2010 NASA Microfiche Recall:
Lessons Learned

Summer 2010

- NASA requested the recall of numerous microfiche documents
- Documents were ordered to be destroyed
- Response back to GPO was mandatory
- Online replacements were issued

Mandatory response

- Because of the nature of the recall, GPO wanted to verify that all libraries complied with the recall
- Documents contained Personally Identifiable Information (in this case- Social Security Numbers)

NASA Recall: Communicating with Libraries

- Notices were sent out on FDLP-L and in boxes
- Information was available on the FDLP Desktop
- Response form was available on Desktop

NASA Recall: Communication Issues

- Approximately half of libraries responded
- All non-responding libraries we notified had either destroyed the items, or did not have them
- Most did not understand that response to GPO was required
- The FDLP-L message that required "clicking through" was confusing
- Some coordinators did not receive letters in boxes

More in future

- Such a response will not be required for every recall
- It could become more common as agencies discover more PII in older documents
- Important to thoroughly read all communication
- Are there better ways for GPO to communicate?