

Chapter 1 Library Services and Content Management (LSCM) Organization

Describes GPO's organizational structure and askGPO, explains how to obtain assistance from LSCM, and encourages depository staff to keep current with the Federal Depository Library Program (FDLP)

What's New or Important

Your first point of contact with U.S. Government Printing Office (GPO) should be through [askGPO](http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php) (<http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>). The [Knowledge Base](http://www.gpoaccess.gov/help) (<http://www.gpoaccess.gov/help>), a part of askGPO, is a great first stop when seeking an answer to your question about the Federal Depository Library Program (FDLP). There is a special category in the Knowledge Base that contains questions and answers about Federal depository libraries.

You should become familiar with GPO's new organizational structure and understand the role of the executive leadership team.

GPO's Organizational Structure

The [Executive Leadership Team](http://www.gpo.gov/management/index.html) (<http://www.gpo.gov/management/index.html>) for GPO is composed of executive-level managers charged with guiding the federal agency. The team consists of the Public Printer of the United States, the Deputy Public Printer of the United States, the Superintendent of Documents, and the Director, Library Services and Content Management.

The Public Printer, with the approval of the Joint Committee on Printing, is responsible for implementation of the Federal Depository Library Program. Additionally, the Public Printer designates certain types of depository libraries as detailed in the [Designation Handbook for Federal Depository Libraries](http://www.fdlp.gov/repository/about-the-fdlp/designation-handbook-for-federal-depository-libraries/download.html) (<http://www.fdlp.gov/repository/about-the-fdlp/designation-handbook-for-federal-depository-libraries/download.html>).



[Robert C. Tapella, Public Printer of the United States](http://www.gpo.gov/management/tapella.htm)
(<http://www.gpo.gov/management/tapella.htm>)
serves as the Chief Executive Officer of the U.S.
Government Printing Office.

The Superintendent of Documents, appointed by the Public Printer, oversees the policy creation and operations of the FDLP through the LSCM business unit. LSCM staff acquire, catalog, organize, and disseminate U.S. government publications to the FDLP. Additionally, the Superintendent of Documents designates some types of depository libraries and oversees the GPO sales program.



[Richard G. Davis, Acting Superintendent of Documents](http://www.gpo.gov/management/davis.htm)
(<http://www.gpo.gov/management/davis.htm>) serves as
the acting Superintendent of Documents as well as the
Director, LSCM.

Within [Library Services and Content Management](http://www.access.gpo.gov/su_docs/fdlp/tools/contacts.html)
(http://www.access.gpo.gov/su_docs/fdlp/tools/contacts.html), the Director of LSCM is responsible for the staff supporting the FDLP. In an effort to provide improved, consistent communication with the community, LSCM issued SOD 305 Policy Statement, "Subject: Use of Electronic Postings to Communicate Administrative Information and Announcements to the Federal Depository Community and Others." This policy establishes conditions under which postings via various electronic communication mechanisms are used to communicate administrative information and announcements to Federal depository library staff and others with an interest in GPO's Library Services and Content Management programs.

About askGPO

[askGPO](http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php) (<http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>) is a customer relationship management (CRM) and online help system used by LSCM. This is your first point of contact with LSCM and it has several components:

- the [Knowledge Base](http://www.gpoaccess.gov/help) (<http://www.gpoaccess.gov/help>) contains previously submitted questions with answers that can be searched or browsed;
- the Ask a Question feature allows you to submit new questions for LSCM staff to answer;
- the My Account area provides specific information for each end-user of the system; and
- the component that helps internal staff to manage and maintain the other CRM components.

To connect you to high quality information, a searchable online Knowledge Base was created from frequently asked questions organized by subject categories. Choose the subject category, "Federal Depository Libraries", and then with one of the multiple subcategories such as Natural Disasters, Acquisitions, Cataloging, Classification, Depository Designation Status, Depository Management, or Distribution. To view all of the categories and subcategories, [click here](http://www.gpoaccess.gov/help/) (<http://www.gpoaccess.gov/help/>).

Your questions may be submitted to GPO using the ["Ask a Question" tab on this Web form](http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php) (<http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>). askGPO automatically routes your question to the appropriate subject matter expert and strives to provide an answer within 24 hours.

How to Obtain Assistance

You may obtain assistance from LSCM in four major ways:

- Remember your first point of contact is always through askGPO using the [Ask a Question](http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php) (<http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>), a component of the CRM.
- You may also telephone LSCM. Our telephone hours are:
 - ♦ 7:00 a.m. - 8:00 p.m. EST, Monday through Friday (except Federal holidays) at:
 - DC metro area (202) 512-1800

- Toll-free (866) 512-1800
- You may want to fax letters and other documentation to us. Our Fax number is (202) 512-2104.
- You may send regular mail to us at the following mailing address:
 - ♦ U.S. Government Printing Office
Mail Stop: IDCC
732 N. Capitol Street, NW
Washington, DC 20401
- The FDLP Desktop includes a [Library Services & Content Management Director Contact form](http://www.fdlp.gov/help/directors.html) (<http://www.fdlp.gov/help/directors.html>) which can be used for contacting the Directors. Please do not use this form for general inquiries.

Don't forget that you may also obtain support and assistance with depository operations and management from [Regional depository libraries](http://www.access.gpo.gov/su_docs/fdlp/pubs/regionals-060707.pdf) (http://www.access.gpo.gov/su_docs/fdlp/pubs/regionals-060707.pdf). The principal responsibility of a regional depository library is to ensure the comprehensiveness and integrity of Federal depository resources in the state or region. To learn more about Regional Services, see chapter 12 in this Handbook.

Keeping Current with the FDLP

At least one staff member in the depository library should subscribe to the [FDLP Desktop News and Updates RSS feed](http://www.gpoaccess.gov/rss/index.html) (<http://www.gpoaccess.gov/rss/index.html>).

Tips, Practical Advice, and Lessons Learned

Use the Knowledge Base. As part of askGPO, it has a wealth of information on a variety of topics. Frequently asked questions and answers are organized under subject categories and subcategories. Federal Depository Libraries may be one of the first categories you search. Typical questions found in its subcategories are:

- Natural Disaster questions (When should I stop depository shipments?)
- Acquisitions (Will this document be distributed to depository libraries?)
- Cataloging (Is this item cataloged?)
- Classification (Is this the right SuDoc number?)

- Depository Designation Status (Can my library become a depository?)
- Depository Management (Can I obtain assistance with the biennial survey or annual selection updates?)
- Digitization (What is the registry of digitization projects?)
- Distribution/Shipments (How can I get assistance with a claim?)

Did you realize that you don't have to ?

- Understand the entire LSCM organizational structure in order to obtain assistance from the various departments and individuals that support the FDLP. Simply call or e-mail [askGPO](http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php) (<http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>), and your question will be routed to the appropriate subject matter expert. LSCM staff strives to provide an answer within 24 hours. Others might have similar questions, so your question and our answer may end up in the Knowledge Base to benefit the entire depository community!

Important for Library Administrators

- The [FDLP Desktop](http://fdlp.gov/) (<http://fdlp.gov/>) gathers important announcements of interest to the FDLP community.
- [askGPO](http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php) (<http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>) is LSCM's customer relationship management and online help system. You are encouraged to use it as your first point of contact with LSCM.