

Please standby for realtime captions.

Everyone, this is Laura with a little audio check. We will be starting in about six minutes. [Captioner on stand-by waiting for event to begin. If there has been a change, please contact VITAC at 800-590-4197 or cc@captionedtext.com. Thank you.]

We are excited to show you the demonstration today. [Indiscernible] the screen and as soon as she does that, we will get started. Let's set the stage. We will be wearing three different hats. One, a couplet user anyone can navigate on the GPO page. The second is a member of the FDO P showing you logging in and the third person [Indiscernible] and we will see how LSCM is responding to those queries . That's proceed as a public user. Any user can navigate to the askGPO homepage. From here you can see navigation tiles on the bottom stating who you are and submitting an inquiry. On the top are tabs to navigate, as well. On the right-hand side, you can see that they are trending at the cues, important links, etc. The cues are the ability to, once an inquiry has been submitted a few times, it makes sense to write an article about it. We can put those they are so that this will be a stop to search for any cues they may find. As you see, where FDLP shipping, if we type in shipping at the first part and hit enter, it is going to return. If you hit enter, it returns more results and you can see a preview of the [Indiscernible] or help text [Indiscernible]. So we go back home. The cues and if we go back to general public as being a member of the general public as I want to go ahead and submit an inquiry. It says what type of customer, I can complete the first name, last name, email address and phone number. As you can see, we have categories here and the ability to attach. So as a member of the public, I can populate all of these fields. You will see in a minute once we login, we will have some of these fields auto populated which is really nice. So you won't have to fill in all of this information because we will know which, already. Up at the top, a partnership request form. This will be for anyone wanting to participate in partnership with GDPR. GPO . So that is hour first task as a public user. And now we will login as FDLP so now that we are logged in, you can see that there are more tabs along the top. More options. If we click more, we have the ability to see different forms. Different claims forms mentioned in the cues so we have that here, as well. The same thing dealing with the trending articles. Nothing has changed their and it is the same articles as the general public. Once again, FDLP's one-stop shop for frequently asked questions . If we go ahead and submit an inquiry, let's see how this works. So to click the FDLP and you will notice what has happened is the till to change and we also have tilled to auto populated. Part of University of Idaho, the library numbers listed there. First name, last name. Phone numbers, auto populated so we don't have to fill in any of the information. Laura said that these categories -- if we click on the categories, you can see that these are the category choices and these on the backend will route to the person who is best suited to answer that inquiry. And then [Indiscernible] for backdoor answers from LSCM . So we are actually going to choose the fugitive publication and this will just be an example. We will go back and submit an inquiry and I will show you where it drops into the [Indiscernible] inquiry. For inquiry, let's say FDLP, I don't see the publication is in the CGP, could you please investigate it? And with that, we can go ahead and upload a file which would be a copy of our publication that we are seeing. Icy DNC Pro graphics and this reduces the amount of spam that we get. We can verify. NEXT ONE. So once that has been submitted, you can see that it has been submitted and you can see

the inquiry number is 1128 and the email with this information has been submitted to the inquiry as or FDO location and then we can go ahead and check my inquiries and let's take a look at what that looks like and the information that you can see after submission. So it is going to [Indiscernible] date and time open and we can see that one 128 and the status of it. You can see that the status is of once we have submitted before and are closed or pending. Additionally submitting and it shows the date and time and what the subject was the let's click into that. And as we scroll down, we can see the description. I don't see this publication in the CGP. We will check to see if anything has been done with it and see what you have submitted. If we want to go and search for any past inquiries that we submitted in the past, if you search for the word let's see what that returns. Not only does it concern particles but increase. Once again, we see that inquiry submitted previously because the description is the GDP in the body and that is how we can search for ones that have been submitted already. We go back to the top, go home. Once again, we have submitted an inquiry, my inquiries, request log and depository library. In the past I know that some usernames and passwords may have been shared, etc. And as a member of the FDO P, we will set you up with a password so you can login and, in the future, if additional resources at the location need access to similar login, you will be able to request that. So this is only available after you authenticate as and FDLP. You will be able to [Indiscernible] as a login and submit it. It goes to the back of LSCM to be approved and once approved, it will send the colleague the resource that you submitted is for and an email saying, here are your can do rituals, please log in. So it is an automated process giving the right people the right tools to be able to process and to be able to see inquiries that have been submitted and other information. Request login. The next tab is my federal depository library. As Laura mentioned, there is the FDLP directory. The directory contains information about each of the locations and is one about your current location. [Indiscernible] is associated with the University of Idaho and we see all of this information on the most important information at the top and if you see the light pencil next to each of the fields, that is the ability to edit these fields. As Laura said, you can edit and update some of these fields and once they are updated, some of the fields are able to send notifications to our CM that they dosed that the [Indiscernible] has been made. While you will still be able to navigate to FDLP.gov and navigate to the directory, you see all of the information that is updated here in the directory and you can still search their. But this is the place where you will come to update your information. There will be a nightly batch that runs, that sends all of the newly updated information. So it keeps something fresh from this spot sent to the directory . Once the directory will be a place of search and the public can search there as well but this will be a place where everyone comes to update all of the information on your FDLP application. So if we go back home, I want you to look at one more time, one of the forms. We will click on the claims form. Take a look at how the new claims form works here and since we are already logged in, we have some of our information so it is auto populated already. Number, email address and these are fields that we need to populate because we don't have that information, obviously. We need to populate that. So this is the new claims form. There are several other forms as well that we won't get into but this is the front end of the FDLP login and what you are seeing. Let's take a in look the LSCM support and log into the system and see what the inquiry we just submitted would look like on the backend. Go ahead and refresh that and we will seeding three 1128. So 1128 is right there and we can see the date and time that it was open. We can see that it's routed to the

inquiry. Of that type, federal depository library, that type category future publications, it is routed to the [Indiscernible] and we put that inquiry in front of the right people to be able to respond to it. If we have that information, I don't see this publication in the GP. We may want to know where they found this online or where the URL was so the ability to reach out to the FDLP location:submitted this is right here at our fingertips to the right. We are actually going to ask the question: can you give me the URL where you found this? That will help me investigate it. Right here, we enter that information and it will send that email after submission to the original submitter. The original submitter will respond directly to this email and it will come back again to the LSCM GPO and allow LSCM to get that information immediately and keep track of it . So once we hit send, we can see that it dropped down into the emails area right there and we can keep track of all correspondences. Incoming emails when the original submitter is to respond will write under here, as well. On the left-hand side, we have activities. If we click that, we can see all activities about this. There is a call on the right-hand side and I come on that and making sure I am keeping in touch with the original submitter. When I am done with the inquiry, I can click the closed inquiry tab and close the inquiry once there has been a resolution and we see that there is an answer place there. Once we submit that and save it, the answer can be sent out to the original submitter. So this puts all of the information needed for LSCM staff to answer your inquiries quickly , keep in touch with you and be able to effectively answer any inquiries that you may post. But I think that is it for the demo perspective. Up at the top, there are other tabs, as well, that our internal. [Indiscernible] dashboard, that is just metrics for LSCM to be able to understand which inquiries and which subjects and which categories have come in and analyze dashboards to see which inquiries may need to be answered or haven't been answered as quickly as needed. All and all, it makes for a good system to be able to look into inquiries [Indiscernible]. Laura, that is all I have.

Okay! Thank you so much. We have plenty of time for questions and if that went by kinda fast, I am sure we can show the screen again and sure something else with you if you need to see it again. So please do put your questions in. I will catch up. Carla asked and claims were going through after GPO [Indiscernible], will claims go back to their own page? As we saw there, the claims form is one that you will complete that form in this new tool salesforce and you will also be able to submit a claim through GPO if you want to but it is one that is going to move over. Is it still going to be called askGPO ? Yes. That is a nice and easy question. Will the presentations at the fall conference be available to those who attend virtually?

We don't know yet. But we will most likely. Usually, all of the GPO presentations and this would be sort of a GPO presentation at the fall conference in one of those two rooms that get recorded so we will take I know that you guys are putting in your both for that to be a session to be recorded. Will the queries and the current system be moved to the new system? Not all of them. We will take five years and put them into the new system. We will still at GPO have all of your old clearance but we are only putting five years worth into the new system. Stephanie asks, can you talk about accounts again? Is there a main account at the depository with the ability to create accounts to do work? We have one person who handles claims and others who might report broken pros and other issues. If you have anything further to say, please do. There

is a main account for the depository and the coordinator can do that form to ask for accounts for anybody else there who works with the depository and would like to have an account.

That is right. Exactly. Anybody who is not a special coordinator can submit for our request for login.

Is Susan Miller. Back to the question about the fall conference: we also are going to have many training videos that will be accessible through the FDLP Academy so that will all happen before we go live and as we get closer to shutting down the system. So you will have access to those things.

This is Lori Hall. I saw the check from Beth. Beth was asking about the data from the previous system. We are still having lots of discussions about that [Indiscernible]. We are thinking that there may be some inquiry that you submitted more than five years ago that you may be interested in knowing the answers but we think there may be some other information from the past five years ago that you don't want to have. We are also looking at capacity of the system for all of those inquiries. So all of that discussion of your data that is going to be added to the system or the old system is not quite over with yet. The five-year rule that we made , was that part of the agency [Indiscernible] record requirement retention? Should I say that again? That is part of the agency GPO's record retention for inquiries like this based on what NARA has set for electronic records but we are in these sprints going forward and some of that discussion is still happening with regards to older and back data. So I thought I would just clear that up and hopefully that cleared up!

Thank you, Lori. So okay, Mimi asks, we will be able to use the same login and password that we have used for GPO in the past or will we have to get a new login? You will have to get a new login.

Wanted the forms have recaptured requirement since FDL's unique login [Indiscernible]

Recapture ensures there is no spam and we understand that somebody needs a login to be able to fill out those forms and a login to be able to fill out inquiries but it still ensures there is no scam if the login were to be hacked or something like that and recapture doesn't function like that all the time with the need to click on an image. In fact, that is the second time I have seen it do that. Most of the time it is click and you say that I am not a real robot and it's faster than that.

The only thing I would add is that in our current system, we are dealing with a lot of spam so that was something that we were okay with.

It is important. Lori asked, is the region notified when the selective submits a login request? I am pretty sure the answer to that would be no.

You can't.

Is a regional notified when a selector submits a login request?

No. So we are sort of saying you are the expert of your own library so if you are the coordinator submitting this, you are saying this is the person I want to be able to ask questions but also, a person doesn't need a login to be able to ask the question. Anyone should be able to have a login. Megan asked, what is the current status of the askGPO. She does looked at cannot pull up askGPO right now. If it isn't functioning, I don't know why. But the current askGPO is still active and we will be using that up until this one goes live. Stephanie asked, can the coordinator see all of the submissions regardless of who submits them?

No, you can only see your own inquiries. We thought, privacy wise, that was the best thing to do. Simon is slightly confused. First-time use of an FDL library involved in the existing user or password if the coordinator sent an email. This is going to be a totally separate system. You will get a totally new login for this system.

Patricia asked, will we be able to request materials through our portals?

I cannot remember. I think the promotional materials request form is one we were going to move over to the portal. Can you confirm?

This is [Indiscernible], we don't have that yet

I was just looking, we don't have promotional materials.

This is Lori, let me give a little bit of strategy on where we are in the form. It is being thought of but it is not at this point. We are looking at the forms that really are specific to each of your unique libraries. So a claims form and that is why Sean shared the claims form. That is something unique and to the promotional material. Request that are unique to your library. Those other types of forms we are putting on our priority to your page, your FDL page on sales. Some of the forms that are still going to continue on FDLP.gov are the more general form. Nominate the depository library accounts member or some of the general forms that do not have anything particularly to do with your institution. You saw it on the pull down, you and Sean, anniversary requests. Those are more unique to your library. You will request us to come visit or a plaque or a letter based on your anniversary date so that is our strategy right now for the forms migration to salesforce. I hope I made that clear.

Thanks, Lori.

We have Simon and Marianne both asking again about the older information because of coordinate turnover, loss of knowledge, maybe people mark one's, inquiries that are important to them so we are definitely airing that a couple of you would like to have even more than five years worth. Laura says that is still under discussion and we are definitely getting the message that some of you would like to go further back. Janine asked, when we get a new login, will that

change access to [Indiscernible], as well or will the old login still work? You will still use that internal password, the same login you used to get into FDLP.gov and [Indiscernible] and the new directory. You will get a new login for the GPO -- askGPO. We know it is a lot of logins but we cannot really change that. It is a lot of systems. Mark asked, did you say that the leper's designation paperwork will be available on a landing page for that library?

Yes, I did say that. That is going to be an exciting future. Is there a plan for other documents for past survey submissions?

We would like to but that is very much a future development.

Okay. Margaret asked, what kind of response time will you have? In the past, we will sometimes get a response that our question had been referred to a specialist and that it would be dropped into a black hole never to be heard from again. Will this new system keep that in regard?

That is very much our hope. When Sean submitted the question, it said, thank you for submitting your question and you will receive a response within two days. Sometimes you ask us a lot of complicated questions that require a lot of research and those don't get answered in two days but what we have tried to do is design it so that hopefully your question to begin with goes to the right place. Sometimes they went into the black hole because they went to the wrong place to begin with or because they were complicated questions so by going to the right place to begin with, hopefully, that will cut down on that problem. If we do have to revert to a different subject specialists, it's like anytime you have to ask someone else, you are at the mercy of waiting for them to get back to you but we do anticipate the new system will be better on response time. Hopefully, that helped. Questions are slowing down a bit. Did I miss anyone's questions? Does anyone need to see something again? And we speak more re-salesforce. Who wants to take that one on?

I can. I'm not sure what they want to know.

Tammy, is there anything in particular that you want to know?

I could talk about the salesforce for four hours on this thing. [Laughter] it depends on how deep we went to get into the salesforce [Indiscernible]. Salesforce is a customer relationship management tool. It can be configured to fit multiple uses. There is a bunch of government agencies currently using it and securing it on a different server. A private sector called Gov cloud.

Tammy followed up that she is at NARA and [Indiscernible] are coming into the world.

It is coming into a lot of agencies, both civilian and defense. You will be seeing it more and you probably have submitted some forms in the past that you had no idea were powered by salesforce and you can see that it looks just like askGPO but when submitting it, it is actually

going into salesforce so salesforce has been around for a while and it has highly integrated into what people do day today. [Indiscernible] using it on the backend.

We have some other people with salesforce knowledge. Yes, from Patricia, absolutely. This help us find the black holes and shut them down and answer questions faster. Maybe says in the past, I sent a question about a received document that did not have a record in the CGP but when I sent pictures, the staff cannot open the files. Yes, our current system is not great with attachments and we are hoping this one should be a lot better.

What formats did you have in the system? Would you please put a note on the form?

For obvious reasons, a virus protection but TNG, test file, Word documents, Exhale document, all of those are not only able to upload but what we saw on the backend, the LSCM side, we saw a file attached to that link and it opens a review [Indiscernible] [Technical difficulties] if there was an Exhale file, you can click on that and it shows previous. LSCM staff doesn't even have to download it and can get a preview of it very quickly. This system is very good with attachment.

For those of you interested in how the supplementation works, you can contact Susan or me and we can tell you about the process. Sorry, go ahead.

Go ahead Laura.

That was it.

Eithe one of the max file size for attachments. I'm checking on that now.

Thank you. Stephanie?

I'm sorry, go ahead.

This is Lori. One of the things I thought I would just mention that Laura already mentioned in the beginning, one of the key things for us at GPO, why we wanted to go with salesforce is because of that whole ability to migrate and put all of this data from you, our customer library in a system that can attach to various things. One of our problems when we send librarians out on the road and we will continue to get to visit you sometime hopefully in the near future -- once we have salesforce, you can look up something. We can find information on the road, when we are standing at a transition or an airport. Right now, we don't have that ability because we have tangible files back at the office. We have somebody else's email. Kathy beer may have an email from you so this is going to be a really, really big improvement for our outreach staff to try to serve you better as customers and that is, from my perspective, one of the biggest advantages of the salesforce from a general perspective.

Thanks, Lori. Stephanie asked, will people who have askGPO accounts get notifications so they know they have to use a different system or contact a positive coordinator to [Indiscernible] a new account. So that will be pretty much through the training. So coordinators, you can go out and tell all of your staff about it. Also, definitely encourage your staff to sign up for FDLP news and events. That is our main communication channel. That is where we will post tips about the system like we have done for askGPO exchange. That is where you can find out about the webinar, the system. They are not going to get a specifics notification. They will have to find out if they need to have the coordinator request an account.

For all of the coordinators out there, we are going to do an upload of all of the users. Once we go live, we will just press "send" and it will go out to everyone listed as a coordinator on the askGPO location . Self-image login, we need to have a coordinator go in and fill out that request form.

Also, I have always outreach. We still have our share phone and email. 202-512-1119 and FDO outreach. You can contact us at any time. FDLP.gov. Go ahead and contact us directly and say, I work at this library. We will call up the coordinator and say we have a request. We will confirm with them that it is okay. I cannot see why it would be so you can always contact us directly, as well.

I have an answer to that max file attachment, up to 2 GB. That is probably bigger than anyone will ever upload but that is the upper [Indiscernible].

Send us your videos? Just kidding! Janine asks, did you show that we can browse askGPO to see if a question was already asked ?

Yes, we do have a knowledge base so those are pre-existing -- I don't want to call them canned responses but they are frequently asked questions. Like many websites, you go and they say, if you cannot find the answer here, and submit your question so we will have a lot of answers to questions we get asked over and over again and you saw Sean to research at the top right. We will search all of that for you so that's a quick way to see if the question is already answered.

Be more specific if you have submitted an inquiry in the past, you can search for that but if there is enough inquiries that are around the same topic, you can create that knowledge article from it. But not everybody in the [Indiscernible] are searchable from the page. I just want to be clear on that.

Thank you. Erin asks, will we be able to change the login and password once we have the original login?

You won't be able to change the login. The username will be your username which is usually your email address for the password, you can always change the password on first login when you click the link that is sent out, it will say please create your password. Like you usually create

a username and password to be able to authenticate. It will be the same topic where you are able to create their own password.

Lots of good questions. I don't see any more at the moment. Keep them coming. Again, if I have missed anyone's questions, resubmit, please. Do any of the other panelists have anything to say? Here it goes. Will statistics be available for things like the number of claims submitted by depository number or library named?

So this will be available. Correct me if I am wrong. They will be available in that backend. GPS staff will be able to do a report but I don't believe they will be available to use as a depository library. Is another one of those things where if you wanted that information, you could certainly go ahead and call us or submit a question.

This is Lori Hall. When Sean went through, you saw your FDLP library page or page with all of your information. He kind of stated up on the screen, there's a lot of information that is not apparently in the directory. That is one of the other features coming along. There's a lot more information and I think Laura mentioned the checkbox. There is also a checkbox if you are at preservation steward. We really enhanced and gathered information and that will be available on that library page when we go live. There are plans for a lot more information on individual library pages so that is a definite improvement.

Do we have any last questions? This will not be your last opportunity. You know where we all are and we will be providing training. Do we have any other questions for today? All right, it looks like no. So I want to say a big thank you to Sean and [Indiscernible] for doing the demo with us today. We will ask Corey for the webinar satisfactory survey. I forgot to do the intro housekeeping and that they do a couple of minutes but you will get a link to the recording and the sides and a certificate of participation for this webinar as usual. One last question is from Marianne. On the new depository page, will there be a place to indicate preferred contact?

That is an interesting question. We do not have that right now but we will take it down as a note. Corey has sent out the link to the survey. Lori asked, will there be a beta test before [Indiscernible]?

This is Lori. We have been talking back and forth about test libraries, different scenarios before we go live so there will be more information about that in the next couple of months along with our training scenario. So be looking for that. We have not decided yet.

Mark, I want to say thank you for saying it is reassuring. That makes us feel good. All right, I think we are good, everyone. Thank you so much for coming today and we will talk to you again soon. [event concluded]