

Virtual reference and the future of FDLP national public services

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Consortium of Institutional Cooperation's
Government Information Online (GIO) Project

Spring 2007 Federal Depository Library Council

Government Information Online Project – background

- Established October 2004
- 40 institutions (from approximately 30 states) participated during the project's first three phases
- Not limited to federal information
- Academic, special, public and state libraries
- Email reference and chat schedule
- First “national” reference service to focus on government information as subject expertise
- Uses OCLC's Question Point software

Government Information Online

Project – the early returns

- Approximately 2,500 interactions with users (chat, email)
- Growing national knowledgebase of answers/responses
- Evolving models of multi-institutional governance and cooperation
- Testing stable forms of financing
- Cooperate with collections – why not with public services?

13 Institutions committed to the next phase (another 11 are considering)

- University of Illinois—
Urbana
- Pennsylvania State Library
- Southern Illinois University
- University of Missouri –
Columbia
- University of Illinois—
Chicago
- Indiana University
- University of Iowa
- Michigan State University
- Northwestern University
- Ohio State University
- Purdue University
- University of Virginia
- Library of Virginia

Electronic Government, Social Networking and the Future of Digital Reference

- Sustain a community of government information librarians to create, develop, implement, and promote a National Virtual Reference Service
- Develop effective liaisons with public agencies in order to foster collaboration between agencies and the government information library community
- Four evolving cultures of digital reference service
 - E-Government
 - Institutional
 - Geographic
 - Specialist

Four evolving cultures of digital reference service

E-Government

General Services Administration (www.usa.gov)

Reference/Answers linked directly to government services –

Librarians no longer mediate between individuals and the bureaucracy.



Four evolving cultures of digital reference service

Institutional

Library of Congress (<http://www.loc.gov/rr/askalib/>)

Questions/answers shared among cooperating libraries –
subject expertise largely determined by collection strengths of
participating organizations

Ask a librarian...



*with a
Librarian*

an online reference service from the Library of Congress

Four evolving cultures of digital reference service

Geographic

Maryland

(<http://www.askusnow.info/>)

Questions managed within a particular geography in order foster a minimum level of “digital public service”



Four evolving cultures of digital reference service

Specialist (<http://govtinfo.org/>)

Questions managed through a cooperative subject expertise drawn from the how, what, why, when and where of government information. Builds an expansive, dynamic knowledgebase of previous answers that can be searched, organized, and delivered in a proactive fashion.



General Objectives of GIO Project

- Discover, and encourage, opportunities to foster a National Virtual Reference Service and collaborate with federal agencies to improve user government information resources and knowledgebases
- Research if and how GPO can make referrals to a National Virtual Reference Service through its other services and programs
- Incorporate links from GPO web pages to promote a national reference service provided through its depository libraries (e.g., GPO Access web pages, links in the bibliographic records of the Catalog of Government Publications)
- Promote the National Virtual Reference Service through discussions at conferences, events, and on FDLP-L

Specific Goals of GIO Project

- Offer an effective model (and test bed) for a national public service framework that fosters leadership, opportunities and cooperation within the GPO's Depository Library Program goals to sustain a dynamic digital system of collections and services

Specific Goals of GIO Project

- Foster and sustain a digital national reference service among libraries of all types (academic, public, special, and state libraries) within an increasingly digital environment that frames much of government information creation, use and preservation.
- The Project seeks to establish a foundation of best practices, digital protocols, and public service standards that will enable the delivery of digital reference services among many different library institutions, whether they are depository libraries or not

Specific Goals of GIO Project

- QP allows the Project's participants to use library specific customer service software to exploit a national wellspring of government information librarian knowledge, experience and collaboration regardless of institutional situations.
- At the same time, the Project will explore other software/network applications that could support a digital reference network among participating institutions.

Specific Goals of GIO Project

- The Project will seek further opportunities to collaborate with other government “digital reference cultures” at the federal level (e.g. General Services Administration, National Archives and Records Administration) that use different software packages, but because of common protocols found in most databases, can share links and questions with the Project’s participants.
- The Project’s partnership with GPO will be critical in building these collaborations

Specific Goals of GIO Project

- Through its formal GPO partnership the Project will further its goals and objectives to work with the Printing Office to sustain a dynamic digital depository library program.
- This partnership will not only draw on GPO's strengths in the area of building digital collections and bibliographic control of government, but seek to take advantage of its depository libraries long tradition of serving the public's information and reference needs.

Annual Costs and Budget for GIO Project

- Participants in the Project agree to pay \$465 per year to defray the costs of the network and management software along with the project's promotion and administrative costs.
- The cost of participation will remain the same for CIC and non-CIC librarians

GIO Project Timeline and Milestones

- April, 2007 - Set up discussions with federal depository community at the Council event in Denver
- May–September 2007 - Promote the concepts of a National Virtual Reference Service on FDLP-L and seek new participants. Promote participation at other professional meetings and listservs
- October, 2007 - Add links from GPO web resources to promote the project. Arrange discussions with the consortium and federal agencies during Fall FDLP conference
- November, 2007 - Confirm a process for routing questions from a variety of sources through the service to confirm interoperability to the greatest extent possible
- June, 2008 - Reassess the purpose and scope of the project

Existential Tensions

Questions that drive the imperative to create a digital national reference service cooperative

- Many library administrations are seriously rethinking, or have already eliminated, traditionally separate documents collections and/or depositories – are they wrong?
- With over 93% of items distributed to depositories born digital – what else is there a national system of depositories left to do?
- Can government information librarianship exist (even thrive) without physical collections?

Evolution

Civic Librarianship

active citizen participation, structured public problem solving and a deliberative dialogue between citizens and their governments

Who are you going to call?

- Interested in learning more/how to join GIO initiative?

Contact any of these folks on the project's management task force

- John A. Shuler, University of Illinois at Chicago
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- Louis Takacs, Northwestern University
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DDLRS

DEFENSE DIGITAL LIBRARY RESEARCH SERVICE

A QUESTIONPOINT CONSORTIUM

16 APRIL 2007



Joanne Knight

Senior Reference Librarian

Combined Arms Research Library

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DDLRS LIBRARIES

1. *Armor School Research Library, Ft. Knox
2. Combined Arms Research Library, Ft. Leavenworth, KS
3. Ft. Lewis Library System, Ft. Lewis, WA
4. George C. Marshall Center for Security Studies
5. *Redstone Scientific Information Center, Huntsville, AL
6. Pentagon Library
7. Aviation Technical Library , Ft Rucker AL
8. Fort Campbell General Library, KY
9. Fort Drum General Library, NY
10. Fort Hood General Library, TX
11. SGT Yano Library, Honolulu
12. European Regional Library, Heidelberg
13. *HQ, US Army Corps of Engineers, Ft. Belvoir, VA
14. US Military Academy, West Point, NY
15. Yongsan Library, Seoul Korea
16. National Geospatial-Intelligence Agency Library, Bethesda, MD
17. Defense Acquisition University
18. Infantry School Library, Ft Benning, GA



DDLRS PARTNERS

- **US Navy Department Library, Washington ,DC**
- **Walter Reed Army Medical Center Library, Washington, DC**
- **US Army Chaplain Center & School Library, Ft Jackson, SC**
- **US Army Medical Department Center & School, Ft Sam Houston, TX**
- **Madigan Army Medical Center Library, Tacoma, WA**
- **US Army Field Artillery School Library, Ft Sill, OK**
- **US Army Air Defense Artillery School, Ft Bliss, TX**
- **US Army Sergeants Major Academy, Fr Bliss, TX**
- **US Army War College Library, Carlisle Bks, PA**
- **Defense Technical Information Center (DTIC) Ft Belvoir, VA**
- **US Marine Corps Historical Center, Washington, DC**
- **National Guard Bureau, Arlington, VA.**
- **Joint Special Operations Medical Training Center Ft Bragg, NC**
- **Aberdeen Area Garrison Library, APG MD**
- **USA Corps of Engineers, Omaha District, Omaha ,NE**





Ft Lewis

SGT Yano

Most of us

**USAREUR &
MARSHALL CENTER**

Yongsang

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[ASK A LIBRARIAN](#)

[Blackboard](#)

[Distance Education](#)

[WIFI at the CARL](#)

[View Your Library Account: Renew Materials, etc.](#)

ITEMS OF INTEREST

[Brown Bag Schedule](#)

Combined Arms Research Library



The CARL is a WiFi Hotspot, [click here for details.](#)

The Combined Arms Research Library (CARL) is a comprehensive military science research center supporting the Army Command and General Staff College. It also serves as the post library for the Fort Leavenworth community.

CARL News & Information Feed - [XML](#)

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- **[Female Suicide Bombers](#)** - 4/12/2007 9:12:08 AM
[Female Suicide Bombers](#), Debra D Zedalis, Strategic Studies Institute, 2004. It is available at ...[Click Here](#)

- **[Ambush! The Road War in Afghanistan](#)** - 4/12/2007 8:48:00 AM
[Ambush! The Road War in Afghanistan](#), Dr. Graham H. Turley Jr., Foreign Military Studies Office, 1988. It is available at ...[Click Here](#)

- **[Gen. George W. Casey Jr. Becomes Army Chief of Staff](#)** - 4/11/2007 11:02:07 AM
[Gen. George W. Casey Jr. Becomes Army Chief of Staff](#), Army News Service, 10 April 2007. It is available at ...[Click Here](#)

- **[Farewell Message from Gen. Peter J. Schoomaker](#)** - 4/10/2007 7:33:52 AM



Email

Files

Forums

Groups

IM/Chat

My Forms

Whiteboard

All of AKO

MY LIBRARY

Ask a Librarian	Find a Book	Find My Library	Read a Magazine or Newspaper	Read or Listen to a Book	Practice the ASVAB, CLEP or DS

Academic Research	Automotive - Fix Your Car	Biography - Find People	Business & Personal Finance	Careers & Resumes	College Search
Digital Collections	Entertainment - Music, Movies, Games	Encyclopedias & Dictionaries	Family Life	Genealogy	Government
History	Health & Wellness	Homework Help	Legal	Literature	Military Resources
Pathfinders & Bibliographies	Science & Technology	Sports	War on Terror		

New Library Databases

[Ask a Librarian](#)



AKO Aska Schedule

MON	MON	TUE	TUE	WED	WED	THU	THU	FRI	FRI	SAT	SAT	SUN	SUN
24-01	Yongsan	24-01	Yongsan	24-01	Yongsan	24-01	Yongsan	24-01	COE	24-01	Yongsan	24-01	Yongsan
01-02	Yongsan	01-02	Yongsan	01-02	Yongsan	01-02	Yongsan	01-02	COE	01-02	Yongsan	01-02	Yongsan
02-03	Yongsan	02-03	Yongsan	02-03	Yongsan	02-03	Yongsan	02-03	Redstone	02-03	Yongsan	02-03	Yongsan
03-04	Yongsan	03-04	Yongsan	03-04	Yongsan	03-04	Yongsan	03-04	Redstone	03-04	Yongsan	03-04	Yongsan
04-05	Yongsan	04-05	Yongsan	04-05	Yongsan	04-05	Yongsan	04-05	Rock Island	04-05	Yongsan	04-05	Yongsan
05-06	USAREUR	05-06	USAREUR	05-06	USAREUR	05-06	USAREUR	05-06	Rock Island	05-06	USMA	05-06	USAREUR
06-07	USAREUR	06-07	USAREUR	06-07	USAREUR	06-07	USAREUR	06-07	Knox	06-07	USMA	06-07	USAREUR
07-08	USAREUR	07-08	USAREUR	07-08	USAREUR	07-08	USAREUR	07-08	Knox	07-08	USMA	07-08	USAREUR
08-09	Sink	08-09	COE	08-09	Sink	08-09	COE	08-09	Sink	08-09	USMA	08-09	Lewis
09-10	Sink	09-10	Redstone	09-10	Sink	09-10	ARL	09-10	Sink	09-10	USMA	09-10	Lewis
10-11	Rock Island	10-11	Rock Island	10-11	Rock Island	10-11	ARL	10-11	Rock Island	10-11	USMA	10-11	Lewis
11-12	Knox	11-12	Knox	11-12	Knox	11-12	ARL	11-12	Knox	11-12	USMA	11-12	Lewis
12-13	Knox	12-13	Knox	12-13	Knox	12-13	ARL	12-13	Knox	12-13	USMA	12-13	Lewis
13-14	NDU	13-14	NDU	13-14	NDU	13-14	NDU	13-14	NDU	13-14	USMA	13-14	Lewis
14-15	CARL	14-15	CARL	14-15	CARL	14-15	CARL	14-15	CARL	14-15	USMA	14-15	Lewis
15-16	Maines	15-16	Maines	15-16	Maines	15-16	Maines	15-16	Maines	15-16	USMA	15-16	Lewis
16-17	Lewis	16-17	Lewis	16-17	Lewis	16-17	Lewis	16-17	Lewis	16-17	Lewis	16-17	Lewis
17-18	Lewis	17-18	Lewis	17-18	Lewis	17-18	Lewis	17-18	Lewis	17-18	Lewis	17-18	Lewis
18-19	Lewis	18-19	Lewis	18-19	Lewis	18-19	Lewis	18-19	Lewis	18-19	Lewis	18-19	Lewis
19-20	Yano	19-20	Yano	19-20	Yano	19-20	Yano	19-20	Yano	19-20	Lewis	19-20	Lewis
20-21	Yano	20-21	Yano	20-21	Yano	20-21	Yano	20-21	Yano	20-21	Yano	20-21	Yano
21-22	Yano	21-22	Yano	21-22	Yano	21-22	Yano	21-22	Yano	21-22	Yano	21-22	Yano
22-23	Yano	22-23	Yano	22-23	Yano	22-23	Yano	22-23	Yano	22-23	Yano	22-23	Yano
23-24	Yongsan	23-24	Yongsan	23-24	Yongsan	23-24	Yongsan	23-24	Yano	23-24	Yongsan	23-24	Yongsan

DDLRS

Where are we now?

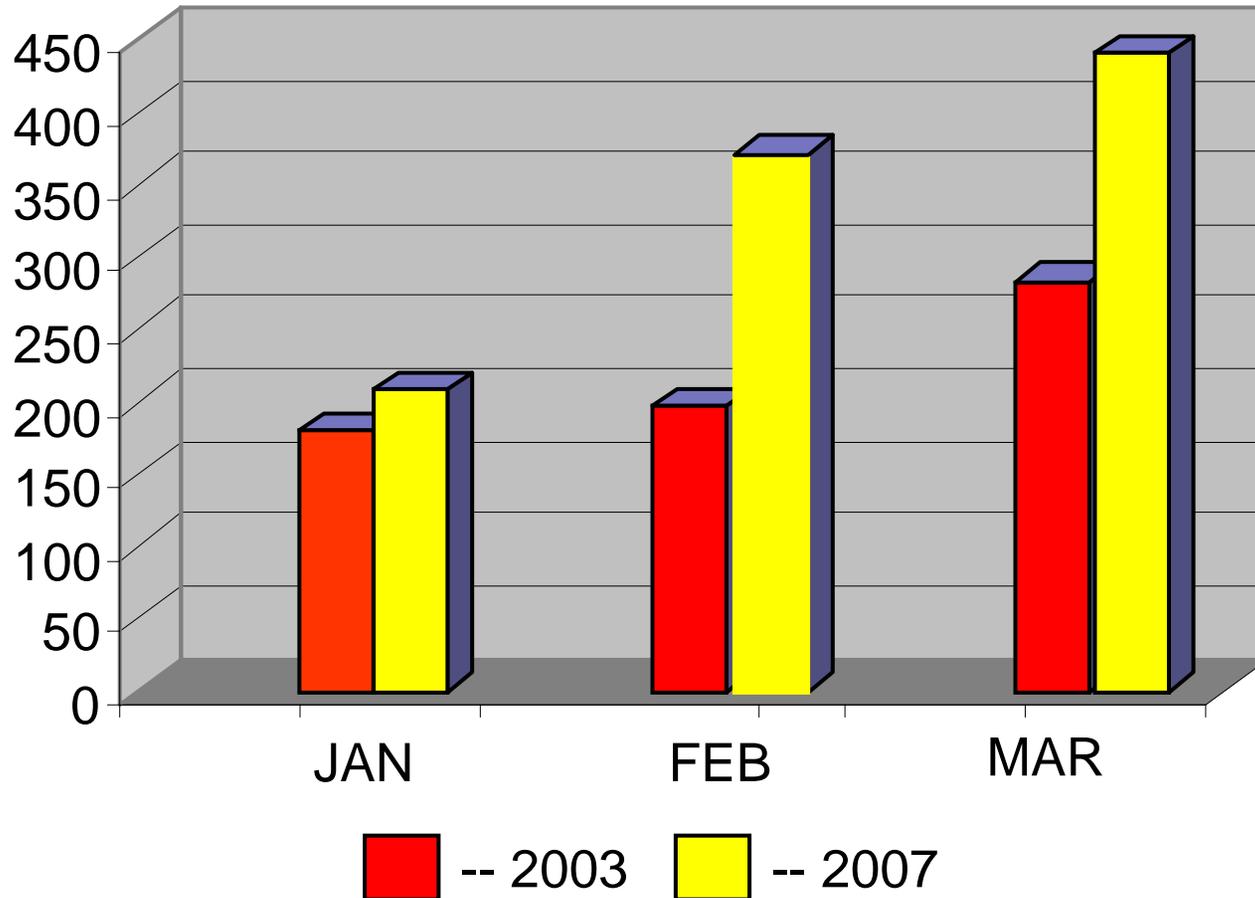
Is the program a success?

What have we learned?



Where are we now?

Total Questions Received



Is the program a success?

On the positive side:

The numbers are slowly growing

With a few substitutions, the
number of libraries is the same

We've been able to leverage very
specialized collections & expertise

We reach patrons in some *very* remote spots



Is the program a success?

On the negative side:

Why aren't the numbers larger?

Some answers were of uneven quality

Some participating libraries found the added workload too much for their staffs

Little patron feedback



OVERALL?

We're still here!



LESSONS LEARNED

Publicity is important!

AKO

Individual library websites

So is quality control

“Ten commandments” SOP

Answer review process

Knowledge base editors



SUCCESS FACTORS

Army libraries are a small community

- we know each other, our collections,
and our patrons

Support from the top

- this was a priority for the Army
Librarian

- Army officials appreciated the “reachback”
capability for deployed soldiers



DoD ISSUES

Security

- questions we can't answer
- others we have to contact patrons
“offline”

Chat

- only allowed to use the Army's AKO
chat
- very limited “real-time” virtual reference





Depositories and Virtual Reference Service: Another Transition?

Cynthia Etkin
Program Planning Specialist
Office of the Superintendent of Documents

Depository Library Council Meeting
Denver, Colorado
April 16, 2007



The First Transition

- More electronic FDLP
 - Tangible distribution to online dissemination
 - Conducting depository business online
- New roles for GPO
 - Being proactive to acquire FDLP resources
 - Brokering access for depositories to information directly from Federal agencies
 - Managing a collection – FDLP EC
- New roles for depository librarians
 - Access vs. ownership
- Set the stage for the Second Transition



Second Transition

- Shifting focus from collections to services
 - 93% of FDLP titles disseminated are online
 - Provide instruction and services to users in remote locations in an online environment
 - Enter into cooperative ventures to deliver services
- User expectations
 - Remote access
 - Full text of articles and publications
 - Online catalogs
 - “Power of Now” or 24/7



Cooperative Efforts

- FDLP functions best as a network of cooperating libraries
- More than 70% of depositories are governed by a state plan



2005 Biennial Survey

- Does your library participate in virtual reference services?
 - 572 or 48% answered Yes
- Would you be interested in participating in a virtual reference service if it was administered by or through GPO?
 - 511 or 43% answered Yes



GPO and GIO Pilot

- Participated in GIO
- Promoted depository use of GIO
- Provided a link to GIO from GPO Access
- Referred public users of askGPO to GIO



National Virtual Reference Service

- What can GPO do?
 - Promote the service
 - Provide links from GPO Access and the FDLP Desktop
 - Investigate the best way to refer questions from askGPO to GIO
 - Liaison with Federal agencies to assist in building and fostering partnerships between agencies and Federal depository libraries
- What do you want GPO to do?



NVRS Project Team at GPO

- Nancy Faget – Project lead
 - Suzanne Ebanues
 - Cindy Etkin
 - Marian MacGilvray



National Virtual Reference Service

- Questions?
- Comments?
- Discussion?



Think of something later ...

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