about your library that appears in the Directory, log in to askGPO.

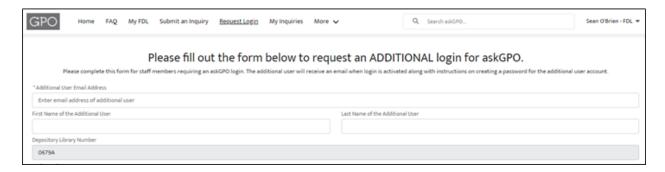
- Click on the "My FDL" link on the menu bar to view the Directory information about your library.
- If the FDL user is the Depository coordinator, he/she will have the ability to edit some fields (those with a pencil icon visible).
- The FDL coordinator can click on the "Edit" button or click on the pencil icon to edit allowable fields.
- If you need to edit a field that you do not have permission for, contact GPO by submitting an askGPO inquiry (choose the category "Other depository library question or issue") or by calling 202-512-1119.



### 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 autopopulated, 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.

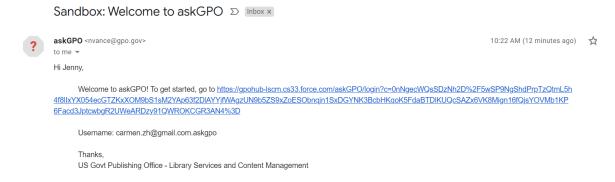
To submit a login request, click on "Request Login" on the menu bar, fill out the form, and submit the request. Enter the additional first/last name and email of the person you want to request an account for, not your own.



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



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

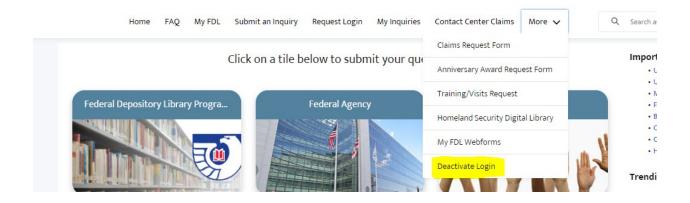


When the user first clicks on the link, they will need to create a password

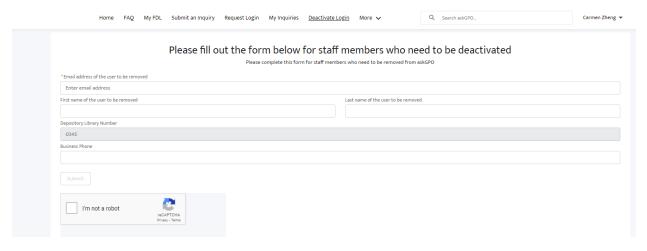


## Requests to deactivate logins to the askGPO Community Portal

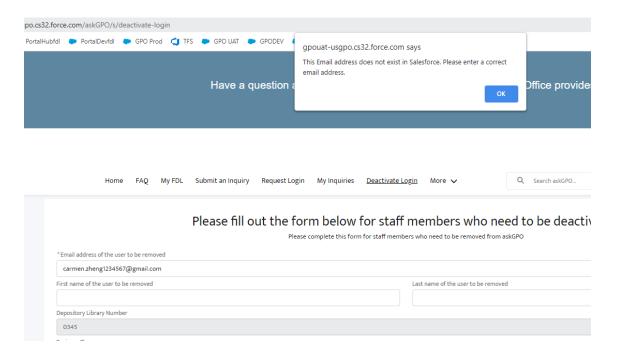
• To request that an askGPO account be deactivated, click on the "More" drop down from the top menu bar, then click on "Deactivate Login". Fill out the information for the person who needs to be removed from askGPO.



• Enter the email address of the user to be removed and submit the request. GPO staff will process the deactivation within two business days.



 Keep in mind that you can only enter an email address that is associated with an existing user. If you enter an email that does not exist in the system, you will see an error message as below:

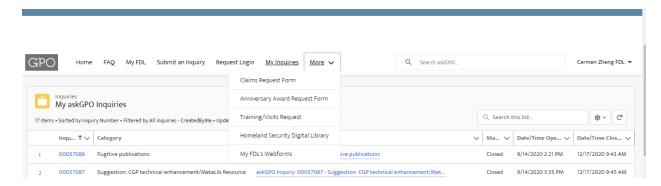


### Access and Submit Webforms

The following webforms are available for authenticated FDLs:

- 1) Claims form
- 2) Anniversary Award Request form
- 3) Training/Visits 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.



### Submit a Claim

To submit a Claim, click "Submit a Claim" from the top menu or the drop down menu and fill in all the required fields.

### 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. During the COVID-19 pandemic, the normal 60-day period for claims is suspended (pending availability of materials). Only claim documents in your selection profile that you did not receive. For more information about claims, Click Here.

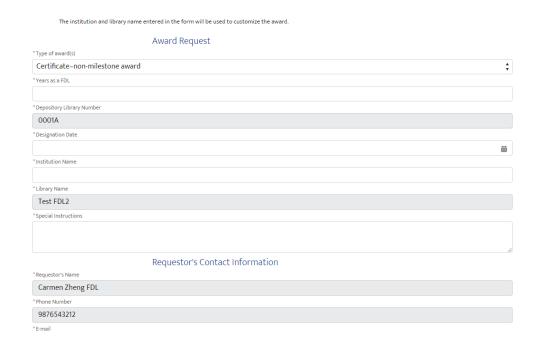
• Check the Claims Copies Exhausted list for a list of items that can no longer be claimed against surplus stock.

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 0345 Your Name Jenny Zheng carmen.zheng@coresphere.com Regional Depository Library My depository is a regional Regional Depository Agreement 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) type here... Legitimate Claim I certify that my claim is based on my depository active item selection profile.

### Anniversary Award Request Form

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



### Training/Visits Request Form

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

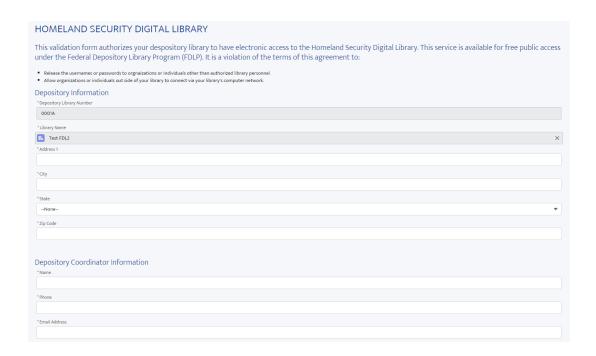


### **Details of Your Request**

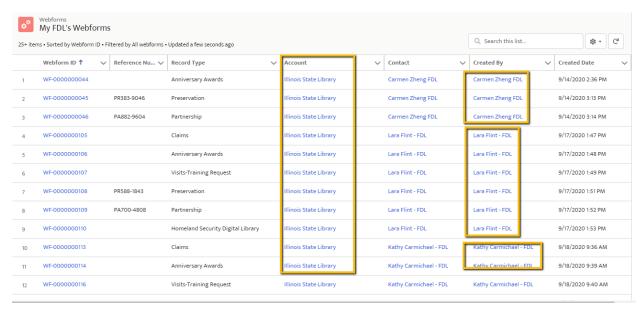
\*What is the nature of your request? --None--✓ --None--I'd like to present a webinar for the FDLP Academy I'd like to request the FDLP Academy host a webinar on a specific topic (provide topic below) I'd like to use GPO's virtual training rooms for my event or meeting I'd like GPO staff to provide specific depository training for my library Onsite: I'd like a GPO staff member to attend my event or visit my library Virtual: I'd like a GPO staff member to attend my event or visit my library Details of Your Request \*What is the nature of your request? Onsite: I'd like a GPO staff member to attend my event or visit my library Date(s) Alternative Date(s) Description of your request

### **Homeland Security Digital Library Form**

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.

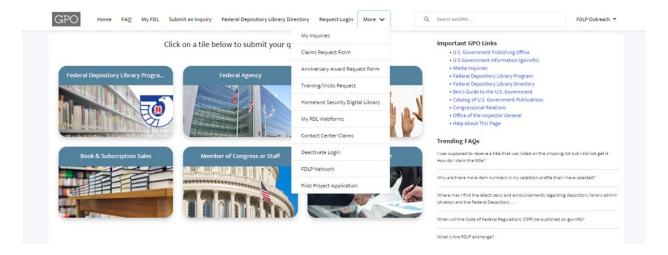


To review all the webforms submitted by your depository library, click "My FDL Webforms" from the "More" drop down list. The list view displays all the webforms submitted by the staff at your library

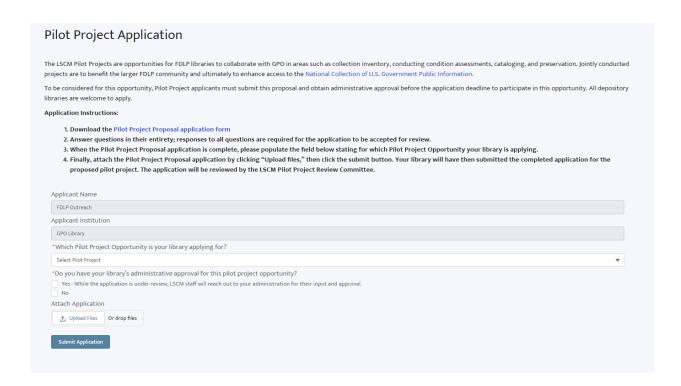


# Submit a Pilot Project Application

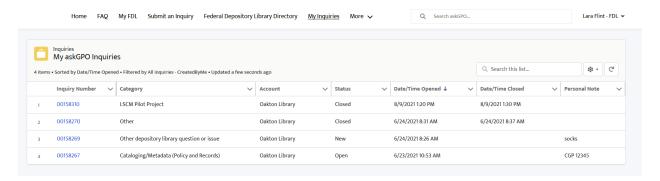
Log in to the askGPO site and choose "Pilot Project Application" from the More drop-down on the menu bar.



Download the application form from the provided link. Upload the completed application as an attachment and fill out all fields on the online form, then click Submit Application.



Submitted pilot project application forms are viewable from the "My Inquiries" area on the menu bar. The Category will appear as "LSCM Pilot Project".



# My Agreements

### Viewing Agreements

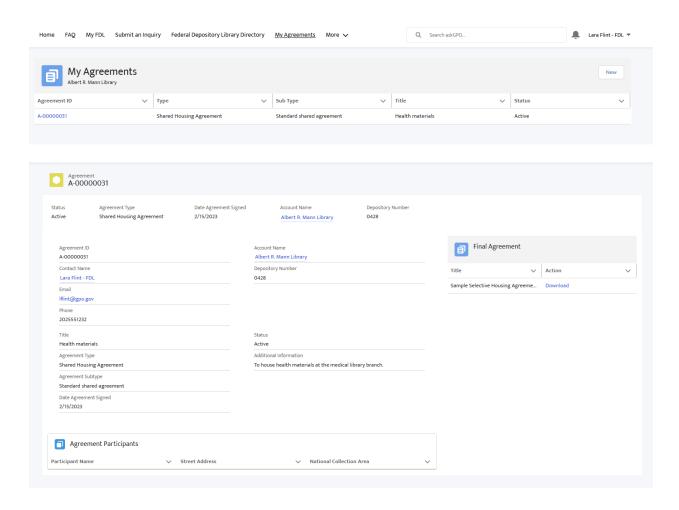
You can view your library's Print Selector or Shared Housing Agreements by logging in and clicking the "My Agreements" link from the top menu (use the drop-down if you do not see My Agreements on the main menu).



### **Submitting Agreements**

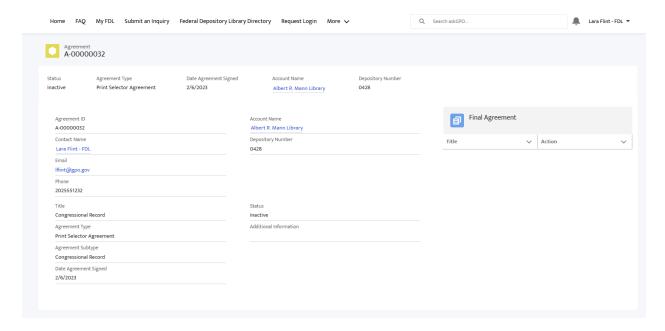
If you click on the New button, you can submit an agreement for GPO's review. You will receive an email notification when you submit an agreement, and when the final agreement is posted by GPO.

When the final agreement is posted, it will have a status of "Active" and when you click on the individual agreement, you will be able to download a copy of the agreement. You will also be able to see if any additional libraries or institutions are participating in the agreement.



### **Inactive Agreements**

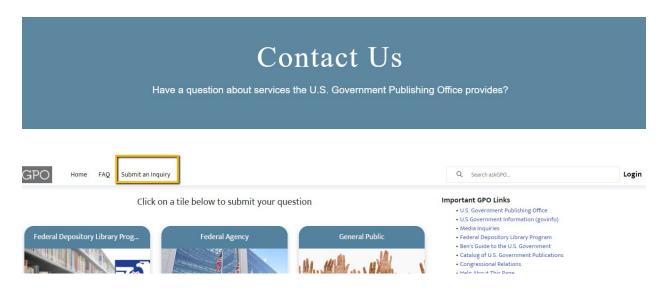
When an agreement is inactivated, you will receive an automated email from askGPO. You will still see the agreement so you know that historically it existed, but there will be no file attached since the agreement is inactive.



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

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

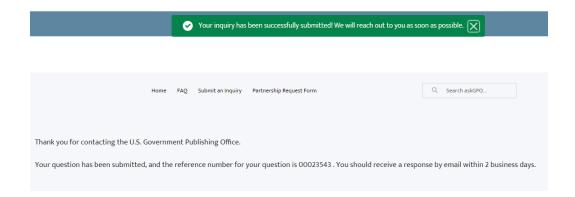
Click "Submit an inquiry" on the menu bar



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.



# Submit a Partnership Request Form (as a non-authenticated user)

To submit a Partnership Request Form, go to https://ask.gpo.gov and click "Partnership Request Form" on the menu bar.

The page will ask you to confirm if you would like to continue with the webform. If you click yes, the partnership request form will be displayed. If you click no, you will be redirected to the Home page.

Home FAQ Submit an Inquiry <u>Partnership Request Form</u>	Q Search askGPO	
Since 1997, the U.S. Government Publishing Office (GPO) has developed strategic partnerships with Federal depository libraries, Federal agencies, and other institutions to increase public access to U.S. Government information in all formats. Generally, GPO partnerships focus on:  Output  Permanent public access to digital U.S. Government information.  Preserving tangible U.S. Government information.  Access to services that allow Federal depository libraries to enhance their collections.  Access to services and resources that connect the public to its Government's information.  Access to resources that assist Federal depository libraries to manage their collections.		
More information on partnership benefits, requirements, and current partners is available at https://www.fdlp.gov/about-the-fdlp/partnerships.		
Institutions that have a project or a resource that would benefit the public and/or the Federal depository community are encouraged to discuss partnership opportunities with GPO using this form.		
Continue the webform Yes No		

Enter all the required fields on the form. You will receive an email notification when the form is submitted successfully.

# PARTNERSHIP INQUIRY FORM $The \ U.S.\ Government\ Publishing\ Office\ (GPO)\ encourages\ new\ partnerships\ and\ ideas,\ particularly\ those\ that\ ensure\ permanent\ public\ access\ of\ Federal\ Government\ public\ access\ of\ Federal\ Government\ public\ permanent\ permanent\ public\ permanent\ permanent\ public\ permanent\ perman$ Information. Tell us about your idea and a GPO representative will contact you to discuss the details Institution/Library name Depository Library Number \* Email Becoming an official GPO partner \* Description of Partnership Idea type here... I'm not a robot [EXTERNAL] Sandbox: AskGPO: New Inquiry Submission 00058879: Become an official GPO partner 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: 00058879 Question: I am interested in becoming a GPO partner Category: Become an official GPO partner Name: Carmen Zheng $\pmb{Email}: carmen.zheng@coresphere.com$ Phone: 6783452311 **Depository Library Number:** 56452 U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE https://www.gpo.gov