LSCM Projects:
An FDLP Forecast Study Working Paper[1]

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The U.S. Government Printing Office's (GPO's) Federal Depository Library Program (FDLP) Library and State Forecast Study Questionnaires requested responses related to the following themes: Affiliations & Community Marketing, Collection Management, Education, Future Roles & Opportunities, Library Services and Content Management Projects, and Preservation.

This series of Working Papers presents an analysis of each theme and includes major findings and conclusions from the related qualitative and quantitative data.

This report also includes analyses of responses from questions 30-33 of the Library Forecast Questionnaire and questions 17-20 of the State Forecast Questionnaire. These questions focused on future roles and opportunities for the FDLP and its libraries. A wide range of topics were included in these responses and those related to LSCM Projects have been analyzed and reported in this paper.

Each Working Paper includes the following sections:

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[1] *FDLP Forecast Study Working Papers have not undergone the review and editorial process generally accorded official GPO publications. These working papers are intended to make results and analysis of Forecast Study data available to others and to encourage discussion on a variety of topics.*

In response to the Library and State Questionnaires, specific recommendations for each theme will be included in the FDLP Forecast Study Final Report.

PLEASE NOTE: TOTALS MAY NOT ALWAYS EQUAL 100% DUE TO ROUNDING, AND RANKINGS ARE BASED ON FREQUENCIES, NOT PERCENTAGES.

INTRODUCTION AND BACKGROUND

GPO's Library Services and Content Management (LSCM) recognizes the importance of providing the depository library community with products and services necessary to manage the FDLP and to ensure the discovery, findability, and access to Federal government information, regardless of format, channel, or location. For the purpose of this Working Paper, LSCM Projects are the entire body of products or services that support the administration of the FDLP, other statutorily mandated programs, and GPO's Library Services and Content Management strategic initiatives. These are categorized under five broad areas:

- **Access to Government Information** – Access is defined as the ability to discover, find, and access Federal Government information products in all publishing and delivery formats, so that Federal Government information products are available to and usable by all Federal depository library patrons and the American public. Access ensures that the American public is able to discover, find, and retrieve Federal government information when it is needed, in a useful format or medium, through the FDLP or a digital information service established and maintained by a Government agency or its authorized agent.
- **Cataloging Services** – Cataloging involves projects and services related to the Cataloging and Indexing Program managed by GPO as mandated by U.S.C. Title 44. Cataloging is the process of classifying information following established categorical systems and standards in order to provide future access to information.
- **Collection Development & Management Tools** – Collection development and management tools involve those devices, applications, or programs developed or provided by LSCM that assist FDLP libraries in shaping their FDLP collections to meet their users' needs. Those tools can include resources developed outside the FDLP but routinely used by libraries for collection development purposes.
- **Education & Online Communication Services** – Education and online communication services ensure that FDLP coordinators and others working with government publications are knowledgeable in areas that support the FDLP.
- **Other Services** – Other services can include new services or enhancements to current LSCM services.

Questions 17 and 18 in the Library Forecast Questionnaire and Questions 6 and 7 in the State Forecast Questionnaire asked respondents to rate LSCM projects based on how users of Federal government information in their libraries benefit from those projects and to identify other areas of service that libraries want LSCM to offer.

QUESTIONS

Library Forecast Questionnaire:

- **Question 17:** *Please rate the following current LSCM projects areas according to how users of Federal government information in your library might benefit.*
    - o **Sub-Question A***: Projects to provide greater access to government information such as: Simultaneous searching of FDsys and the Catalog of Government Publications; increasing access to United States Courts' opinions provided in partnership with the Administrative Office of the U.S. Courts available on FDsys.*
    - o **Sub-Question B**: *Projects to increase cataloging services such as: The Cataloging Record Distribution Project; Shelflist Transcription & Bibliographic Record Clean Up; Cooperative Cataloging Partnerships; enhancements to MetaLib.*
    - o **Sub-Question C**: *Projects focusing on collection development and management tools such as: The National Bibliographic Inventory; Library Information System Transformation (LIST), PURL Referral Reports.*
    - o **Sub-Question D**: *Projects focused on education and online communication with FDLP members such as: FDsys training sessions; acquiring an online tool for virtual meetings; scheduling online community forums to discuss current FDLP issues; communication through social media (blogs, twitter)*
- **Question 18:** *Is there another area of service that you would like LSCM to offer? (Please describe.)*

State Forecast Questionnaire:

- **Question 6:** *Please rate the following current LSCM projects areas according to how users of Federal Government information in libraries within your state might benefit.*
    - o **Sub-Question A***: Projects to provide greater access to Government information such as: Simultaneous searching of FDsys and the Catalog of Government Publications; increasing access to United States Courts' opinions provided in partnership with the Administrative Office of the U.S. Courts available on FDsys.*
    - o **Sub-Question B**: *Projects to increase cataloging services such as: The Cataloging Record Distribution Project; Shelflist Transcription & Bibliographic Record Clean Up; Cooperative Cataloging Partnerships; enhancements to MetaLib.*
    - o **Sub-Question C**: *Projects focusing on collection development and management tools such as: The National Bibliographic Inventory; Library Information System Transformation (LIST), PURL Referral Reports.*
    - o **Sub-Question D**: *Projects focused on education and online communication with FDLP members such as: FDsys training sessions; acquiring an online tool for virtual meetings; scheduling online community forums to discuss current FDLP issues; communication through social media (blogs, twitter)*
- **Question 7:** *Is there another area of service that FDLP libraries within your state would like LSCM to offer in the next five years? (Please describe.)*

SUMMARY OF FINDINGS

As demonstrated by the Library and State Forecast data collected that related to LSCM Projects, most libraries rated LSCM projects highly, especially access and cataloging services.

- 97% of libraries and 100% of states reported LSCM Projects and Services related to access as either "extremely beneficial" or "moderately beneficial." (Library Q17A and State Q6A)
- 92% of libraries and 100% of states reported LSCM Projects and Services related to cataloging as either "extremely beneficial" or "moderately beneficial." (Library Q17B and State Q6B)
- When responding to the follow-up question on what "other services" LSCM could offer, respondents frequently named services related to Cataloging, followed by Education and Online Communication services. (Library Q18 and State Q7)
- Considering the future, respondents expressed interest in a number of expansions, technological improvements, and enhancements to current LSCM services.

DETAILED FINDINGS - LIBRARY FORECAST

Question 17 of the Library Forecast Questionnaire was a four-part question.[2] Respondents were asked to rate the benefits of current LSCM projects areas for users of Federal government information. The question had four sub-questions (17A-D).

Question 17: *Please rate the following current LSCM projects areas according to how users of Federal government information in your library might benefit.*

The response options for each sub-question were:

1) Extremely beneficial
2) Moderately beneficial
3) Not beneficial

Question 17A:
- *Projects to provide greater access to government information such as: Simultaneous searching of FDsys and the Catalog of Government Publications; increasing access to United States Courts' opinions provided in partnership with the Administrative Office of the U.S. Courts available on FDsys.*

Of 802 respondents to Library Forecast Question 17A, 486 (61%) responded "extremely beneficial," 289 (36%) responded "moderately beneficial," and 27 (3%) responded "not beneficial."

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[2] Parallels information requested in Question 6 of the State Forecast Questionnaire.

Question 17B:

- *Projects to increase cataloging services such as: The Cataloging Record Distribution Project; shelflist transcription & bibliographic record clean up; cooperative cataloging partnerships; enhancements to MetaLib.*

Of the 802 respondents to Library Forecast Question 17B, 372 (46%) responded "extremely beneficial," 369 (46%) responded "moderately beneficial," and 61 (8%) responded "not beneficial."

Question 17C:

- *Projects focusing on collection development and management tools such as: The National Bibliographic Inventory; Library Information System Transformation (LIST), PURL Referral Reports.*

Of the 802 respondents to Library Forecast Question 17C, 271 (34%) responded "extremely beneficial," 469 (58%) responded "moderately beneficial," and 62 (8%) responded "not beneficial."

Question 17D:

- *Projects focused on education and online communication with FDLP members such as: FDsys training sessions; acquiring an online tool for virtual meetings; scheduling online community forums to discuss current FDLP issues; communication through social media (blogs, twitter)*

Of the 802 respondents to Library Forecast Question 17D, 380 (48%) responded "extremely beneficial," 371 (46%) responded "moderately beneficial," and 51 (6%) responded "not beneficial."

Question 18: *Is there another area of service that you would like LSCM to offer? (Please describe.)*[3]

Question 18 required a standard yes/no response and provided an option for open-ended responses in which respondents could stipulate specific types of service from LSCM.

Of 802 respondents to Question 18, 585 (73%) indicated no additional services for LSCM to offer while 217 (27%) indicated additional types of service that they would like LSCM to offer. There was no limit in the number of responses that they could provide.

Identified areas of service were grouped into 19 different topics, resulting in 351 observations.[4] Of 19 topics identified for other areas of service in the initial review, top-ranked responses are (in ranking order):

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[3] Parallels information requested in Question 7 of the State Forecast Questionnaire.
[4] The term "observations" refers to each unique "library-topic" combination. A library's response could include numerous topics, each characterized here as "observations."

Figure 1: Library Forecast Question 18 Most Frequent Responses

Rank	Topics	Frequency	%
1	Cataloging	53	15%
2	Education/Training	41	12%
2	Public Access and Systems (Expand/Improve Gov info Access Systems/Tools/Services (CGP, FDsys, Metalib, Ben's Guide))	41	11%
4	Digitization/Digitization Related Services	38	11%
5	Improve/Increase access to government information	35	10%

The second step in analyzing responses was a process of analytical compression that grouped the 19 individual topics into eight (8) over-arching themes, resulting in 328 unique observations.[5] The resulting eight (8) over-arching compressed themes are (in ranking order):

Figure 2: Library Forecast Question 18 Compressed Themes

Rank	Compressed Theme	Frequency	%
1	Discovery and Access	62	19%
2	Cataloging	52	16%
3	Other	46	14%
4	Education and Training	41	13%
4	Preservation and Digitization	41	13%
6	LSCM Services	34	10%
7	Collection Management	33	10%
8	Outside Agency Parameters or Program Governance	19	6%
	Totals	**328**	**100%**

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[5] A more detailed explanation of the analytical compression process is provided in the FDLP Forecast Study methodology documentation.

LSCM Projects-Related Comments from other Library Questions

Several other Library Forecast questions corresponded to types of LSCM services.

Question 31: *What would an ideal FDLP look like that met all of your current and anticipated needs for Federal government information?*

Of the 1,699 observations reported in Question 31, 167 (10%) specifically related to LSCM Projects. Within these, the majority of observations were identified under the New Services and Projects & Services for Education & Communication themes.

Of the 167 observations for LSCM Services, 62 described New Services that could be offered by LSCM. Responses suggested a variety of program enhancements, such as more flexible selection options or tools for the various types and sizes of depository libraries, print on demand, and customized shipments with associated catalog records.

33 of the 167 observations discussed Projects & Services for Education & Communication. Responses focused on improving communication and responsiveness with libraries, offering help forums or training for depository library staff, and improved collaboration with agencies.

Question 32: *Thinking about the next five years, what specific things would you like GPO to do to help you and your library improve public access to Federal government information?*

Of the 1,308 observations reported in Question 32, 163 (12%) related to LSCM Projects. Of these, observations, most were identified under the Projects & Services in Cataloging, Projects & Services for Education & Communication, and New Services themes.

Of the 163 observations, 41 addressed Projects & Services in Cataloging. Comments made were primarily focused on providing cataloging records to libraries based on a library's selection profile, especially for electronic resources. 36 observations described Projects & Services for Education & Communication. In general, comments included: notification of new documents; open communication with libraries; and providing libraries with educational information on agency resources. 33 observations addressed New Services and comments were focused on creating or providing access to more mobile apps, including SuDoc numbers on items, and improving discoverability of government information.

Question 33: *Is there anything else that you would like to tell us about the current and future vision of the FDLP?*

Of the 802 respondents to Question 33, 238 (30%) responded "yes" and provided open-ended responses. 400 observations were made in total.

Of the 400 observations, 34 addressed LSCM Projects, with the most observations identified under the New Services theme. Observations related to LSCM Projects included comments concerning

improvements in communication with libraries, access to cataloging records based on a library's selection profile, and program technology or tools improvements.

DETAILED FINDINGS - STATE FORECAST

Question 6 of the State Forecast Questionnaire was a four-part question.[6] Respondents were asked to rate the benefits of current LSCM projects areas for users of Federal government information in libraries within their state. The question had four sub-questions (6A-D).

Question 6: *Please rate the following current LSCM projects areas according to how users of Federal government information in libraries within your state might benefit.*

The response options for each sub-question were:

1) Extremely beneficial
2) Moderately beneficial
3) Not beneficial

Question 6A:
- *Projects to provide greater access to Government information such as: Simultaneous searching of FDsys and the Catalog of Government Publications; increasing access to United States Courts' opinions provided in partnership with the Administrative Office of the U.S. Courts available on FDsys.*

Of 45 state respondents to Question 6A, 38 (84%) responded "Extremely beneficial," while 7 (16%) responded "Moderately beneficial." There were no "Not beneficial" responses.

Question 6B:
- *Projects to increase cataloging services such as: The Cataloging Record Distribution Project; Shelflist Transcription & Bibliographic Record Clean Up; Cooperative Cataloging Partnerships; enhancements to MetaLib.*

Of 45 state respondents to Question 6B, 28 (62%) responded "Extremely Beneficial," while 17 (38%) responded "Moderately Beneficial." No respondents responded "Not Beneficial."

Question 6C:
- *Projects focusing on collection development and management tools such as: The National Bibliographic Inventory; Library Information System Transformation (LIST), PURL Referral Reports.*

Of 45 state respondents to Question 6C, 11 (24%) responded "Extremely Beneficial," while 32 (71%)

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[6] Parallels information requested in Question 17 of the Library Forecast Questionnaire.

 responded "Moderately Beneficial," and 2 (5%) responded "Not Beneficial."

Question 6D:
- *Projects focused on education and online communication with FDLP members such as: FDsys training sessions; acquiring an online tool for virtual meetings; scheduling online community forums to discuss current FDLP issues; communication through social media (blogs, twitter).*

Of 45 state respondents to Question 6D, 23 (51%) responded "Extremely Beneficial," while 22 (49%) responded "Moderately Beneficial." No respondents responded "Not Beneficial."

State respondents' ratings of LSCM services surpassed ratings of individual Library respondents, with 100% of respondents finding three out of four LSCM services beneficial. Projects focused on greater access to government information, cataloging services, and education received ratings of "extremely beneficial" from more than half of the respondents.

Question 7: *Is there another area of service that FDLP libraries within your state would like LSCM to offer in the next five years? (Please describe.)* [7]

Question 7 had a standard yes/no response, and provided an option for open-ended responses in which respondents could stipulate specific types of service from LSCM. The State question varied from the Library question, specifying a time element "in the next five years."
Of 45 state respondents to Question 7, 33 (73%) indicated other areas of service that FDLP libraries in the state would like LSCM to offer in the next five years. Twelve states did not indicate other areas of service. Within the open-ended responses provided by 33 states, there was no limit in the number of services that they could provide.

Identified areas of service were grouped into 19 different topics, resulting in 117 observations.

When comparing State Forecast Question 7 to its comparable Library Forecast counterpart (Question 18), both libraries and states reported similar interests in services, indicated in Figure 7.

Of 19 topics identified for services in the initial review, the top-rated State Forecast responses, compared to the Library Forecast, are (in ranking order):

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[7] Parallels information requested in Question 18 of the Library Forecast Questionnaire.

Figure 3: Comparison of State Forecast Question 7 and Library Forecast Question 18 Responses

State Forecast Q7 Rank	Library Forecast Q18 Rank	Topics	State Forecast Q7 Freq	State Forecast Q7 %	Library Forecast Q18 Freq	Library Forecast Q18 %
1	1	Cataloging	17	15%	53	15%
2	2	Education/Training	14	12%	41	12%
3	4	Digitization/Digitization Related Services	12	10%	38	11%
4	2	Public Access and Systems (Expand/Improve Govt Info Access Systems/Tools/Services (CGP, FDsys, Metalib, Ben's Guide))	11	9%	41	11%
5	5	Improve/Increase access to government information	10	9%	35	10%

Next, further analyzing responses, the 19 service areas were compressed into eight (8) over-arching themes, resulting in 103 unique observations. The eight over-arching compressed themes, compared to the Library Forecast, are (in ranking order):

Figure 4: Comparison of State Forecast Question 7 and Library Forecast Question 18 Compressed Themes

State Forecast Q7 Rank	Library Forecast Q18 Rank	Compressed Theme	State Forecast Q7 Freq	State Forecast Q7 %	Library Forecast Q18 Freq	Library Forecast Q 18 %
1	6	LSCM Services	18	17%	34	10%
2	2	Cataloging	17	17%	52	16%
3	1	Discovery & Access	14	14%	62	19%
3	4	Education & Training	14	14%	41	13%
3	4	Preservation and Digitization	14	14%	41	13%
6	7	Collection Management	11	11%	33	10%
7	3	Other	9	9%	46	14%
8	8	Outside Agency Parameters or Program Governance	6	6%	19	6%
			103	100%	328	100%

LSCM Projects-Related Comments from other State Questions

Several other State Forecast questions corresponded to the topic of LSCM Projects and Services.

Question 18: *What would an ideal FDLP look like that met all of your current and anticipated needs for Federal government information?*

Of the 324 observations reported in Question 18, 33 (10%) related to LSCM Projects.

Of the 33 observations for LSCM Services, 8 described New Services that could be offered by LSCM. Responses suggested a variety of program enhancements, including tools to better run today's depository and better tools to manage the electronic collection.

6 of the 33 observations discussed Projects & Services for Education & Communications. Responses focused on improving communication between GPO and libraries as well as improvements to the FDLP Web site.

Question 19: *Thinking about the next five years, what specific things would you like GPO to do to help FDLP libraries in your state improve public access to Federal government information?*

Of the 333 observations reported in Question 19, 22 (13%) related to LSCM Projects.

Of the 22 observations for LSCM Services, 12 described Projects & Services for Cataloging, including the ability to push out bibliographic records according to selection profiles and attaching local holdings to records.

9 of the 22 observation discussed Projects & Services for Education and Communication. Responses focused on providing training for depository staff, and improving communications between GPO and the FDLP community.

9 of the 22 observations discussed Projects & Services for Collection Management. Responses focused on providing depository libraries with tools to simplify collection management tasks, such as item selection, Needs and Offers, and disposition.

Question 20: *Is there anything else that you would like to tell us about the current and future vision of the FDLP?*

Of the 136 observations reported in Question 20, 8 (6%) specifically related to LSCM Projects.

Of the 8 observations for LSCM Services, 3 focused on New Projects & Services and 2 focused on Projects & Services for Education & Communication.

GPO ACTIONS AND NEXT STEPS

Actions Already Taken

- *Access Services*

The FDLP was established by Congress to ensure that the American public has access to its Government's information. In fulfilling that mandate, LSCM has developed a number of cataloging and indexing services. Almost all respondents (97% Library; 100% State) said GPO's access services are beneficial. Likewise, of those requesting other LSCM services, expansion of discovery and access was the most requested response (19%). The emphasis on access was evident in rating LSCM services and was commented on in other Forecast question responses as well.

Several access service projects are currently in progress. Specifically, LSCM initiated more content and access partnerships, for example, a partnership to add historical Treasury Library content and continuing to add the remaining Federal Courts to the U.S. Courts Opinions collection on FDsys.

In addition, LSCM collaborates with other GPO business units to improve mobile capability, improve search strategy and general usability, and suggest ways to improve FDsys search and retrieval. These actions will improve the usability and functionality of FDsys. Recently, LSCM launched a proof of concept eBooks project with participating Federal depository libraries. The pilot is making Federal eBooks available to the public in order to further improve access to government information.

- *Cataloging Services*

At the fall 2012 meeting of the Depository Council Meeting and Federal Depository Library Conference, LSCM announced changes already made to cataloging procedures. These changes reflected the large number of responses (92% library; 100% state) rating cataloging projects "very beneficial" or "moderately beneficial." Approximately 15% of all respondents' observations had to do with cataloging. In particular, respondents requested continued cataloging of pre-1976 materials and acknowledged the value of the Cataloging Record Distribution Program, New Electronic Titles, and the U.S. Catalog of Government Publications. Related, future-oriented, open-ended responses also gave cataloging top marks, particularly responses on the State Forecast. State respondents indicated that an 'ideal' FDLP would catalog older materials as well as new materials.

The National Bibliographic Records Inventory currently underway addresses the need for comprehensive access to all Federal publications, and includes: (1) historic Monthly Catalog Cataloging (1895 & 1898 initially) as a first step to establish an efficient workflow; (2) historic shelf list digitization; (3) historic shelf list transcription; (4) historic item number transcription; (5) cooperative cataloging projects; (6) LSCM internal manual records conversion; (7) establishing metadata to increase access to discrete information in the U.S. Congressional Serial Set; and (8) identification of bibliographic information for known sets of fugitive publications. Also, LSCM

cataloging staff are creating catalog records that include PURLs or similarly stable links and have undertaken several projects to fill the gap for pre-1976 cataloging.

Respondents asked for simultaneous search of FDsys and CGP. That functionality has been implemented via MetaLib, a federated search utility available to all libraries. LSCM continues expanding GPO's high quality bibliographic control for Government information by identifying new projects to reach that goal. The unit is cataloging multiple formats for many materials and is creating full bibliographic records for digital content.

- *Collection Management and Development Tools*

Collection Management Tools developed by LSCM did not receive high ratings on the Forecast, nor many responses in the future-oriented questions. Many comments in Library Forecast Question 18 were very specific, as were comments on Collection Management and Development Tools in the future-oriented questions. Because the community has indicated that they need better collection management tools, LSCM is identifying and implementing improvements to item selection and distribution processes. Also, Forecast respondents indicated that they need greater efficiency and enhanced ability manipulating LSCM's existing tools. For a more detailed discussion on this, see the related FDLP Forecast Study Working Paper on Collection Management.

- *Education & Communication Services*

Education and Communication Services were mentioned in both the State and Library Forecasts and were included in the future-oriented questions as well. Discussion of these services can be found in the Education Working Paper.

- *Other Services*

LSCM has already begun implementing a number of actions to respond to the most-requested other services. New LSCM services related to these top-ranked areas are discussed above. Looking to the future (Library Q31-33, State Q18-20), respondents expressed strong interest in Education and Online Services.

Actions in Development

Actions being developed by LSCM are grouped into the following service areas: access services, cataloging, collection development tools, and education. Some new projects are described below. Library and State Forecast respondents made many observations and provided a number of suggestions.

- *Access Services*

To continue LSCM's efforts in making Government information easy to discover and find, LSCM is assisting with efforts to improve and enhance FDsys search and retrieval features. Greater access and discoverability were one of the most-requested LSCM services mentioned in the future-oriented questions, especially the Library Forecast (Library Q31-33).

- *Cataloging Services*

Because the Cataloging and Indexing program is one of four legally mandated programs in LSCM, LSCM's cataloging goals are significant: to catalog every item issued by the Federal government, past and present; to supply records for electronic documents; to explore new models for batch loading and reports and record reconciliation; to improve cataloging quality; and to enhance metadata in cataloging records. In response to Forecast responses, LSCM will undertake new cataloging and classification initiatives to improve access.. LSCM will continue developing cataloging projects and enhancements. As that occurs, updates and announcements will be made on the FDLP website (beta.fdlp.gov).

- *Collection Management and Collection Development Tools*

Efforts are underway to bring in more content from small, independent Federal agencies, commissions, review boards and committees (Y3. section of SuDoc classification). These changes have been suggested, not only in the Forecast Study, but also by askGPO and Document Discovery Form requests. LSCM staffs are monitoring Agency Web sites and relevant listservs to identify additional Web site inclusions.

The current LSCM Strategic Plan includes the improvement of Library Tools, including DSIMS, as one of its key efforts. Finally, acknowledging the diminishing amount of material published by Federal entities in tangible formats, LSCM is investigating new procedures, periodically reviewing the essential print title list, and continually evaluating the list to see what needs to be retained as historical content. What takes more planning and development is how to revise the *List of Classes of United States Government Publications Available for Selection by Depository Libraries* to allow selection by subject, geography, or format (such as digital collection). Also, LSCM is seeking feedback from regional and selective libraries through the FDLP Community Site on the possible discontinuation of microfiche distribution and has scheduled a Focus Group session during the 2013 Depository Library Council Meeting and Federal Depository Library Conference.

- *Education & Communication Services*

LSCM continues building on, developing and expanding educational opportunities for the FDLP community. LSCM is using responses provided in the Library and State Forecast Questionnaires to guide these efforts. Work already underway includes:

1. Expanding GPO's educational offerings and curriculum development using the FDsys Training Initiative as a tested model to develop further curricula.

2. Recruiting, hosting, and facilitating training sessions taught by information specialists from a variety of Federal agencies.

3. Promoting and providing training to the FDLP community on LSCM's e-Learning platform for use outside GPO, including cross-community training, sharing best practices, and related educational purposes.

In addition, a majority of respondents said they would welcome GPO's advice and guidance on planning and developing projects to digitize publications from the tangible collection.

CONCLUSIONS

Overall, most library and state forecast respondents highly valued LSCM services. The value of LSCM's services to the FDLP library community was confirmed in the evaluations of each service type:

- ***Access Services are extremely beneficial and highly rated:*** Access was the LSCM service FDLP library respondents rated most favorably. Library and state respondents specifically acknowledged LSCM projects provide greater discovery and access to government information. They identified simultaneous searching of FDsys and CGP and increasing access to U.S. Court opinions as worthwhile and important GPO services. These services were rated both extremely or moderately beneficial (97% Library, 100% State), with a large number on both surveys indicating LSCM access services are "extremely beneficial" (61% Libraries; 84% States). Additional analysis of these observations is described in two additional Working Papers: 'Collection Management' and 'Future Roles and Opportunities.'

- ***Cataloging Services are highly valued:*** Depository library and state respondents confirmed that LSCM's cataloging services are valuable. On both surveys, nearly all respondents rated LSCM projects to increase cataloging services as either extremely or moderately beneficial (92% Libraries; 100% States). These very high ratings are consistent across all library types and sizes. Cataloging was also one of the top-ranked compressed themes in Library Question 18 and in State Question 7 about other services libraries would like GPO to provide. Open-ended responses to the future-oriented question ("What GPO Can Do") on the Library and State Forecasts corroborated the FDLP respondents' interest in cataloging services.

- ***Education and Online Communication are valued by all library types:*** Respondents emphasized the importance of education services. Nearly all respondents rated LSCM education and communication projects either extremely or moderately beneficial (94% Libraries; 100% States). Responses were consistent across all library types and sizes. Open-ended responses, including the future oriented questions, reinforced respondents' interest in education and online communication. Related to future LSCM services, education was one of the areas of most interest in nearly all open-ended responses.

- ***Collection Management and Development Tools, though beneficial, received a lower value rating than other service areas***: The majority of respondents said it would be "moderately

beneficial" (58% Libraries; 71% States) to have better tools to identify and select resources, and provide data or feedback on what electronic publications are accessed by their patrons. Some respondents indicated that they were "extremely beneficial" (34% Libraries; 24% States). Open-ended responses to the future oriented questions on both surveys indicated that respondents are interested in updating collection management and development tools to make them easier and more efficient to use.

- ***In thinking about the future, some respondents envisioned other or new LSCM services***: "Other" services often fell within current service areas (education and cataloging) in the open-ended answers in the Library (Q18) and State Forecast (Q7) questions. In future-oriented questions about the ideal FDLP and "anything else," respondents provided 1,699 unique observations. Of that number, roughly 10% (167) of respondents identified initiatives for LSCM projects and services. A smaller number (62 responses, roughly 4%) identified new services, including: print on demand, differentiated services for varying library types (academic vs. school libraries, public libraries, law libraries, medical and hospital libraries), turnkey tools for libraries, shelf-ready cataloging, technology improvements, apps, interoperability, outcomes based assessments, and a virtual "ask a librarian" feature.

Both State and Library respondents generally gave LSCM Service areas high value ratings, with State responses being more positive. When contemplating the future, respondents provided many ideas for new services or upgrades to current LSCM services. Respondents gave Access their highest value ratings for current LSCM services. In contrast, open-ended comments about the future tended to focus on Education and Cataloging.