



Administrative Notes

Newsletter of the Federal Depository Library Program

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Public Printer Bruce James Presents Tulsa City-County Library With First Ever Depository Library of the Year Award

Forward thinking, superior customer service and Internet savvy: That is how a third of a million library users in Tulsa, Oklahoma describe their public library. Those reasons, paired with excellence in providing public access to government information through the U.S. Government Printing Office's (GPO) Federal Depository Library Program (FDLP), is why the Tulsa City-County Library has been named the first ever Federal Depository Library of the Year.

Public Printer of the United States Bruce James presented the award to the Tulsa City-County Library at the 2003 fall Federal Depository Library Conference, which was held October 19-22 in Arlington, Virginia.

"On behalf of GPO's Superintendent of Documents Judith Russell and the rest of her team, I congratulate the Tulsa City-County Library for embracing new technology in its ongoing efforts to make public access to government information better accessible," said Public Printer James. "The library staff's commitment to utilizing the Internet and using outside-of-the-box techniques to better serve the needs of the public is commendable."

The FDLP's annual four-day conference is the largest gathering of Federal Government documents librarians in the country and was an excellent opportunity to honor the winning library and its head government documents librarian, Suzanne Sears. "This award recognizes a passion to connect government information to customers when and how they want it," said Linda Saferite, Tulsa City-County Library's CEO. "While our collection is small, our passion to maximize the collection is great."

Not only is the library moving forward by introducing innovative information access options, but also the paper collection is still maintained by staff and retrospective cataloging has increased the circulation of the collection. Outreach is a goal of the staff and a supply of free promotional materials is kept on display. The library also acts as a liaison for local community officials.

Administered by the U.S. Government Printing Office (GPO), the FDLP partners with more than 1,250 libraries nationwide to provide local, no-fee public access to information produced by the Federal Government and distributed to the libraries by the GPO in print, microform, CD-ROM, and GPO's online information service, *GPO Access* <<http://www.gpoaccess.gov>>.



Public Printer Bruce James, left, and Superintendent of Documents Judy Russell, right, present the Federal Depository Library of the Year award certificate to Tulsa City-County Library Director Linda Saferite and Government Documents Librarian Suzanne Sears.

New Library Inspector Appointed: Michele Worthington

Michele Worthington recently joined the Library Programs Service as a depository library inspector. Ms. Worthington came to LPS from the National Library of Education, where she was the government documents coordinator and legislative librarian for the

past two years. Prior to this, she worked for the Brooklyn Public Library in Brooklyn, New York. Ms. Worthington earned her M.L.I.S. and her undergraduate degree in Social Sciences and Anthropology from Florida State University, Tallahassee, Florida.

17th Annual Interagency Depository Seminar Announced for June 2004

The 17th Annual Interagency Depository Seminar will be held in Washington, DC from June 2 – 9, 2004. The weeklong seminar will consist of an overview of various agencies' information products and activities as they relate to Federal depository libraries. The seminar is being presented by many Federal agencies, including:

- Bureau of the Census
- Library of Congress
- Office of the Federal Register
- Patent and Trademark Office
- Government Printing Office
- and more to be announced.

At the Interagency Depository Seminar, representatives from Federal Government agencies showcase their products and services. The seminar consists of presentations that focus on the content of and access to these products and services, interspersed with tours and question and answer sessions. It offers the opportunity both to acquire information and to discuss and exchange ideas with colleagues, agency representatives, and Information Dissemination staff of the Government Printing Office. The intended audience is documents staff with three years or less of recent experience with Federal Government documents. Attendees with reference or

public service responsibilities will find these sessions particularly useful. Attendance is limited to 60, so registration preference will be given to those outside the Washington, DC area and to those who have not previously attended the seminar.

There is no charge for the seminar. However, librarians attending the seminar must cover their own travel and subsistence expenses, as no government funds are available for that purpose.

Prospective attendees should complete the registration form and fax it to the Library Programs Service by March 29, 2004. Registrations will be confirmed immediately by e-mail, and registrants will receive an information packet by mail in mid-April 2004. As there is usually a waiting list, a helpful hint is to submit the registration form to reserve a place first, then try to obtain full or partial funding from your library administration later. If you wait until funding is assured, the limited slots for the seminar may be filled.

If you have any questions about the seminar, please contact the Chief, Depository Services, by telephone on (202) 512-1119; by fax on (202) 512-1432; or by e-mail at <rhaun-mohamed@gpo.gov>.

17th Annual Interagency Depository Seminar Preliminary Agenda

Tuesday, June 1, 2004

There will be an informal get-together of seminar participants in the lobby of the River Inn at 6:00 p.m. Librarians will be able to meet some colleagues and Information Dissemination staff in an informal setting. Those who are interested may enjoy dining together in the area with available GPO staff.

Wednesday, June 2

GOVERNMENT PRINTING OFFICE

Information Dissemination staff will host the first day of the seminar. Staff will be available to answer questions about how GPO acquires, classifies, catalogs, and distributes and disseminates government information products in all media. There will be a tour of the lighted bins and an opportunity to network.

Thursday, June 3

FEDERAL REGISTER

The Office of the Federal Register (OFR), of the National Archives and Records Administration, will present this morning's program on the Federal regulatory system. The workshop covers the rulemaking process, including the relationship between laws and regulations; the important elements of the Federal Register and the Code of Federal Regulations; using the finding aids of the Federal Register/CFR publication system; and an overview of electronic access to certain publications of the OFR.

LIBRARY OF CONGRESS

In the afternoon, there will be a tour of the Library of Congress Jefferson Building, a presentation on the National Digital Library

Learning Center, and a tour of the Serial and Government Publications Division.

Friday, June 4

In the morning, representatives from four different Federal agencies will discuss their products, services and electronic initiatives. The participating agencies will be announced in spring 2004.

GPO ACCESS

In the afternoon, GPO's Office of Electronic Information Dissemination Services will present GPO Access, emphasizing how to use it to search the Federal Register, Congressional Record, U.S. Code, Congressional bills, and other databases.

Monday, June 7

BUREAU OF THE CENSUS

Staff of the Census Bureau will present product information for the 2000 Census, American Community Survey, American Factfinder, etc., and demonstrate other products on DVD or CD and the Census home page. Bureau staff will provide a variety of handouts and answer questions about the availability and uses of Census data.

Tuesday, June 8

INTELLECTUAL PROPERTY

A full day workshop will cover the basics of intellectual property: patents, trademarks and copyrights, featuring speakers from the U.S. Patent and Trademark Office and the Copyright Office of the Library of Congress. Attendees will learn to differentiate between three types of Federal protection for

intellectual property and the methods by which this information is accessed by the public. Publications and search methods, where applicable, will also be discussed.

Wednesday, June 9

In the morning, agency representatives from additional Federal publishers will discuss their products, services, and electronic initiatives.

The seminar will conclude at noon.

Presentations during the seminar week will be held in the Carl Hayden Room of the main building of the Government Printing Office and at the Library of Congress. Presentations will begin promptly at 8:30 a.m. and will last until 4:00 p.m., unless otherwise stated in a detailed program to be supplied to the registrants in late April 2004. All participants are expected to attend all presentations.

ACCOMMODATIONS

A block of rooms has been reserved for seminar participants at The River Inn. The hotel is located in Foggy Bottom, at 924 25th Street, NW, in Washington, DC. The hotel is two blocks from the Foggy Bottom Metro Station (Orange/Blue Lines), and is close to such attractions as the Kennedy Center, the Lincoln Memorial, Vietnam Veteran's Memorial, Georgetown, and the White House. Attendees can take the Metro subway train from the Washington Reagan National Airport to the hotel as well as to Union Station, a block from GPO. The Library of

Congress can be reached by Metro or by walking (about twenty minutes) from GPO. For information about the hotel, see its Website at <www.theriverinn.com>.

For a map of the Washington, DC, Metro system, see <www.wmata.com/metrorail/systemmap.cfm>.

Rooms are available for the single room rate of \$109.00, double room rate of \$129.00, **not including tax**. Rooms are efficiency suites with queen-size bed, pullout sofa, and fully equipped kitchen. If you wish to reserve a room at The River Inn, you should call as soon as GPO confirms your seminar reservation. Hotel reservations at the River Inn must be made **no later than April 30, 2004**. After that date, the River Inn does not guarantee room availability or the seminar rate. If you choose to make other hotel arrangements, be sure the hotel is near a Metro subway stop for ease of transportation to and from seminar sites. Parking at the hotel is \$12.00 per day.

To make reservations, call direct at 202-337-7600 or toll-free at 800-424-2741. The fax number is 202-337-6520. Please tell the reservation clerk that you are attending the GPO Interagency Depository Seminar and quote the above room rate. If you are interested in sharing a room with another librarian attending the seminar, Robin Haun-Mohamed at LPS will try to match up roommates. You may contact her by telephone on 202-512-1119 or via email at <rhaun-mohamed@gpo.gov>.

INTERAGENCY SEMINAR REGISTRATION FORM

Register online:

http://www.access.gpo.gov/su_docs/fdlp/tools/04interagency_reg.html

or

Fax to: Chief, Depository Services
Library Programs Service (SLLD)
202-512-1432

Register by: March 29, 2004

I would like to attend the June 2-June 9, 2004 Interagency Depository Seminar.

I need lodging and will contact the hotel directly.

I have not previously attended this GPO-sponsored seminar.

I would like a CEU certificate (3.5 Continuing Education Units).

Please type or print clearly:

Depository #:

Name:

Institution Name:

Library Name:

Street Address:

City, State, Zip Code + 4:

Telephone (include area code):

Internet E-mail Address:

List Special Needs (if applicable):

ERIC Reports Now Available in *GPO Access*

In October 2002, the U.S. Department of Education discontinued distribution of microfiche of government-funded reports from the ERIC program to the Federal Depository Library Program (item 0466-A-03, ED 1.310/2:), and began providing GPO with electronic versions of the reports. These reports are now available in *GPO Access* <<http://www.gpoaccess.gov/eric/index.html>> as searchable PDF files, beginning with ED 463411. They will continue to be cataloged for the Catalog of Government Publications as in the past.

The ERIC program makes available a wide variety of research on topics in education.

Not all reports in the ERIC program are eligible for distribution in the FDLP because they are not produced solely at government expense.

The subset is approximately 10% of the total body of reports available from ERIC. The complete collection of ERIC reports is available from the ERIC program at <<http://www.eric.ed.gov/>>, a fee-based service of the Department of Education.

For more information, contact George Barnum, Electronic Collection Manager, <gbarnum@gpo.gov>, 202-512-1114.

Information Dissemination Operations Remarks by Judy C. Russell Superintendent of Documents Depository Library Conference/Fall Council Meeting October 20, 2003

Welcome! I am delighted to have you here with us to continue the dialog on the future of the Federal Depository Library Program (FDLP) that we began at the Depository Library Council meeting in Reno in April.

Many things have happened in the six short months since we gathered in Reno.

I want to share a few of them with you before we begin our discussions.

ACCELERATING TRANSITION TO AN ELECTRONIC PROGRAM

At the Reno meeting, Bruce James estimated that in 5 years, or less, distribution of publications to the Federal Depository Library Program (FDLP) will be 95% electronic. That may be conservative.

His estimate was based in part on GPO's projection that 60% of the new documents added to the FDLP during the year that just ended would be electronic online titles, available through *GPO Access* or by links to

electronic publications on agency or other Web sites.

In fact, preliminary numbers for fiscal year 2003 show that 68% of the new titles were electronic online titles.

Over 24,000 new electronic titles were added, bringing the total number of titles on *GPO Access* to over 150,000 and the total number of titles linked from *GPO Access* to over 100,000, so there are now over 250,000 titles in the FDLP electronic collection.

At the same time that print is declining, publishing agencies and GPO are moving to replace microfiche copies of publications for inclusion in the program with electronic copies. (Microfiche represented approximately one-third of tangible products distributed last year.)

We are planning to phase out GPO microfiche contracts as they come up for renewal. Increasingly we can find electronic counterparts for documents that GPO has traditionally converted to microfiche. Where we cannot find an electronic equivalent, GPO will digitize documents to create searchable electronic files for access and preservation.

The trend is clear and the speed of our transformation is accelerating.

SALES PROGRAM

At the same time, we have begun to address the reality of a GPO Sales Program with rapidly declining sales volume and revenue. In part as a result of increased access through the Internet, the overall volume of sales has dropped dramatically, from 24.3 million copies sold in FY 1993 to 4.4 million copies sold in FY 2002. Ten or 15 years ago we sold 35,000 subscriptions to the Federal Register; today we sell 2,500. At the same

time, we are now downloading over 4 million Federal Register documents each month from *GPO Access*. Revenue has plummeted as a result of these changes, while costs have dropped less rapidly, resulting in losses that must be stopped.

This spring we made the painful decision to close all of the GPO bookstores, other than the main bookstore in Washington. It was not an easy decision, but it was the right decision. The walk-in traffic in the bookstores has dwindled to a trickle. The public has already embraced online ordering of publications, as shown by the enormous popularity of Amazon.com.

We project that 85% of our sales orders will come through the online bookstore by 2005. We will continue to offer Federal Express and other means to deliver urgently needed publications to remote customers overnight, but we will no longer rely on bricks and mortar bookstores to provide service to our sales customers.

REORGANIZATION

We have also planned, and begun to implement, a reorganization of the GPO staff. GPO now has, for the first time, a Chief Information Officer and a Chief Human Capital Officer, as well as a new Chief Financial Officer. I also have a new title, Managing Director of Information Dissemination, in addition to the traditional and legally established title of Superintendent of Documents.

(My children have a popular map for tourists that has the GPO building labeled as Superintendent of Documents. That is no doubt intended to help people find the bookstore, but they find it very amusing that I am on the map and proudly show it to every visitor that we take sightseeing!)

As you know, we have also begun to reorganize the Superintendent of Documents staff to create an organization organized by function, not by source of funding. This is to reduce redundant operations and increase our efficiency and responsiveness. For example, we now create bibliographic records in the Sales Program and also in the Library Programs Service. In the new organization, we will create one bibliographic record and use it for multiple purposes.

We have posted the four senior positions in the new organization: the directors of program development (which will handle new initiatives like digital signatures until they are ready to be handed off to an operational area), program planning and coordination (which will plan for the FDLP, the national bibliography and for our cost recovery programs), library and customer relations (which will include our contact center, marketing and training staff), and collections management (which will handle acquisitions, bibliographic services, and preservation, as well as storage and distribution). We hope to begin interviewing candidates next week and announce the appointments by mid-November (if not sooner).

We have nearly completed the job descriptions for the ten positions that report to these four directors and hope to post those shortly. Other positions will follow as quickly as we can get the position descriptions approved. We will post notices to a variety of list serves as the positions are opened and we hope that some of you will consider coming to GPO to help us with our transformation.

NEW INITIATIVES

I could spend hours talking with you about all of the initiatives that we are pursuing as we re-examine the mission of the Federal Depository Library Program and seek to ensure that there is a viable program for the next hundred years that acknowledges and utilizes new technologies to support democracy and inform our users. Since we don't have time for a monologue of that length, I will highlight a few that I think will be of particular interest. Others will no doubt come up over the course of the meeting.

Integrated Library System

I know that many of you are interested in our progress on acquisition of the Integrated Library System (ILS). This project was started about two years ago, focused on meeting the needs of the FDLP and the Cataloging and Indexing Program, both managed by the Library Programs Service. I asked the ILS team to reexamine our requirements to make sure the ILS could meet the bibliographic requirements of the Sales Program and also potentially serve the metadata requirements of the rest of GPO, since the plant and printing procurement now expect to keep electronic print files for customer agencies and will need metadata to manage those files.

During this time, the new CIO (Chief Information Officer) organization was established. As a major software and hardware investment, the ILS is now a joint initiative with the CIO, who will acquire and operate the system on our behalf. We have now made our recommendation to the CIO and are waiting for him to initiate the procurement.

University of Arizona Pilot Project

The University of Arizona has completed the first full year of its pilot project to become the first all electronic depository library program. They will present the details of their project at 2:00 p.m. this afternoon, but I wanted to commend them on the success of the project and to let you know that GPO and the University of Arizona are continuing with the effort to systematically identify electronic equivalents of tangible items in the university's profile. For the first time ever, GPO has hired two graduate students as "co-op students" who will work part time on this project while they earn their MLS degrees at the University of Arizona. They are here with us today and I would like them to stand so you can see who they are. We are delighted that they are helping with this important project.

Consultants

We are also moving forward with our plans to hire "consultants" to work out in the community — to provide training and other services to depository libraries in a specific geographic area. We have three preliminary proposals, which we hope to make final shortly. They are in Michigan, Minnesota and one shared position, based in South Carolina, but serving North Carolina and Georgia as well. We have allocated 12 positions in the new organization for "consultants" and hope to fill them over the course of the year as additional proposals come in and are accepted. I encourage you to talk to others in your geographic area and to GPO staff if you are interested in having one of these positions established in your area. In keeping with my theme of "one size does not fit all," we are encouraging proposals from the community so that these positions can be tailored to the needs of the geographic area that they will serve.

Legacy Collections

One of the most encouraging things that has happened since April is the progress that has been made on the issue of managing our legacy collections. There are three related initiatives that I would like to share with you.

One is the decision by GPO to establish a collection of last resort. We spent some time at the regional librarians meeting this weekend discussing how this collection should be utilized, but at a minimum this will become, over time, a comprehensive collection of tangible and electronic titles that will backstop the regional collections.

The second is a movement toward shared repositories or shared housing agreements that would allow two or more libraries to eliminate some of the redundancy between or among their collections. These initiatives, which are still in the early stages, will help us move toward a smaller number of comprehensive sets that can be more readily preserved. We are not going to preserve 1280 sets of government documents. We are not going to preserve 53 sets. But we do need to decide as a community how many sets of tangible documents should be preserved and take the necessary steps to establish consolidated collections that are as comprehensive as possible, so we can actively preserve the materials.

Third, and essential to the other two, is the decision by the Association of Research Libraries to collaborate with GPO, and ultimately with the entire library community, on a national digitization plan, so that we can coordinate our efforts to digitize a complete legacy collection of U.S. Government documents and make sure that the documents are available, in the public domain, for permanent public access. Libraries would digitize materials, based on established

priorities or local needs. GPO's roles would be to coordinate the effort, assist in the establishment and coordination of standards, serve as a trusted repository for preservation and access (in addition to any other places that the materials might be held), certify and authenticate the electronic files, and ensure that there is appropriate cataloging and metadata for the items in the collection.

GPO will seek funding in FY 2005 to perform OCR on digitized files and output XML tagged data that can be used for access and for print-on-demand. Thus, whatever OCR scanning is done by individual libraries, we can ensure that the preservation and access collection maintained by GPO is consistently tagged, making it a true collection, not just a random assortment of electronic files.

This is an extremely shorthand description of a complex set of actions which together will help us preserve a reasonable number of copies of the tangible artifacts as well as to create and maintain a comprehensive, digital, public domain collection for preservation and access. The availability of these tangible and electronic collections will allow all depository libraries, including regional libraries, to manage their collections more effectively, substituting electronic copies for tangible copies — if they wish to do so.

BREAKOUT GROUPS

Later this morning you will meet in breakout groups by library size and type. I urge you to use the breakout sessions for a couple of specific purposes — as well as for discussion of any other topics that may be of interest to you.

First, we have just completed a survey to determine if there are additional “essential” titles that should be made available in print,

not for the whole community, but for specific sizes or types of libraries. The survey results will be shared with you during the breakout session. We have already agreed to make the Supreme Court slip opinions available to law libraries in paper and are seeking to determine if there are other titles that should also be made available on a similar basis.

This is part of our effort to make the program more responsive to the needs of specific needs of various types of libraries. How many of you were aware of the survey? How many of you recommended titles? The breakout sessions are your opportunity to participate if you have not done so already and to discuss your recommendations with other libraries if you have already submitted some.

Second, as I already noted, we will shortly begin an organized and systematic effort to digitize our legacy collections. You need to consider the sets of material that have the highest priority for libraries of your size and type. Once we have input from a variety of sources, we can compare and consolidate the lists. Then we can seek partners for the initial digitization projects.

Finally, I ask you to consider the services that GPO can offer to libraries of your size and type that have the greatest value to you — the “carrots” that we need to offer to you to make it desirable to remain in the program. Along with that I ask you to look at the “barnacles” that we should remove to make it easier to be a depository library. Which regulations or procedures are most cumbersome or burdensome? If you could change one thing, what would you change? Recognizing that we have to live within the law and within our resources, we will try to address the services that you need most and to reduce the burdens that are heaviest.

CONCLUSION

Before I hand the microphone to T.C. Evans, let me conclude by saying GPO is not going to redesign the Federal Depository Library Program here in Washington and impose a new structure on the depository library community. GPO administers the program on behalf of the participating libraries and the public we jointly serve. That community – with help from each of you – must drive the decisions about what the program should be in the future. We cannot do it without you – and, even if we could, we do not want to, or intend to, do it without you.

To do this well, we must be like the two-headed Roman god Janus. We must look both forward and backwards. We must “get out of the box” and take a fresh look at the mission we share and determine the best means to accomplish it. We should not limit ourselves to incremental changes to the current system, but seek a new vision, which respects the foundation of the current program, but is not constrained by it, and that takes optimum advantage of the enormous volume of electronic resources that are, and will become, available.

At the same time, we must find creative ways to reduce the burdens of the large historical collections on our regional depository libraries and other large selective libraries, without losing the value of having a distributed system that protects these assets and ensures permanent public access. One of the strengths of the current system is that no single natural or man-made disaster can wipe out the collective record of our democracy because it is housed in hundreds of libraries throughout the nation.

GPO will work with the library community to encourage and facilitate setting up shared facilities into which collections can be de-

duplicated. GPO will also work with you on expanded digitization, preservation, cataloging, and other services to better manage the retrospective materials and make them more accessible to users in and outside of your libraries.

We already have many partnerships with depository libraries to facilitate public access to government information. The Cyber-Cemetery at the University of North Texas and DOSFAM, the State Department collection at the University of Illinois, Chicago, are two outstanding examples of the contributions that individual depository libraries continue to make to our common mission. Our new initiatives will create many new opportunities for libraries both large and small to participate and to work with GPO to improve public access to government information.

I also want to encourage each of you to work with one another and with GPO to determine the mix of services that GPO must offer in the future to make it worthwhile for libraries to participate in the FDLP. We need your participation. We need your best ideas. We need your constructive criticism of the current program.

It is particularly important to identify new services that can be offered exclusively to depository libraries, so there are some substantial, tangible benefits to participation when all or virtually all of the material can be obtained free from the Internet without the obligations of being a depository library.

Library directors are challenged daily to accomplish more with fewer resources. We must make sure that the value of the FDLP is worth what it costs to participate and that it provides services that are of substantial value to library directors, as well as to depository staff and patrons.

Bruce James frequently says that he did not come to Washington to run a printing plant. He came to address the challenges of public access to government information. He sees GPO's primary mission as information management and dissemination, with printing as one way to accomplish that mission, but by no means the only way. I am truly delighted to be back at GPO, working with him and the management team that he has assembled – and with you – on these important issues.

Together we can redefine the FDLP and strengthen it so that it continues to serve the American people for the next 100 years as well as it has for nearly 200 years. I look forward to working with you to accomplish that.

With that, I will turn the meeting over to T.C. Evans. After he speaks, you will have the opportunity to ask questions of both of us and of other GPO staff.

Remarks to Depository Library Council

By
T.C. Evans
 Deputy Superintendent of Documents
 Depository Library Conference/Fall Council Meeting
 October 20, 2003

It is wonderful to once again have the opportunity to update our partners in the depository community on some of the many activities taking place at GPO concerning our information dissemination programs. We are working hard in many areas to develop a structure that can meet the challenges of the rapidly changing government information environment and deliver the best possible services to our partners and customers.

More and more it seems, technology is presenting the possibility to create once and utilize the result to serve multiple purposes. This opportunity to functionally leverage requires careful thought, but it is vital to the future of our information dissemination programs. In addition to letting you know where we are on other efforts, I hope to touch on a number of these areas this morning.

Sixteen personnel from GPO are in Williamsburg, Virginia this week beginning

their participation in an executive fellows program designed to better prepare them to help the organization move into the future. Five of the participants are key members of the Information Dissemination/Superintendent of Documents organization well known to you. They are Vicki Barber, Ric Davis, Tad Downing, Laurie Hall, and Karen Sieger. Hopefully, you will understand and forgive their absence at the conference, as they work with experts and other participants from throughout government to learn the latest techniques to help us better serve you.

GPO Access continues its popularity and there is a handout available that should provide you with a number of details. I would like to touch on just a few of the most important.

There are some key changes to the *GPO Access* User Support Team that were put in place to better serve our partners and users. New hours allow you to have access to their services from 7:00 am to 9:00 pm EST. The new eService Center is available on *GPO Access*. As a result of this availability, questions previously answered are not only available to support representatives, but to users as well through an online knowledge base.

We believe that an interim replacement for the WAIS platform for *GPO Access* has been identified and can be implemented in a reasonable timeframe. This will allow for the completion of the mirror site at Pueblo, which will be set up based on the new platform. Data will be migrated to the mirror site in fully tagged and digitally signed form. A group is hard at work on the final analysis of the product and how it might be made available in the near future. Preliminary tests with some of our most popular products such as the Federal Register have been extremely encouraging.

I hope you will take the time to help us with both of these important efforts. During our open forum being held this afternoon in Salon C at 3:30 p.m., demonstrations of the eService Center knowledge base and a version of Federal Register created for testing with the new interim search platform will be provided. Each will be followed by a chance to provide feedback on what you like and what could be done to improve it for you.

The ongoing effort to utilize Public Key Infrastructure (PKI) to aid in the process of securing the chain of custody for the electronic publishing of government information and its subsequent use to authenticate electronic documents is progressing. Work to establish GPO as a certificate authority tied into the Federal

Bridge Certificate Authority is progressing, as are efforts for the use of PKI in the legislative and regulatory publishing process. Once these efforts have been completed, the Chief Information Officer's organization will be leading an effort to digitally sign all of the documents made available through GPO Servers.

At the same time, staff is meeting with vendors to examine the possibilities inherent in digital watermarking technologies. One focus of this examination is to learn how this technology might be employed to provide for authentication even after a printed copy of one of these authenticated files has been made.

Information Dissemination staff are also working on pilot efforts to examine possible uses for other technologies. One such example is a team working to establish a LOCKSS (Lots of Copies Keep Stuff Safe) cache at GPO. Initially, this will be the typical configuration of journal material found on other LOCKSS caches, but the effort will be examining the possibilities for safeguarding and making available other materials through this method.

Another team is setting up a test of Digital Object Identifiers (DOI) to examine their possible use in our programs. One of the enticing aspects of DOI is the ability to provide options, such as a persistent address for the official electronic version, copies in collections at depository libraries, or the ability to purchase a printed copy for personal use.

A great deal of effort is being expended to return the Sales Program to a point where it is recovering its costs. You have already heard of the closings of our bookstores around the country as our customer's transition to online purchasing. Another effort has been the

reduction of staff. The recent GPO-wide buyout program provided for the departure of more than 100 staff in Documents Sales Service.

This action will result in millions of dollars in savings for the Sales Program, but the ways that we do business and the technological infrastructure must be improved as well. An effort to identify and procure the services of a consultant to help us with this process is nearing completion. The consultant will have 60 days to examine the sales operation and deliver recommendations for improvement, including a new generation of systems to facilitate the operation of the program and to act as the online face to our customers.

As this effort is taking place, procedural changes in the way publications are acquired and made available are well under way. After examinations of how others in this business successfully operate, it became clear that one of the biggest risks was buying and storing costly inventory that might not sell. We are rapidly moving to take advantage of advances in print on demand technology to provide for just-in-time inventory needs and the ability to broaden our offerings without risk, or true on demand. In this scenario, a copy is not printed until it has been ordered. Traditional purchasing and storage methods will still be employed for titles that due to either their construct or contents would pose unreasonable challenges to an on demand process.

Whenever possible, however, high quality on demand processes will be employed to continue availability with less risk. This should enable titles to remain in the program indefinitely, without going out of print.

On demand printing may also serve other program needs, such as those of the FDLDP. The possibilities of allowance accounts were discussed at the Regional Depository Conference over the past few days that would allow for libraries to acquire printed copies through what has been set up for on demand printing for the Sales Program. It is unclear just how this would be set up, but we will continue to examine the possibilities.

One big organizational adjustment to result from these acquisition changes has been the ability to consolidate and reduce our storage and distribution operations. Sheila McGarr has been leading a fast-paced and successful consolidation of our warehouse operations in Laurel, Maryland. The result of this consolidation will be savings of hundreds of thousands of dollars per year as the operation reduces from two buildings to one, effectively cutting our leased space in half.

A similar examination of the depository distribution function will soon take place in an effort to better serve our library partners. This effort will focus on how to most effectively store and distribute the materials being sent to depository libraries in light of the changes in the program and in the operations of our partner libraries. Your feedback will play an important role in this effort.

In speaking of the importance of feedback, as I close I want to remind you to take every opportunity to let us know your ideas. Many of the positive changes taking place in Information Dissemination came about through suggestions from our library partners. I thank you for your time and I look forward to talking with you during the conference.

[Handout]

GPO Access Update

Office of Electronic Information Dissemination Services Fall 2003 Federal Depository Library Conference and Depository Library Council Meeting October 19-22, 2003, Arlington, Virginia

GPO Access Statistical Measures

- Since 1994, *GPO Access* retrievals have exceeded 1.7 billion, which is equivalent to over 41.7 billion typewritten pages, and reached an all-time monthly high of over 36.8 million document retrievals in January 2003.
- The average number of monthly retrievals from *GPO Access* is currently 32 million and the average size of these documents is currently about 49kb. With 2kb equaling roughly one typewritten page, the average size of a document retrieved from *GPO Access* equates to some 24.5 typewritten pages and costs less than a penny per retrieval.
- *GPO Access* contains over 153,000 electronic titles and points to over 101,000 others for a total of over 254,000 titles.
- *GPO Access* provides use of almost 2,900 databases through more than 100 applications.

New GPO Customer Service Tool

- As part of ongoing efforts to provide users with the highest quality service, the U.S. Government Printing Office (GPO) is pleased to announce the launch of a new customer service tool, which can be found on the "help" page at <http://www.gpoaccess.gov/help>. This

tool consists of a knowledge base that has been populated with answers to frequently asked questions related to the following services: *GPO Access*, the U.S. Government Online Bookstore, and the Federal Depository Library Program. Phone assistance is also available Monday through Friday, 7 a.m. to 9 p.m. eastern standard time at 888-293-6498 (toll-free) and 202-512-1530 (DC Metro area).

New *GPO Access* User Support Team and GPO Publications Order Desk Hours

- New business hours were initiated for the *GPO Access* User Support Team and GPO Publications Order Desk on September 9, 2003. The new hours are 7:00 a.m. to 9:00 p.m. EST, Monday through Friday (except Federal holidays). For assistance with a *GPO Access* database or the Online Bookstore, contact the *GPO Access* User Support Team at: Toll-Free: 1-888-293-6498, DC Area: 202-512-1530, Fax: 202-512-1262. To inquire about a publication or place an order, contact the GPO Order Desk at: Toll-Free: 1-866-512-1800, DC Area: 202-512-1800, Fax: 1-202-512-2250. Additional information is available at <http://www.gpoaccess.gov/help>.

WAIS Replacement

- Work continues on procuring a new platform to replace the WAIS search and

retrieval software for *GPO Access* databases. GPO staff identified software that meets our customer functionality requirements; based in part on the feedback we have received from many users through surveys, open forums, and focus groups. Plans are underway to move forward with the procurement and implementation of this software, and to migrate all WAIS databases on *GPO Access* to a new platform to ensure continuity throughout the site and ease of use for customers.

What's New on *GPO Access*

- The Joint Inquiry Into Intelligence Community Activities Before and After the Terrorist Attacks of September 11, 2001 (S. Rept. 107-351 and H. Rept. 107-792) reports are now available on *GPO Access* at <<http://www.gpoaccess.gov/serialset/creports/911.html>>.
- The Columbia Accident Review Board (CAIB) Final Report, which details the causes of the Feb. 1, 2003 Space Shuttle accident, is available online at <<http://purl.access.gpo.gov/GPO/LPS35740>>.
- The Constitution of the United States of America as Amended, Unratified Amendments, Analytical Index (House Document 108-95) is now available on *GPO Access* at <<http://www.gpoaccess.gov/constitution/index.html>>.
- The FY03 – FY04 U.S. Government Manual is now available on *GPO Access* at <<http://www.gpoaccess.gov/gmanual/index.html>>.
- The Constitution of the United States of America, Pocket Edition (House Document 108-96) is now available on *GPO Access* at <<http://www.gpoaccess.gov/constitution/index.html>>.

Online Advertising of New *GPO Access* Home Page on Google

- In an effort to further promote the new design of *GPO Access*, GPO conducted a three-month campaign to have the *GPO Access* home page appear at the top of the search results on Google for selected keywords through Google's "Premium Sponsorships" program. A total of 40 keywords were bid on, such as "gpo access" and "federal regulations." The campaign was a huge success, bringing 94,000 Google users to the site in the three-month period. Similar campaigns are now underway on Google and Overture to promote the U.S. Government Online Bookstore.

Online Bookstore Enhancements

- Over the past several years, GPO has made a number of enhancements to the U.S. Government Online Bookstore to improve the customer experience in regard to searching and ordering Federal Government publications. In order to move forward with the "next generation" of services that customers are expecting from the Online Bookstore, GPO has nearly completed the process of procuring the services of a consultant who can identify an e-commerce solution and make a recommendation on how GPO should proceed with a commercial e-commerce solution. The consultant, once the procurement is finalized, will recommend a solution within a 60 work-day period.

Under Development

- GPO is continuing work as part of its Public Key Infrastructure (PKI) effort to assure customers that the information made available for permanent public

access through *GPO Access* is “official” and “authentic.” GPO recently approved and implemented a Certificate Policy and a PKI Architecture document. A Certification Practices Statement is currently under development. GPO plans to use this documentation as part of its effort to stand-up a PKI operation, and will seek cross-certification of its PKI with the Federal Bridge Certificate Authority. Once cross-certified, GPO staff working under the Chief Information Officer’s (CIO) organization, will take

steps to digitally sign all of the documents made available through GPO servers. GPO also plans to issue and validate digital certificates in the future as part of its services.

Upcoming Outreach

EIDS personnel will be attending and displaying the GPO booth and/or conducting training at the following venues:

October 22 - 26	American Association of School Librarians, 11th National Conference & Exhibition	Kansas City, MO
November 5	University of Nevada, Reno, Library, <i>GPO Access</i> Training	Reno, NV
December 9 - 13	National League of Cities Congress of Cities and Exposition	Nashville, TN

Responses to Recommendations of the Depository Library Council

April 6-9, 2003

Reno, NV

RECOMMENDATIONS

1. *Online MoCat*

Council recommends that the Government Printing Office suspend publication of the printed version of the *Monthly Catalog of United States Government Publications* and its *Serials Supplement* as soon as it is possible to replace these tools with dynamic online versions. The *United States Congressional Serial Set Catalog's Numerical Lists* and *Schedule of Volumes*, however, should continue to be published in the printed version.

Rationale: The expense of producing and printing the paper version of the *Monthly Catalog of United States Government Publications* and its supplements far outweighs its usefulness to libraries and the public. The new Integrated Library System, when implemented, will allow the Government Printing Office to create timely, dynamic lists of bibliographic records produced by the Government Printing Office by any time interval or format, which could then be printed, downloaded, or used online. This dynamic online version would meet the spirit of the statutory requirement mandating monthly publication of a list of government documents available to the public and indeed would exceed the usefulness of the current printed versions. Because of the unique value of the *United States Congressional Serial Set Catalog's Numerical Lists* and *Schedule of Volumes*

for reference and collection management, these products should continue to be published in the printed version.

Response:

GPO intends to suspend publication of the printed version of the *Monthly Catalog of United States Government Publications* and its *Serials Supplement* as soon as fully functional online versions are available. The *Numerical Lists* and *Schedule of Volumes*, which are part of the *United States Congressional Serial Set Catalog*, will continue to be published in ink-on-paper format.

These product changes are contingent upon the implementation of the Integrated Library System and development of its online public access catalog components.

2. **United States Library of Public Information**

Council recommends that as the Government Printing Office pursues its initiative in creating a *United States Library of Public Information*, the Government Printing Office, along with members of the depository library community, develop a cogent, flexible collection that is:

1. Comprehensive in scope and content
2. Fully cataloged
3. Widely accessible
4. Permanently archived

Rationale: In today's increasingly electronic environment, the need for a *United States Library of Public Information* providing permanent public access, full cataloging records, widely accessible and comprehensive in scope, becomes more of a national need. GPO's pursuit of this library will address the current and future needs of the new depository environment.

Response:

The library of public information collection is intended to support and strengthen the U.S. Government Printing Office mission to provide comprehensive, timely, permanent public access to U.S. Government publications in all formats. GPO will acquire and preserve copies of government publications, and digitize them when necessary. GPO will provide online access to electronic format publications and make them available for other GPO dissemination programs. Through access to stored digital

objects, and by repurposing those objects for print-on-demand and document delivery services, the collection will support diverse GPO organizations and operations. In addition to publications acquired, harvested, or created for the Federal Depository Library Program (FDLP), the collection will include agency source data files acquired pursuant to the OMB compact, or the digital objects representing E-docket submissions. The collection will serve as the collection of last resort for Federal depository libraries, in the sense the depository libraries will be able to obtain replacement copies for damaged or lost print items in their legacy collections.

GPO is developing a collection plan that is focused on the digital collection and related document delivery functions of the library of public information. These concepts will be discussed at the Regional Librarians' Meeting, and will be made available to the Council and the library community for review and public comment prior to its finalization. It is GPO's goal to have collection operations begin in fiscal year 2005.

Readers Exchange

Northeastern State University Library Celebrates 80 Years as Federal Depository

Jeanette McQuitty
Government Publications Coordinator
John Vaughan Library
Northeastern State University

On Friday, September 26, 2003, at 12 noon, the John Vaughan Library at Northeastern State University in Tahlequah, Oklahoma celebrated its 80th anniversary as a Federal Documents Depository. Congressman Brad Carson, 2nd Congressional District of Oklahoma, was the honored guest and speaker at the festive occasion. State Representative Jim Wilson, representing District 4 in the State Legislature, was also a guest and introduced Congressman Carson. Regional Government Publications Librarians John Phillips, Oklahoma State University, and Steve Beleu, Oklahoma Department of Libraries, were also present.

Carson spoke about the importance of the John Vaughan Library as a Federal depository of government publications. “They are, in the end, the bulwark for our democracy. It’s sometimes hard to know what’s going on, but these publications are our way of trying to tell people across the country what we’re doing, and it is there for people to read, whether you’re young or old, if you’re interested in holding your government accountable,” said Carson.

Carson expressed his appreciation of the library staff: “To all of the librarians, thank you for the good work you do, because you are changing people’s lives, young people’s lives especially, by introducing them to

things that might be outside their normal experience.”

Wilson spoke of the NSU Library’s importance as a Federal depository. “This is how we keep democracy whole and safe. We have got to know what our government is doing; and if you don’t know what your government is doing, if you’re not involved, people like me will be running the government, and I know nobody wants that,” said Wilson, drawing laughter from the crowd. He also said, “This is to keep information in your hand so you can keep us honest, and that’s what it’s all about. That’s how our democracy survives.”

A letter dated February 15, 1923, from the Superintendent of Documents in Washington, D.C. designated the Northeastern State Teachers College Library as a depository. Jeanette McQuitty, director of user services and government publications coordinator, said that NSU’s was the seventh library in the state of Oklahoma to receive depository status. There are now 19 depository libraries in the state. NSU’s was the only depository in the second congressional district until the recent congressional redistricting. McQuitty said, “Since 1923, the John Vaughan Library at NSU has been providing access to government information to the people of the 2nd Congressional District of Oklahoma. Not only has the Federal documents depository

been a valuable resource to the citizens of Oklahoma, but it has also provided reliable, timely research materials for our faculty and students. As of May 31, 2003, there are 241,634 Federal publications in our collection. At least 60 percent of all government publications are now available to our users in electronic format. We provide computers equipped with CD and DVD drives to meet the Government Printing Office's recommended specifications for public access workstations."

Connie Mnich, government publications technician, prepared several displays including documents under each President since 1923 and "Forty-six important Federal publications about Oklahoma," a list compiled by Beleu. She also presented a Federal document to Congressman Carson, "A History of the United States Capitol: A

Chronicle of Design, Construction, and Politics," gifts to the regional librarians and certificates of appreciation to McQuitty signed by Superintendent of Documents Judith Russell and Gil Baldwin, Director, Library Programs Service. McQuitty presented an Oneida crystal eagle-clock to Mnich.

A regional workshop for librarians and technicians who administer and maintain Federal depository library collections or provide reference services to the public was held from 9 a.m. - 12 noon. Beleu presented the workshop, American Memory: Oklahoma.

Jeanette McQuitty
Government Publications Coordinator
John Vaughan Library
Northeastern State University
Tahlequah, Oklahoma 74464



Congressman Brad Carson, 2nd Congressional District, Oklahoma, speaks to the crowd gathered to celebrate the Federal Depository's 80th anniversary.

NOVEMBER IS BIENNIAL SURVEY MONTH

Watch for Announcements on FDLP-L

Dates: November 5 – December 5, 2003

http://www.access.gpo.gov/su_docs/fdlp/bisurvey/03survey.html

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