

askGPO Upgrade: What It Means for You

October 21, 2008

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askGPO Background

- GPO has used this service since October 1, 2003
- askGPO includes
 - Ask a Question
 - Answers knowledge base
 - My Account
 - Staff side of the system where all is managed
- Shared system with Publication & Information Sales
- Hosted by RightNow Technologies
- April 5, 2008 upgraded to version 8.0

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Statistics

Questions Received	10/1/2003 – 10/6/2008	Since 4/5/2008
Federal Depository Libraries	29,265	2,166
GPO Access	22,484	635
U.S. Government Bookstore	7,896	1,180
Ask a Librarian	880*	656
TOTAL	60,525	4,637

*Service began 2/11/2008

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Most Frequently Used Subcategories:

- PURL/URL Issue (369)
- Distribution/Shipments (277)
- Classification and Item Numbers (278)
- Cataloging (246)
- Acquisitions (241)

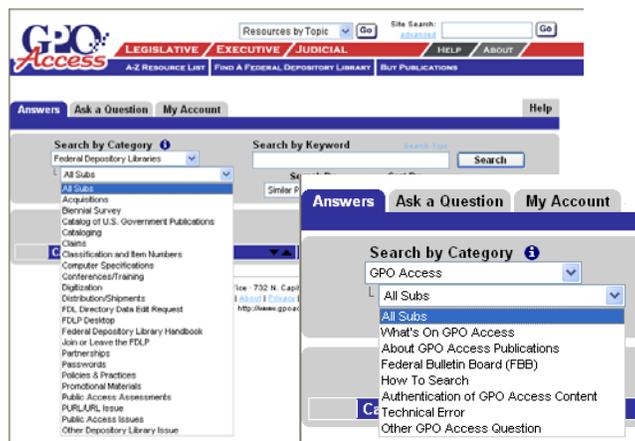
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Upgrade: You May Have Noticed

- Number of categories were reduced
- Category/subcategory descriptions available
- Another level of subcategory available
- Subject must be included when you ask a question
- Search terms are highlighted on the search results and answers pages
- You receive entire discussion thread, not just your answer

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Categories Reduced



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Category Descriptions

Resources by Topic Go Site Search: Go

GPO Access LEGISLATIVE EXECUTIVE JUDICIAL HELP ABOUT

A-Z RESOURCE LIST FIND A FEDERAL DEPOSITORY LIBRARY BUY PUBLICATIONS

Answers Ask a Question My Account

Search by Category **?** Search by Keyword

Federal Depository Libraries Search

Promotional Materials Similar Phrases

Category Hierarchy

All Categories

GPO Access - Use for questions that relate to how to use or what to find on GPO Access online services.

What's On GPO Access - Ask questions regarding GPO Access coverage or whether a specific document is or will be on GPO Access.

About GPO Access Publications - Ask questions about publications/services on GPO Access that are not specific to the content.

Federal Bulletin Board (FBB) - Ask questions about accessibility and content of the Federal Bulletin Board.

How To Search - Ask questions on how to search GPO Access or the various databases that make up GPO Access.

Authentication of GPO Access Content - Ask questions about the authenticated publications on GPO Access.

Technical Error - Report an error or problem with GPO Access.

Other GPO Access Questions - Ask questions about questions about GPO Access services that do not fall into the above categories.

Federal Depository Libraries - Use for questions that relate in any way to Federal depository operations or GPO processes that support the FDLP.

Acquisitions - Submit questions about acquiring materials for the FDLP - Whatever happened to ...? (FBI) be sent to depositories?

Biennial Survey

Catalog of U.S. Government Publications

COP Enhancements Suggestions

COP Functionality Problems

Z39.50

Federal Depository Library Directory

FDLD Password - For use by depository coordinators to receive passwords to the Federal Depository Library Directory.

Subcategories and Subject Line

Answers Ask a Question My Account

Identification Denotes

User ID or Email Address: (enter email address if you do not have one)

Question Data

Subject:

Question:

Additional Information

Category: Federal Depository Libraries Digitization

Phone Number:

DEPLNUMBER:

ACQUISITIONS

- Will title be depository?
- Whatever happened to ...?
- Format changes
- Fugitive publications/lostdocs
- Microfiche
- Online publications
- Access to online services
- Other acquisition issues

CATALOGING

- Cataloging record question
- PURL/URL issue
- Title not cataloged
- Other cataloging issue

CLASSIFICATION

- New classification
- SuDocs number issue
- Item numbers
- Other classification issue

New Version

Upgrade: You May Not Have Noticed

- Improved search precision and recall
 - Complex expression and phrase searches are treated as Boolean “and” searches (when searching Answers and My Account)
 - Increased degree of conceptual matching between the search query and the results
- Drop down menu sort options for Answers
- Question remains in “Waiting” status for 240 hours before the system closes it
- Improved workflow on the staff side

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When submitting a question

The screenshot shows the 'Ask a Question' form on the GPO Access website. The form is divided into several sections: Identification (with a 'User ID or Email Address' field), Question Data (with 'Subject' and 'Question' fields), Additional Information (with a 'Category' dropdown and a 'PHONE NUMBER' field circled in red), Attach Documents to Question (with a 'Browse' button), and When You are Done (with a 'Continue' button). The GPO Access logo is visible in the top left corner.

- Include your depository library number
- Choose the most suitable category
- Do not use the Ask a Librarian category for depository-related, GPO Access, or bookstore information

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About Searching

- Summary, question, answer, and key words are searched
- Word forms are always searched (plural, singular, verb tenses)
- Use a plus sign (+) before a word that must be in the entry
- Use a minus (-) sign before a word that must not be in the entry
- Similar Phrase
 - Searches synonyms or similarly spelled words
- Exact Search
 - Matches the same pattern of words
- Complex Expression
 - Use * after initial letters to search all word extensions
 - Use ~ before a word to search synonyms or alternate spellings
- Answer ID

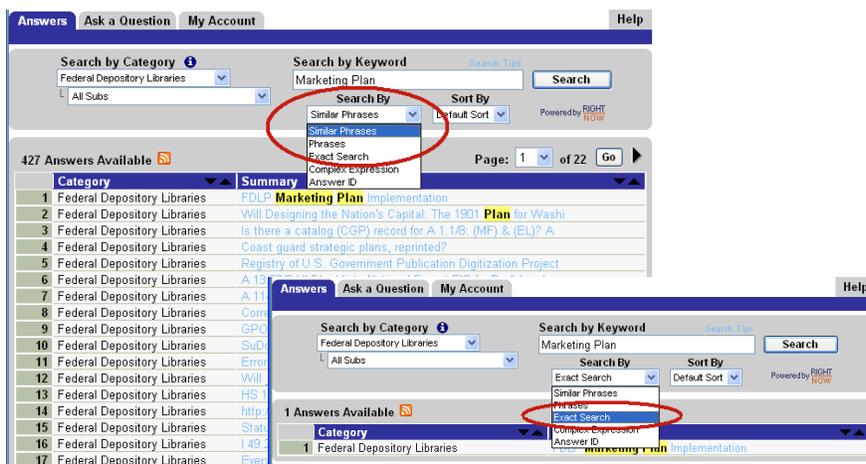
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Knowledge Base Entry

The screenshot shows a web interface for a knowledge base. At the top, there are navigation tabs: 'Answers', 'Ask a Question', 'My Account', and 'Help'. Below this is a search section with 'Search by Category' (set to 'Federal Depository Libraries') and 'Search by Keyword' (containing 'FDLP-L'). There are also 'Search By' and 'Sort By' dropdowns. A blue arrow labeled 'Summary' points to the main content area. The main content area has a header 'Subscribing/Unsubscribing to FDLP-L' and a 'Question' section: 'How do I subscribe to or unsubscribe from GPO-FDLP-L?'. Below that is an 'Answer' section: 'To subscribe to or unsubscribe from **FDLP-L**:' followed by a numbered list: 1. Point your internet browser to <http://dliserv.access.gpo.gov/archives/gpo-fdlp-l.html>; 2. Click on "Join" or "Leave" the list; 3. Follow the instructions. On the left side, there is a sidebar with 'Answer ID 148', 'Category' (with links for 'Federal Depository Libraries' and 'Other Depository Library Issues'), 'Date Created' (09/14/2003 11:05 PM), and 'Last Updated' (07/01/2008 10:15 AM). There are also 'Print Answer' and 'Email Answer' buttons. At the bottom, there is an inset window showing a 'Staff view' of the same entry, with a red 'Staff view' stamp overlaid. The inset window shows a 'Summary' tab selected, and a red circle highlights the URL in the answer text.

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Search Results



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What's Next for askGPO?

- Incorporate help for Federal Digital System
- Review of knowledge base
- Common look and feel
- Depending on feedback ...
 - Add browse feature
 - Refine labels
 - Refine categories
 - Your suggestions

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Which do you use?

The left screenshot shows the GPO Access homepage. It features a navigation bar with tabs for LEGISLATIVE, EXECUTIVE, and JUDICIAL. Below the navigation bar, there are sections for 'Help', 'Online Knowledge Base', and 'Ask a Librarian'. The 'Ask a Librarian' section includes contact information for the U.S. Government Printing Office, such as phone numbers (866-613-1800) and a mailing address (732 N. Capitol Street, NW, Washington, DC 20540).

The right screenshot shows search results for 'Federal Depository Libraries'. The results are displayed in a table with columns for 'Category' and 'Summary'. The table lists 20 items, each with a number, a category, and a summary. The first item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Federal Depository Libraries'. The second item is 'multiple' with an 'Updated' status and a summary of 'U.S. Government Manual, 2005-2006 Edition'. The third item is 'Federal Depository Libraries' with an 'Updated' status and a summary of 'Great Central Swamp National Wildlife Refuge, Study 1 #3-44'. The fourth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'History of Great Swamp, and Great Central Swamp National Wildlife Refuge'. The fifth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'History of Federal Depository Library usage of PACER'. The sixth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'PAJERS Access'. The seventh item is 'Federal Depository Libraries' with a 'New' status and a summary of 'August 5 September Cataloging Schedule'. The eighth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Shipping list for: 2005-2006 Contribution of Supplement'. The ninth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Status of Proposed Tax Year, Forms and Schedules - Item 9'. The tenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Status of "Pesticide and Nontoxic Organics" Orders, Orders'. The eleventh item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Distribution of 2005 Cumulative Budget 2005-2'. The twelfth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Summary of Vehicle Occupant Protection Laws, TD 0-2 OC 17'. The thirteenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Formal application for "Amalgam Report / Michigan District'. The fourteenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Classification of "Swish Social Security Documents", "Real'. The fifteenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'PURL for "Health of the atmosphere progress report-the fi'. The sixteenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'WFO unsubmitted issue of Official Gazette Trademarks by 9'. The seventeenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Contribution of "Determining of the Federal Labor Relations'. The eighteenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Status of "Congressional Report to Congress, PDRS 2, 30, H 547'. The nineteenth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Class change for T 4 All SO C 45 - Deploying Federal Data'. The twentieth item is 'Federal Depository Libraries' with a 'New' status and a summary of 'Class change for T 4 All SO C 45 - Deploying Federal Data'. The table also includes a 'Page: 1 of 86' indicator and a 'Go' button.

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What other agencies are doing ...

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U.S. Census Bureau

Question & Answer Center

Find Answers | **Ask a Question** | **My Stuff** | **Login** | **Help**

Search | **Browse**

Search by Keyword:

Topics

- Most Popular Answers
- County, Population, Geography, Cities, Tract (4351)
- Tract, ZIP Codes, Browser, Download, Thematic Mapping (748)
- Industry, Naics, Company, Establishments, Business Manufacturing (407)
- Estimates, Health Insurance, World, Cps, Age (395)
- Definition, Hispanic, Home, Features, Building Permits (309)
- Expenditures, Answer, Agency, Respondents, Labor (351)
- Export, Foreign Trade, Aes, Aesdirect, Harmonized Tariff Schedule (110)

Most Popular Answers

- Updated** - FAQs: American Community Survey: Important respondent questions
- Facts: Pre-primary and pre-caucus state profiles
- Economic Census: Business forms
- Census in Schools: Program
- American Community Survey: Must I respond?
- 2010 Census: Planning database
- Updated** - Geography: Local Update of Census Addresses (LUCA)
- Updated** - American Community Survey / Puerto Rico Community Survey: What is it?
- HELP - I am looking for a number!
- Population: Pyramids
- Top 10 questions
- Population: Profiles
- How to find the data you need
- Population: Data sources
- Updated** - Educational attainment: Data sources
- Crime statistics
- Updated** - Foreign-born: Population profiles
- School enrollment: College
- National and state household median income estimates
- Newsroom: Income and education

Try our [full site search](#) for more results.

Home | Site Index | **USA.gov** Government Made Easy | Español | Other Languages

Frequently Asked Questions (FAQs) | Email Your Question | Live Help - Web Chat | FAQ Help

Choose a Topic: Reference and General Government | Government Publications

Enter Search Term(s):

Answer ID: 1315

Topics: Reference and General Government, Agencies, Government Publications

Last Reviewed: 06/24/2008 09:36 AM

[Print This Answer](#) | [E-mail Answer](#)

Federal Depository Libraries

Question: Federal Depository Libraries

Answer: Federal Depository Libraries are facilities operated by the Government Printing Office (GPO), and staffed by trained librarians. Federal publications issued by the GPO and other information products are made available for free public use at these libraries throughout the United States. To locate publications available at Federal Depository Libraries, you will need to search the [Catalog of Government Publications \(CGP\)](#), which includes descriptive records of historical and current publications, and provides direct links to those that are available online.

In addition, the catalog offers you the option to find the nearest Federal Depository Library that has the publication of interest on-hand. The process is as simple as clicking on the title of interest in the search results list, and then on the "Locate in a Library" link within the resulting detail record.

All Federal Depository Libraries have a copy of the CGP, and the librarians on-site can assist you in locating publications.

Additional Resources:

- Ordering Government Publications
- Checking the Status of a Government Publication Order
- Out-of-Print Government Publications
- National Archives and Records Administration (NARA)

Does this answer your question?

Yes Somewhat No

People who viewed this answer also viewed:

- Checking the Status of a Government Publication Order
- The Consumer Action Handbook (CAH)

U.S. Customs and Border Protection
Securing America's Borders

DHS.gov

Customer Service Center




Top Requested CBP.gov Pages

- Publications
- Forms
- Importing into the U.S.
- Importing a Car into the United States
- Exporting a Car Out of the United States
- Know Before You Go
- Electronic System for Travel Authorization (ESTA)
- User Fee Decals and Transponders

Find an Answer, Ask a Question
We have over 600 answers to your most frequently asked questions, as well as a few that aren't so common. Please use this page to research the information you need. If you do not find it, or have additional questions, you will then be given an opportunity to send us a question. (But you have to do your homework first).

My Stuff
Use this section to check the status, update or cancel your questions. You will be receiving an email from a Public Information Officer with an answer to your question, but this area acts as your filing cabinet.

Provide Feedback
Submit a suggestion or comment about this part of the Customs and Border Protection web site – Sorry that we can not respond to your comments, but we will use them to improve this service.

CBP Employee Benefits -- FAQs
This new searchable database provides CBP employees with answers to frequently asked questions about their Federal benefits. Find information and forms on topics such as health and life insurance, credit for military service, Thrift Savings Plan, retirement, survivor benefits, beneficiaries, and annuity calculations.

Port Of Entry
Locate a Port Of Entry - Air, Land, or Sea.

Border/Airport Wait Times
Estimated Border and Airport wait times.

e-Allegations Submission
By completing and submitting the form on the following page, you can help CBP prevent international trade violations.

Top 5 FAQ's

- What food can I bring into the U.S. (fruit, cheese, meat, etc)?
- What documents/paperwork does a U.S. citizen or permanent resident (adult/child) need for international travel?
- How to record departure from the United States after the fact.
- What documents does a foreign national or green card holder need to enter the U.S.?
- What should I consider before importing something?

Report Suspicious Activity to
1-800-BE-ALERT

Powered by  **RIGHT**

Questions? Suggestions?

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