Frequently Asked Questions

Q: Will training be offered on the new FDLP eXchange tool?

A: *Yes, GPO will provide FDLP Academy webinars and webcasts for regionals and selectives. There are some differences in the interface depending on whether your library is a regional or a selective, so webinars and webcasts will be offered to each audience. Stay tuned to the* FDLP News and Events *email service for announcements about upcoming training.*

Q: I'm in a selective library, and I think that knowing what my regional sees when reviewing an offer would help me to understand how FDLP eXchange works. Is there a way I can see the regional view?

A: *Yes, recorded webinars and webcasts will be posted and made available for viewing through the* FDLP Academy*. You can watch the training webinars and webcasts for regionals to see how they will be using the application.*

Q: I'm in a regional depository. How long will we have to review lists in FDLP eXchange?

A: *FDLP eXchange allows regionals to set the review periods for themselves and for the selectives in their region. The default period is 45 days, and the maximum allowed by the application is 90 days. If a regional gave themselves 30 days to review and the selectives in their region 30 days to review, the materials would move to the "offer nationally" phase on the 61st day after they were submitted. If a regional gave themselves 60 days to review and selectives in their region 45 days to review, the materials would move to the "offer nationally" phase on the 106th day after they were submitted to the database.*

Q: What is considered a "day" in FDLP eXchange?

A: *FDLP eXchange time periods are set in days. A "day' is a 24 hour period, measured in real time. For example, if a selective library posted an offer for their regional to review at 9:00am on Monday, the first day starts at 9:00am on Monday. The second day would start at 9:01 on Tuesday.*

Q: I'm in a regional depository. What if I can't finish reviewing a list before the end of the review period?

A: *Regionals still have the ability to see and request materials that have expired and moved to the next phase in the workflow.*

Q: If I see an offer from another library that I want for my library's collection, how do I know when I can request it?

A: *FDLP eXchange only allows you to see materials that your library is eligible to request. Before you are eligible to request it, you will not be able to see it. Only library administrators can request materials, so if you are a library user and you see something that your library needs, notify your library administrator so he/she can place a request.*

Q: Do I have to offer materials nationally if nobody in my region requests them?

A: *Offering materials nationally after they have been offered within your region is recommended but not required. FDLP eXchange allows libraries to opt out of offering materials nationally and also allows libraries to set a review period for materials offered nationally. For example, if you wanted to offer your materials nationally but didn't have space to keep them for very long, you could opt-in to offer nationally by checking the box next to "Offer Nationally" and setting a review period of 10 days if that is how long you want to offer them.*

Q: If one "passes" on a match, will it simply be a "pass" on that item, or will it remove the document from your list of needs? For instance, if the offered document is in bad condition, I might "pass" on it, but I might still want a copy of that document that is in good condition.

A: *Passing on a match only passes on that item. If your need was matched, the need will remain on your list. Additionally, you can use the condition statements in the system to indicate what conditions you would consider acceptable. For example, if you only want the publication if it is in "good" or "fine" condition, you can indicate that in your need record.*

Q: What if I get a match while I am out of the office?

A: *FDLP eXchange has an internal communication tool that will allow other users in your library to follow up on the match if something matches while you are away from the office.*

Q: I'm working on a digitization project, and I am missing a few items I need. Could FDLP eXchange be used to help me fill the gaps?

A: *Yes, materials you need for a digitization project can be posted as needs in FDLP eXchange and flagged as something needed for digitization. Your need will be matched with other libraries' offers, and you will get a notification if the material you need is offered. Additionally, libraries can search for items needed for digitization projects and can contact you through the internal communication tool if they have something they can loan to you for non-destructive digitization.*

Q: Can I use FDLP eXchange on my phone or tablet?

A: *Yes, with a mobile phone or tablet, you could be in the stacks and save a list of titles or items that could create a list within the FDLP eXchange. Additionally, if you are a regional reviewing a list or if there are items on another library's list that you wanted to see if you have, you could take a mobile phone or tablet to the stacks to check whether those items are in your collection or compare the condition of materials you have to the condition of the ones being offered.*

Q: Is there a way to sort offers lists by "postage required"? We have no money to pay for postage so I don't want to spend any time on those lists.
A: *There is an option to search on the postage requirement field in the advanced search.*

Q: Will the FDLP eXchange notifications for requested items be sent to our library emails?

A: *The FDLP eXchange will allow libraries to set frequencies for how often to receive emails. You can get an email each time you have a match or an offer available for review, or you can select to receive a daily or weekly digest. You will also get notifications through the internal communication tool, lessening the need for an email for every match or offer and reducing the number of emails you would need to receive from the system. Alerts and notifications are set in the user account, so you might choose different notifications than another user in your library.*

Q: If you are offering multiple volumes of a serial, do you have to enter multiple times, once for each volume?

A: *The application allows you to add a serial as a range or as separate entries for each volume. The form for offering materials includes a "duplicate" button which allows you to duplicate a record and edit details, making it easier to enter records for each volume if you chose to do so. The advantage of entering one record for each volume is that matches will be more precise if there are separate records for each volume.*

Q: Are all depository libraries required to use the FDLP eXchange, or will it be up to the regional libraries to determine if they will require for their selectives?

A: *It will be up to the regional libraries to determine if they will require it for their selectives.*

Q: My state doesn't have a regional. Can I use FDLP eXchange?

A: *If you are in a state that doesn't have a regional, you can use FDLP eXchange to post needs or to offer secondary copies. Please contact GPO's Outreach and Support office if you have questions.*

Q: My region doesn't use FDLP eXchange for its discard process. Can I use it to offer materials nationally?

A: *Yes, libraries in regions that do not use the tool for the region's discard process can use FDLP eXchange to offer materials nationally after they have been offered within the region. If you have questions about your region's discard process, please contact your regional. Contact GPO for details on how to set up FDLP eXchange so that offers advance directly to the "offer nationally" stage in the process.*

Q: How would this dovetail with the ASERL database for ASERL libraries? Would it be secondary for ASERL libraries?

A: *ASERL libraries will need to determine how they want to use FDLP eXchange. As always, selectives need to work with their regionals to ensure they are following regional discard guidelines. ASERL libraries that wish to offer materials nationally if they are unclaimed through the ASERL process can use FDLP eXchange to offer materials outside ASERL. You can also use FDLP eXchange to post needs for materials needed in your library collections.*

Q: I'm in a regional that uses the ASERL tool. Since we will have already reviewed our selectives' offers using the ASERL tool, is there any way a specific regional can say we don't need to see our own selectives' offers in FDLP eXchange system?

A: *If a region is using the ASERL database to review their selectives' offers, they could still use the FDLP eXchange for offering materials nationally after they have been offered through the ASERL database. They can also use FDLP eXchange to review materials other libraries are offering nationally or to post their own needs nationally. Contact GPO for details on how to set up FDLP eXchange so that offers advance directly to the "offer nationally" stage in the process.*

Q: Can my library have more than one library administrator?

A: *GPO has set up a library administrator account for the depository coordinator listed in the Federal Depository Library Directory. If another staff member has primary responsibility for processing discards in your library, you may want to have that staff member become the library administrator in place of the*

depository coordinator, or the other staff member could be set up as a second library administrator for your library. _Contact GPO_ to request a change in the library administrator or a second library administrator for your library. GPO asks that these requests come from the designated depository coordinator.

Q: I added another user for my library, but that user can only post things for my approval and can't request offers from other libraries. Can they have access to do more?

A: _Needs and offers posted by anyone with the library user role go into a queue to be reviewed by a library administrator before they are published to the database. Library users also cannot place requests for materials offered by another library. If you have added a staff member as a library user, but they need access to approve new posts or to request materials from other libraries, GPO can change their access to give them library administrator permissions. The depository library coordinator should contact GPO to make the request._

Q: I tried my password 5 times and now my account is blocked. What do I do now?

A: _If you remember your password, wait at least 6 hours before trying again. If you have forgotten your password, wait at least 6 hours before using the "Request new password" tab to request a new password, then logon with the new password. Failure to wait 6 hours before resetting your password could result in being permanently locked out of FDLP eXchange. Please contact GPO if you have questions._