

# Library Services & Content Management Update Spring 2010

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## FEDERAL DEPOSITORY LIBRARY COUNCIL MEETING BUFFALO, NEW YORK APRIL 2010

### **BIENNIAL SURVEY/NEEDS ASSESSMENT**

The 2009 Biennial Survey was combined with a needs assessment as part of the work that GPO has contracted with Outsell, Inc. to accomplish. The needs assessment was developed to help gauge the level of satisfaction with services that GPO provides to depositories and to determine future GPO actions to better support depository needs.

GPO has received a preliminary draft of findings from Outsell, Inc., and a summary of those findings will be shared with the depository community in the coming weeks.

GPO staff are reviewing the gathered data and are currently in the process of determining what actions need to be taken to better meet the needs of depositories and to increase the benefits for libraries to participate in the FDLP.

A preliminary Summary of Results for both the Segmentation Survey and the Needs Assessment can be found in the conference packets in the document entitled, "Customer Relations Program Status Report: Segmentation, Needs Assessment, & Value."

### **PURL ARCHITECTURE MIGRATION**

GPO initiated the use of Persistent Uniform Resource Locators (PURLs) to provide permanent URLs to Federal publications in January 1999. In its use of PURLs, GPO identifies digital publications and resources on Federal Web sites and downloads a copy for posting to its own data repository. The initial PURL record links to the publication on the Federal Agency Web site. If the publication is no longer accessible on the agency's Web site, GPO staff modify the PURL and link to the copy on its own data repository.

GPO has awarded a contract to Zepheria, who has upgraded the PURL Server architecture and will be hosting the new solution on behalf of GPO. The new PURL architecture provides greater flexibility, new features and the scalability to face an increased demand for PURLs. GPO is currently in the process of migrating to this new architecture (PURLS to PURLZ.)

This transition boasts many benefits:

- A more robust system architecture (from a flat text database file to a SQL database);
- Immediate system back-up through synchronization;
- Immediate system fail-over (geographically separated primary and backup servers);
- Statistical reporting (PURL referral and system monitoring);
- Web referral reporting; and
- Improved speed for resolution of redirects.

The migration of the PURL database has been tested and validated by GPO. Report generation is currently being developed by the vendor. User testing continues, and GPO staff training is scheduled for May 2010. The expected date for the switch to this new architecture is summer 2010. The FDLP community will be updated as this migration progresses.

#### **DIGITIZATION**

GPO is embarking upon several digitization activities, pending approval by the Joint Committee on Printing. GPO has been working with the Library of Congress on a project to provide permanent public access to the digitized 1951-2002 volumes of the *Statutes at Large* in accordance with a specification acceptable to staffs of the Library of Congress and GPO. These volumes comprise approximately 147,000 pages of content. The Library has performed the actual conversion of the document from print to digital content via scanning and has provided GPO with the content. GPO now proposes to process it to allow for robust searching by users and content management capabilities, including creating archival as well as access copies that are authenticated. The processed content will then be made available online by GPO via the Federal Digital System (FDsys), and GPO will provide the processed content back to the Library of Congress.

#### **DISPOSITION OF DEPOSITORY MATERIALS**

GPO is undergoing a project to make the disposition of materials process a more effective and efficient process for both selective and regional depositories and GPO.

GPO is addressing the many disposition process concerns expressed by the depository community through various data gathering and strategic planning discussions.

LSCM has taken a two-pronged approach to addressing this issue:

1. Best practices and education

The procedures vary from regional to regional and over time common practices have come to be viewed as requirements in some instances. Sharing current practices and conducting educational sessions on what is permissible, and what is not, will eliminate any misunderstandings of the requirements.

2. Automated processes

The development of a tool that handles the workflow of the disposition process will be of benefit to all depository libraries and will make the process less burdensome and more streamlined.

Below is a summary of current actions taken toward these goals:

1. Best practices and education re: discard procedures

- a. Began collecting regional discard procedures
- b. Presented best practices and legal requirements at a Fall 2009 Council session
- c. Conducted an OPAL session based upon the Fall 2009 Conference presentation

2. Automated processes

- a. Created a forum on the FDLP Community site for discussion of the requirements for an automated tool
- b. Solicited input for requirements for an automated tool at a Fall 2009 Council session
- c. Conducted an OPAL session based upon the Fall 2009 Conference presentation
- d. Project Web site on the FDLP Desktop developed

e. Released Concept of Operations (ConOps) draft document

**FDLP CONSULTANT**

At the recommendation of Council, GPO is currently seeking library program consulting and modeling services to develop practical and sustainable models for the future of the FDLP.

This initiative is now in the procurement process, and the FDLP community will be updated as it progresses.

**SYSTEMS MODERNIZATION**

GPO has recently been making significant progress with migration, enhanced stabilization, and fail-over capabilities for GPO legacy systems.

- The PURLs migration is progressing with a goal of having full implementation and launch of the enhanced application by summer 2010.
- The WEBTech Notes migration has been completed with recent enhancements enabled for more efficient workflow processing.
- For legacy systems such as the Lighted Bins, GPO has tested and enhanced back-up and failover systems.
- Cross-training has been conducted on the maintenance of mainframe systems to ensure continuity of operations.
- A capability mapping is currently being undertaken based on current GPO enterprise systems for the Requirements Document that encompasses requirements for migration of the following legacy systems: DDIS, ACSIS, ADDS, Item Lister, and Amendment of Item Selections.

GPO is continuing to make progress on the migration of all legacy applications to current and stable hardware solutions. Funding was received for FY 2010 to begin this work and has also been requested for FY 2011 for these initiatives.

**CATALOGING RECORD DISTRIBUTION PILOT**

Among the initiatives funded by H. R. 1105, the Omnibus Appropriations Act of FY 2009 (P. L. 111-8) is a project to enhance the services GPO provides to members of the FDLP and the public.

GPO has contracted with MARCIVE, Inc. for a pilot project for the FDLP. A small selection of Federal depository libraries has been chosen to participate in this pilot program in which GPO bibliographic records are being distributed from GPO's Integrated Library System (ILS) to these libraries. This is a new process and workflow for both GPO and MARCIVE, Inc.

47 Libraries are now participating in the GPO Cataloging Record Distribution Pilot Project. Participating libraries will receive approximately nine months of records. To date, two batches of records have been distributed to libraries. A community forum has been established on FDLP Community for participants to discuss issues related to the project.

At the end of the pilot, libraries may keep the records they have received. GPO will evaluate the success of the pilot and report back to the FDLP community on outcomes and next steps. GPO will take lessons learned from this pilot to look at a long-term solution for bibliographic record distribution.

A brown bag lunch is being held on Tuesday, April 27<sup>th</sup> for all who are interested in learning more about the pilot project.

### **PRE-1976 SHEFLIST CONVERSION PROJECT**

GPO is continuing with the transcription of the historic shelflist. In January 2010, contract staff began work at GPO to transcribe the shelflist cards into MARC records.

The focus of the transcription efforts is currently on the Y4 SuDoc classification numbers. Over 4,500 shelflist records are currently available through the Catalog of U.S. Government Publications (CGP). More records will be available through the CGP as the transcription continues. Shelflist records are also being distributed to depositories participating in the Cataloging Record Distribution Pilot Project.

Additionally, GPO completed a project to digitize over 280,000 shelflist cards. GPO will be issuing a Statement of Work later this year for digitizing of an additional batch of shelflist cards. The digitized images will be used for internal GPO processes, especially SuDoc classification research purposes.

### **INTEGRATED LIBRARY SYSTEM**

Recent ILS progress:

- New ILS hardware has been received and configured.
- Staff are testing Aleph version 20 on the new hardware, running parallel with existing hardware and Aleph version 18. The upgrade should be in place by summer 2010.
- The contract is now in place for assistance with the MetaLib User Interface.
- Authorities update processing of Library of Congress subject and name headings has been completed.
- The new FDLP login page is expected to be released by summer 2010. The FDLP Login page will give depository libraries access to authenticated services in the Catalog of U.S. Government Publications. These include the setup of Selective Dissemination of Information (SDI) searches whose results can be returned via RSS or email; the ability to add desired records to the Bookshelf, create folders to organize and store them, and save them across sessions; the option to save to the authenticated users' local PC; and the option to set and save user preferences, such as number of results per page and result format.

### **QUALITY CONTROL**

GPO continues its efforts to ensure quality control in classification and cataloging.

Quality control processes in the classification and microfiche units are being reviewed and documented. Bibliographic Control staff also reviewed and deleted over 21,000 duplicate bibliographic records from the CGP. These duplicate records were issue level records that existed in the previous version of the CGP.

In an effort to better track the types of questions received through the "Cataloging" category of askGPO, each question will be assigned a question type category as they are answered. Monthly reports of the numbers of questions received in each category will be reviewed as well as a sample of the questions in the categories. This information will be used to identify any problem areas as well as identify areas where additional information about a Library Services & Content Management (LSCM) policy is needed.

The Bibliographic Control unit is also revamping its method for performing quality control checks on original and updated bibliographic records, which will permit the gathering of better statistics and allow staff to more easily develop strategies to address any problem areas. Implementation of the new process will occur in May.

#### **DOCUMENT DISCOVERY (LOSTDOCS)**

Locating all content that falls within scope of the FDLP that has not yet been incorporated into the FDLP is an important initiative. For about a year now, GPO staff have been examining how these documents are brought into the Program in order to track, measure, and improve our business processes.

In quantity, the monthly lost/fugitive submissions continue to rise. Last year, GPO was receiving an average of about 80 lost/fugitive document submissions per month. This year, so far the average is about 125 per month, an increase of more than 50 percent.

The number of submissions *undercounts* the titles, because some single submissions for documents can represent multiple publications—it is not unusual to receive an entire web page listing or a bibliography in one lost/fugitive request. GPO staff work to unitize the submissions, research them, and consider each title for possible addition to the CGP.

GPO staff are analyzing the current lost/fugitive document workflow, to better understand where a title may get stalled. To establish a baseline for how long it takes for a typical lost/fugitive document request to get through technical processing from beginning to end (with current methods) staff took a sample of records that were cataloged in the last three months. The entire technical process includes scope determination, research, brief preliminary record, classification, cataloging for the CGP, and creation of OCLC record. Results from the study included:

- It can take as little as two days for the entire process, but there is a wide variation, depending upon the title, the agency, and other factors such as additional required research with the agency, requiring a new class, requiring management review, and identifying a title based on partial submissions, to name a few.
- 20% were completed within 20 working days.
- 40% were cataloged within 40 working days.
- Within 60 working days, about half went through the process, most within 40 working days.
- The other half took much longer, up to 100 to 120 working days (see 1<sup>st</sup> bullet).

GPO anticipates that this processing time can be reduced with new procedures. Staff will continue to monitor and track the lost/fugitive documents through the workflow to verify whether the new procedures are helping to move titles through the technical processing steps more quickly.

For some time, GPO staff have been looking at making a number of technical processing improvements including utilizing tracking and management reporting tools. We are

- Mapping the workflow;
- Creating new forms to more precisely identify these titles and to elicit more information that will reduce research time; and
- Identifying key points in the process when FDLP librarians may want status reports.

The goal is to generate management reports for GPO to be able to identify where in the workflow lost/fugitive requests are at any time, and how many requests may be waiting for some specific action in the technical processing workflow.

As a future step, GPO is looking at ways to utilize the askGPO system to track and report on all lost/fugitive submissions and serve as one point of submission.

As we undertake improving the LostDocs processes, we also want to improve communications with FDLP librarians and with federal agencies that help us locate content not yet incorporated into the FDLP system.

The input form for submissions from librarians will be revised. Clear definitions for what is considered lost/fugitive documents will be provided. The process for handling submissions will also be clarified. Additionally, GPO will identify key points in the workflow when librarians would like to receive feedback in the form of emailed status reports. GPO will also develop improved methods of outreach and documentation of agency information for staff to use.

As part of this revitalization, GPO will be changing the name of the LostDocs Program to "Document Discovery Program."

Learn more about the new program at the LTIS Update, Tuesday at 2pm.

#### **FEDERAL JUDICIARY'S ELECTRONIC PUBLIC ACCESS INITIATIVES**

The Judicial Conference, at its March 16, 2010 meeting, approved measures that allow the Administrative Office of the United States Courts to explore how they can increase public access to court information and records.

At its biannual meeting in Washington, D.C., the Conference voted to:

- Allow courts, at the discretion of the presiding judge, to make digital audio recordings of court hearings available online to the public through the Public Access to Electronic Court Records (PACER) system, for \$2.40 per audio file.
- Adjust the Electronic Public Access fee schedule so that users are not billed unless they accrue charges of more than \$10 of PACER usage in a quarterly billing cycle, in effect quadrupling the amount of data available without charge. Previously, users were not billed until their accounts total at least \$10 in a one-year period.
- Approve a pilot in up to 12 courts to publish Federal district and bankruptcy court opinions via FDsys, so members of the public can more easily search across opinions and across courts.

Court opinions are available through the PACER System free of charge, and that will not change. The pilot project to make bankruptcy and district court opinions also available through FDsys will enhance public access to those opinions.

#### **MARKETING INITIATIVES**

As a continuation of our Easy as FDL campaign, GPO has been disseminating Public Service Announcements to radio stations across the country. GPO staff have created two separate radio spots: one directed at stations on college campuses with a depository and another for public stations and for college campuses without a depository.

If your depository is on a campus with a radio station or you have contacts at any public stations, please submit that information to us via askGPO at <<http://gpo.custhelp.com/cgi->

[bin/gpo.cfg/php/enduser/ask.php](http://bin/gpo.cfg/php/enduser/ask.php)>. Select the category, “Federal Depository Libraries” and the subcategory “Marketing Strategies/Radio Spots.”

GPO has also recently contracted with North American Press Syndicate (NAPS). NAPS staff are working with GPO staff to disseminate informational articles about the FDLP to 10,000 print and online publications nationwide, as well as a radio spot to about 400 FM stations nationwide.

#### **FDLP DESKTOP (FDLP.GOV)**

The FDLP Desktop is designed to be a streamlined, dynamic, interactive, singular Web presence for the FDLP. The goal of the Desktop is to provide a centralized resource for all FDLP-related information.

Over the past several months, GPO staff have been working diligently to continue the migration of content from the legacy FDLP Desktop as well as posting new content, forms, and events.

Visit the Desktop to read the latest news, subscribe to news feeds, download documents, order promotional items, view FDLP-related tutorials, and register for FDLP events. New tools are continually being developed and integrated into the desktop.

Karen Sieger and John Dowgiallo will be on-site Tuesday and Wednesday to field any questions or comments related to the Desktop.

#### **FDLP COMMUNITY (COMMUNITY.FDLP.GOV)**

FDLP Community is a secure, .gov-based, social networking environment that collapses geographic boundaries for the collaborative sharing of ideas related to the world for Federal documents.

The site currently has over 450 members, and membership to FDLP Community is exclusive to all librarians participating in the FDLP.

Based on the features and stability of the site, groups such as the Depository Library Council, the Gov Doc Kids Group, and GODORT Ohio have reached out to GPO to inquire about migrating from their existing sites to the FDLP Community. GPO staff have been working closely with representatives from these groups as the site is continually enhanced.

Attend the FDLP Community session on Wednesday from 10:30 – noon, and talk to Karen Sieger and John Dowgiallo to learn more about the site and share your ideas.

#### **PUBLIC ACCESS ASSESSMENTS (PAA)**

The Outreach section of the FDLP Desktop has recently been updated to include information about LSCM’s interaction, communication, and consultation with FDLP libraries about depository management activities. This includes information about GPO’s consultation services relating to depository management, spotlight articles about depository libraries, and the PAA program.

Since last fall, PAAs have occurred in the following states:

- Arizona
- Georgia
- Massachusetts
- Mississippi

- Oklahoma
- Texas
- New Mexico

Visit <<http://www.fdlp.gov/outreach/events/450-fdlp-on-the-go>> to see if GPO staff will be in your area, and learn how to request a visit from GPO staff at your library or other local event, or request a PAA.

If you're interested in knowing more about Public Access Assessments, view the document entitled "Preparing for a PAA," located in the FDL Handbook at <<http://www.fdlp.gov/administration/handbook/124-chapter7?start=7>>.

Education and Outreach recently announced positions for three more outreach librarians in an effort to double the current staff. Among their duties, these staff consult about depository management practices and conduct Public Access Assessments. Kristina Bobe, recently a coordinator at a D.C. library, joined GPO in February. The job announcement for the additional positions has closed, and GPO is in the process of making selections.

#### **PARTNERSHIPS**

GPO has recently developed a new partnership with the Cornell University Law Library for a year-long pilot project to evaluate a conversion process of the Code of Federal Regulations (CFR) into XML (extensible markup language) format. The Cornell Legal Information Institute is in the process of converting various titles into XML and will then make them accessible on the university's Web site for research. GPO and Cornell will use the lessons learned from the pilot project to find ways of providing public openness to government documents.

Partnerships with Southern Methodist University for the Historic Publications from World War II Digital Library and with the Library of Michigan for regional depository library information were renewed. The renewal of the agreement with the Library of Michigan also brought a change to the location of the regional information which was moved off the Library's Web site and onto the FDLP Community site.

The partnership with the Association of Schools of Public Health (ASPH) to provide electronic access to *Public Health Reports*, which was announced in September 2009, was fully implemented in January. Almost 700 depositories now have electronic access to this journal.

Several institutions have recently celebrated anniversaries as GPO partners:

- University of Illinois at Chicago and DOSFAN- 13 years as a GPO partner
- Louisiana State University and the List of Federal Agency Internet Sites- 8 years as a GPO partner
- Oklahoma State University and Browse Topics- 7 years as a GPO partner
- Federal Reserve Bank of St. Louis and FRASER- 5 years as a GPO partner

#### **EDUCATION MODULES**

Expanding upon its education and outreach mission and current work with online learning, GPO has begun the development of Web-based educational modules for use by the depository community. The modules will be instructional in nature and accessible from the FDLP Desktop.

The first module provides an overview of WEBTech Notes. Learn more about this module at the LTIS Update, Tuesday at 2pm.



Other upcoming modules include the FDLP Desktop and FDLP Community user functions. As modules are completed, their availability will be announced via FDLP-L and the FDLP Desktop.

#### **ONLINE LEARNING**

GPO, as well as depository staff, and representatives from Federal agencies have presented several programs on topics related to the FDLP through Online Programming for All Libraries (OPAL), a Web conferencing service <<http://www.opal-online.org/>>. Past presentations are available for viewing in the GPO OPAL archive.

In the last year, GPO started a new program entitled “Chat with GPO.” During these interactive sessions, GPO staff present on timely and relevant topics and depository staff have the opportunity to engage in Q&A with the presenters. Some recent “Chat with GPO” sessions include:

- Helping GPO Identify Fugitive Publications
- Discards, Needs, & Offers – Oh My! What’s One to Do?
- Cataloging Records Distribution Pilot Project
- A Brief Overview of Microfiche, Shipping Lists, & SuDoc Classification in the Federal Depository Library System

Upcoming sessions to be announced include FDsys.

Visit the Desktop at <<http://www.fdlp.gov/outreach/onlinelearning>> to view the OPAL archive, submit a proposal for a program, and more.

#### **UPCOMING MEETINGS**

The 2010 Annual Interagency Depository Seminar will be held July 26 - 30, 2010 in Washington, D.C. The free seminar, open to depository library staff, provides an opportunity for both new and experienced documents personnel to review basic materials and learn about new products directly from Federal agency staff.

Advance registration is required. Register now on the Desktop. Look under “Upcoming Events” for more information.

The Fall 2010 Federal Depository Library Conference & Fall Depository Library Council Meeting is tentatively scheduled for October 18 – 20, 2010.

Registration and hotel information will be announced on FDLP-L and on the FDLP Desktop.