FDLP Resource Guides: Recap of the Redevelopment Project

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2025 FDLP Academy Webinar

Outline

- Overview
- Project Timeline
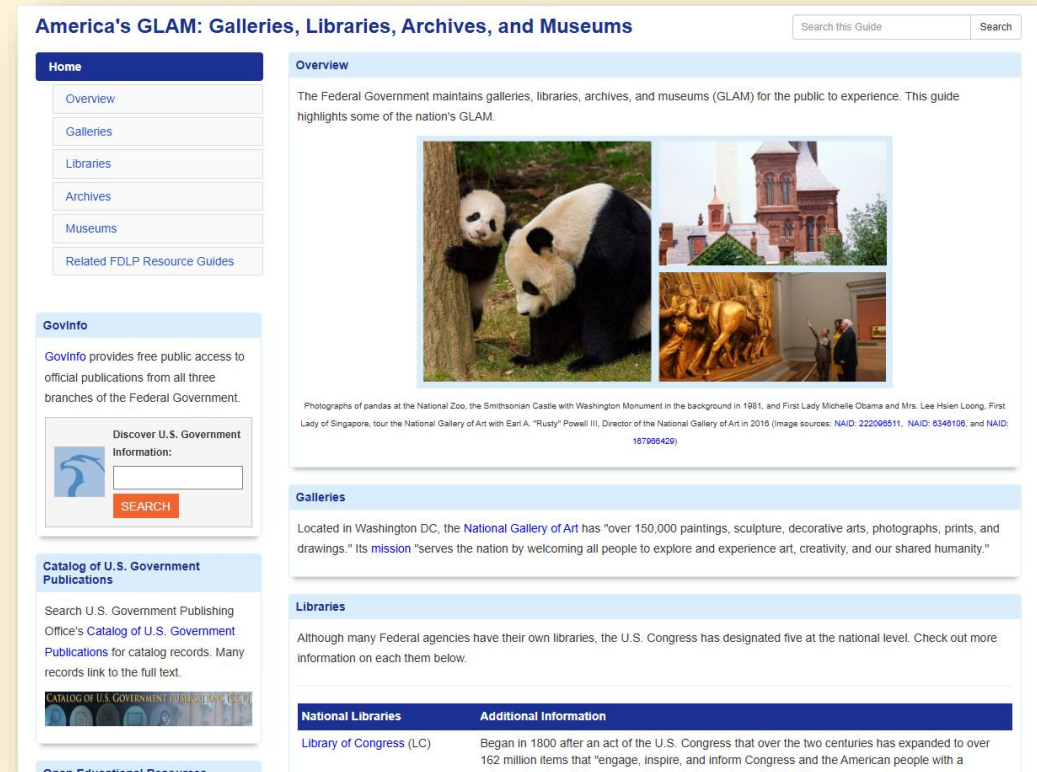- Four How-To's
- Discussion

Image: *America's GLAM: Galleries, Libraries, Archives, and Museums* guide

Disclaimer: We are not endorsing the featured vendor products during this talk.

Overview

Goal

Though every library's projects are unique, our experiences may help inspire what to do, or not to do, when redeveloping online guides.

It is important to have **reliable data** that is **communicated well** to collaborators for success and sustainability.
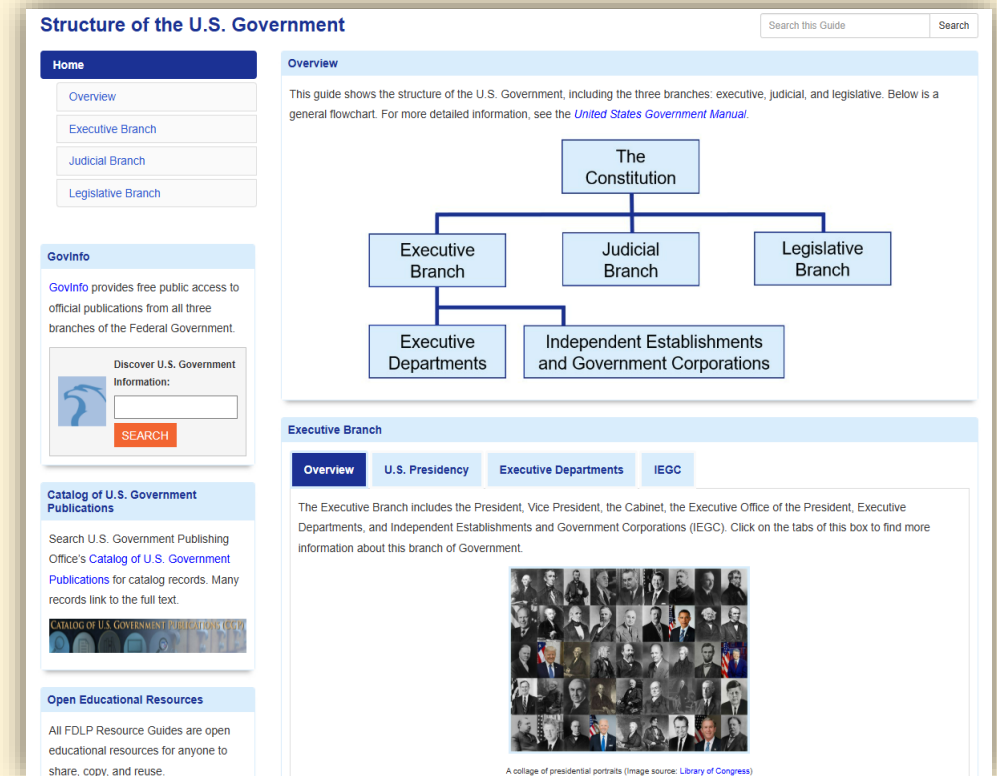

Image: *Structure of the U.S. Government* guide

What are GPO and the FDLP?

GPO

- Legislative branch agency
  - Publishes trusted information for the Federal Government to the American people
    - Includes official publications from all three branches and U.S. passports

FDLP

- Provides free, ready, and permanent public access to Federal Government information, now and future generations
  - Over 1,000 libraries across the nation participate

FDLP Resource *Guides*

Federal Depository Library Program FDLP

https://libguides.fdlp.gov/

Quick Tip!

Use permalinks when sharing or promoting individual guides.

dlp.gov/natural-hazards

records link to the full text.

CATALOG OF U.S. GOVERNMENT PUBLICATIONS (CGP)

Open Educational Resources

All FDLP Resource Guides are open educational resources for anyone to share, copy, and reuse.

Permalink to this Guide

Want to link or share this guide? Use this permalink:

https://libguides.fdlp.gov/c.php?g=750556

Image: *Natural Hazards* guide
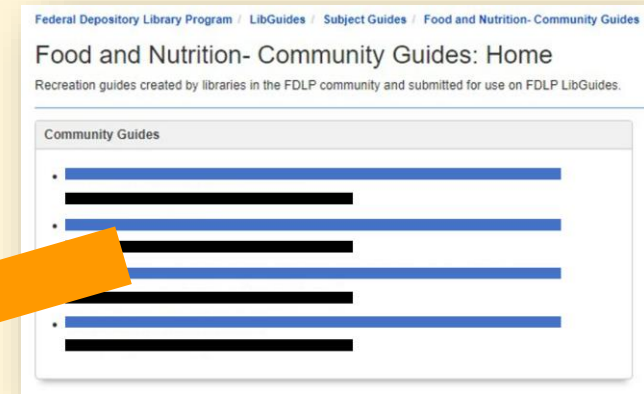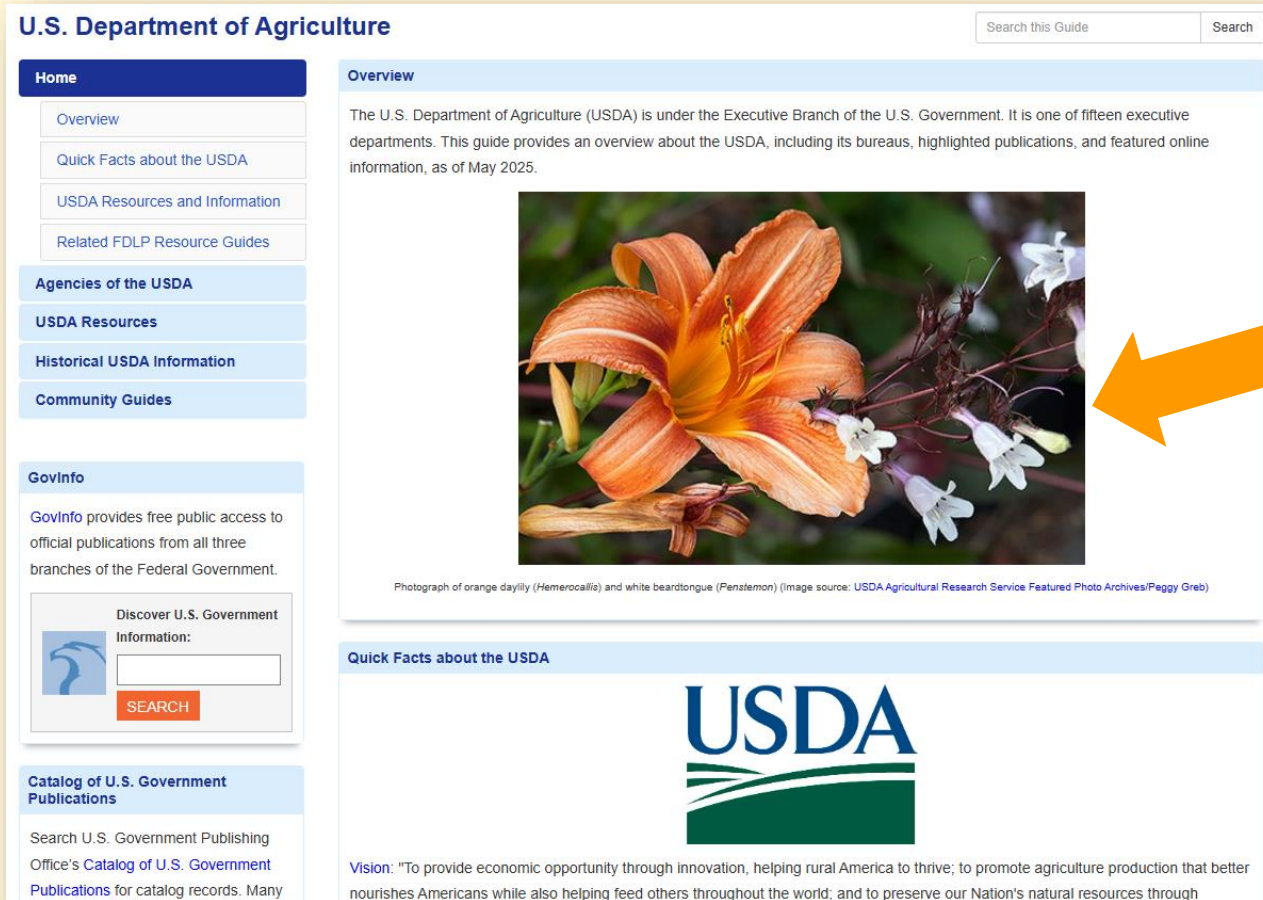
Project Timeline of Main Actions

Year	Inventory	Prototype Guides	Collaborators' Feedback	Analyze Data	Layout and Content	Staff Training	Refine Scope	New Data Capture
2016								
2022	✖	✖	𝒰	𝒰				
2023		✖	𝒰	𝒰	𝒰			
2024			𝒰	𝒰	𝒰	𝒰		
2025			𝒰	𝒰	𝒰	𝒰	𝒰	𝒰

✖ = one-time process   𝒰 = continual process

Visual Comparisons of a Guide Before and Since the Project

Image: _U.S. Department of Agriculture_ guide

Quick Tip!

Network with subject-matter experts for quality-control of content and increased collaboration opportunities.

How-To #1
Get Data and Analyze

Project Initiation

- Development plan to reimagine the guides as a public-first tool.

- We focused on 4 things:
  - Rescope the content to meet wider needs
  - Refresh the look and feel to be as up-to-date and intuitive as possible
  - Rephrase the content to remove jargon
  - Mobile-friendly

Quick Tip!
Make sure to have buy-in from upper management **before** making significant changes to guides.

2016   2022   2023   2024   2025

Prototypes!

- We developed a prototype template and 6 guides using it
  - Enough content that we could get a feel for it as a system
  - Enough variation to see nuances and solve potential problems

- Topics in prototypes:
  - Coronavirus
  - Elections and Voting Rights
  - Open Educational Resources
  - U.S. Congress
  - U.S. Department of the Interior
  - U.S. Department of the Treasury

2016 | 2022 | 2023 | 2024 | 2025

Internal Collaborator Data

- Initial survey to see if we were headed in the right direction
- Sent to internal subject matter experts
- Feedback allowed us to tweak both the prototype template and survey before releasing to the public

- Language
  - Omit needless words. This is especially true in cases where removing words has no impact on the content being conveyed.
  - Fewer words means readers are more likely to read

Image: Responses to content in the prototype guides from some internal collaborators.

2016   2022   **2023**   2024   2025

External Collaborator Data

What did we get right?

- Tone and language

- Look and feel

- Add more photos

- Guides about the structure of the U.S. Government

Layout
Clean, neat
Clear overall appearance
consolidation/reorg of content, look and feel
easier navigation
Easy to read, and navigate. Very colorful and pleasant to look at and use.
Everything is clearly laid out on the page.
I don't really have any particular features of the new layout that I personally like, but I will say that the new layout is definitely in-depth and it's easy to navigate.
I especially like the layout of the Home pages with Quick facts on the left and Resources in the middle. They are intuitive to navigate.
I like that the guides don't require a lot of scrolling.
I like the "clean" feel to the LibGuide. At our library, we switched from a "home grown" subject guide via Drupal, to Springshare's Libguides and I prefer them.

Image: Some of the responses from external collaborators on the layout of the prototype guides

2016 | 2022 | **2023** | 2024 | 2025

External Collaborator Data

What else needed work:

- Clarify the purpose

- Make it more uniform
  - Have mapped boxes appear in a single place

- Have less clutter, but more specific and in-depth information

Layout - Mapped Boxes

Consider keeping only the repeated boxes on the right hand side of the page. Some pages had additional content there, which made the repetition less clear.

consistency of placement of the GPO tools on the right

GovInfo search box sizing needs more padding on tablet and mobile

I also like the repeated content boxes on the right side of each page. It gives continuity to the guide.

I like the ability to search (GovInfo/Catalog/Contact) within each tab on the right hand side of the page.

I like the boxes.

I like the right-hand boxes, and it is a very clean-looking layout. Very attractive.

Information in boxes

Images: Above are some of the responses from external collaborators about the mapped boxes and on the right is how they look today.

GovInfo

GovInfo provides free public access to official publications from all three branches of the Federal Government.

Discover U.S. Government Information:

SEARCH

Catalog of U.S. Government Publications

Search U.S. Government Publishing Office's Catalog of U.S. Government Publications for catalog records. Many records link to the full text.

CATALOG OF U.S. GOVERNMENT PUBLICATIONS (CGP)

Open Educational Resources

All FDLP Resource Guides are open educational resources for anyone to share, copy, and reuse.

2016 2022 **2023** 2024 2025

External Collaborator Data

- Surprise:
  - Our core collaborator group shared the guides with the public, not just with themselves and colleagues

Question 12 of 13: Do you see yourself using these online guides with the following groups (select all that apply)?			
#	Answer	%	Count
1	Yourself	33.60%	42
2	With your colleagues	28.00%	35
3	With your library patrons	32.80%	41
4	With another group:	4.80%	6
5	No	0.80%	1
	Total	100%	125

Image: Responses to survey question on who uses the guides.

2016   2022   2023   2024   2025

External Collaborator Data

Action plan:

- Define purpose
  - Making it clear that these are vehicles to take you elsewhere, not text-books

- Do not assume advanced knowledge

- Edit the template for improved user experience (UX)

Continuous Improvement

Current feedback system:

- askGPO

- 2-question survey

Tell Us What You Think

How useful were the FDLP Resource Guides?

☆ ☆ ☆ ☆ ☆

Did you find what you were looking for?

○ Yes

○ Somewhat

○ No

Submit

Screenshots of two ways external collaborators provide feedback on the guides.

Learn more about the Federal Depository Library Program (FDLP)

For questions or comments, contact the FDLP Resource Guides Team at @askGPO

2016   2022   2023   2024   2025

How-To #2
Data-Driven Scoping

How-To #2: Data-Driven Scoping

1. Define your niche

2. Curate and consolidate your content

3. Build a lifecycle plan

4. Justify your decisions

5. Listen to your end users

6. Respect your team
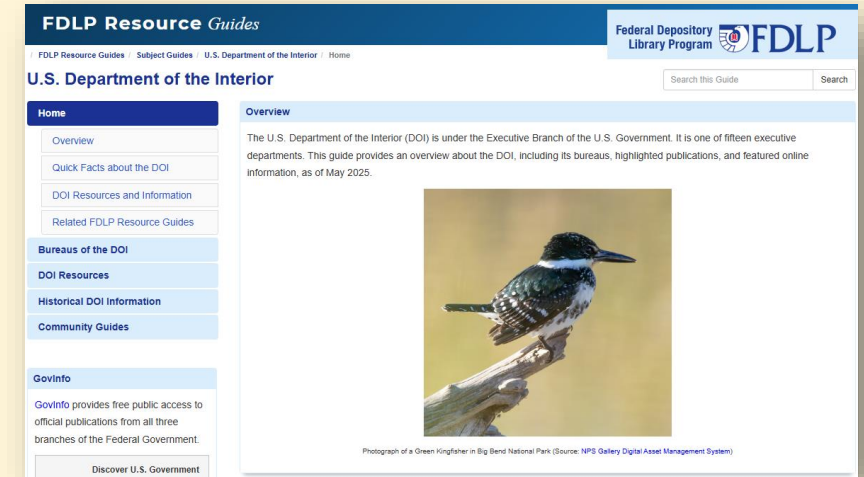
Image: FDLP Resource Guide on the U.S. Department of the Interior with a public domain image of a green kingfisher from the NPGallery Digital Asset Management System.

#1 Define Your Niche

- How can you contribute?
  - Where are the knowledge gaps?

- How do the guides support your library's mission?
  - GPO and Title 44 of the U.S. Code
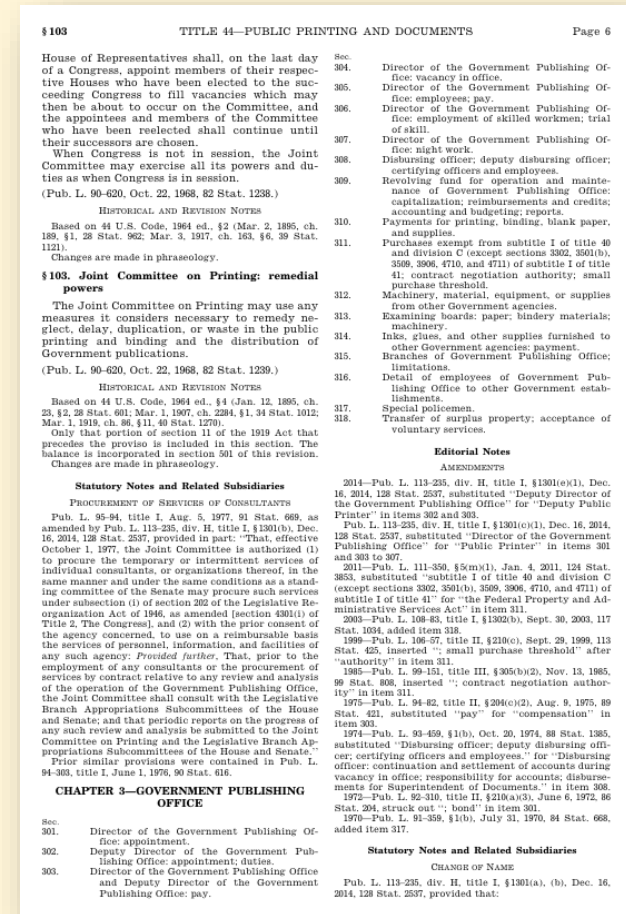
Image: 44 U.S.C. - Public Printing and Documents

2016 | **2022** | **2023** | 2024 | 2025

#2 Curate and Consolidate

- What do we have?
  - What stays? What goes? What moves?

- Where can we combine to make better guides?

ID	Name	Action Proposals	Team's Recommendation
655179	Presidential Documents	CHANGE to *U.S. Presidency* with specific topic pages	TEAM: YES / -STATUS: Updated
750556	Natural Disasters	CHANGE to *Natural Hazards* and update	TEAM: YES / -STATUS: Updated
1075757	Environmental Cleanup	CHANGE to *Environmental Topics* with pages on specific issues	TEAM: YES / -STATUS: Updated

Screenshot of a tracking spreadsheet of which guides to keep as is, update, move, or archive/delete.

2016 | 2022 | 2023 | 2024 | 2025

#2 Curate and Consolidate

- Military-related content
  - Evaluating overlapping content (from six to three guides)

- The NASA paradox
  - How to draw views sustainably?
  - How to keep to the scope?

Overview

According to the 2025 edition of the *United States Government Manual*, there are 58 Federal independent establishments and government corporations (IEGC). This guide provides a brief overview about them.

IEGCs include the National Aeronautics and Space Administration (NASA), United States Postal Service (USPS), National Railroad Passenger Corporation (AMTRAK), and United States Nuclear Regulatory Commission (NRC) (Image sources (left to right): NAID: 237616384, NAID: 5612642, NAID: 556701, and NAID: 540034).

Image: *Federal Independent Establishments and Government Corporations guide*

2016 | 2022 | 2023 | 2024 | 2025

#3 Lifecycle Plan

- Document decisions

- Start an archive

- Have regular check-ins

Name	Date modif
guide_id_616534_1727706207	9/30/2024 1
guide_id_655179_1727706241	9/30/2024 1
guide_id_693021_1727705424	9/30/2024 1
guide_id_750556_1727705901	9/30/2024 1
guide_id_751557_1727705889	9/30/2024 1
guide_id_777621_1727705620	9/30/2024 1
guide_id_810578_1727705677	9/30/2024 1
guide_id_821100_1727705469	9/30/2024 1
guide_id_823130_1727705719	9/30/2024 1
guide_id_871292_1727705608	9/30/2024 1
guide_id_871612_1727705583	9/30/2024 1
guide_id_881442_1727706182	9/30/2024 1
guide_id_892778_1727705784	9/30/2024 1
guide_id_912375_1727705633	9/30/2024 1
guide_id_947883_1727705876	9/30/2024 1
guide_id_956470_1727706092	9/30/2024 1
guide_id_963940_1727705509	9/30/2024 1

Archived Guides > FY2024

Screenshot of archived guides for FY24.

2016 | 2022 | 2023 | 2024 | 2025

#3 Lifecycle Plan

- Coronavirus example

```
3 Guides → 1 Guide → Page → Box
2022 → 2023 → 2024 → 2025
```
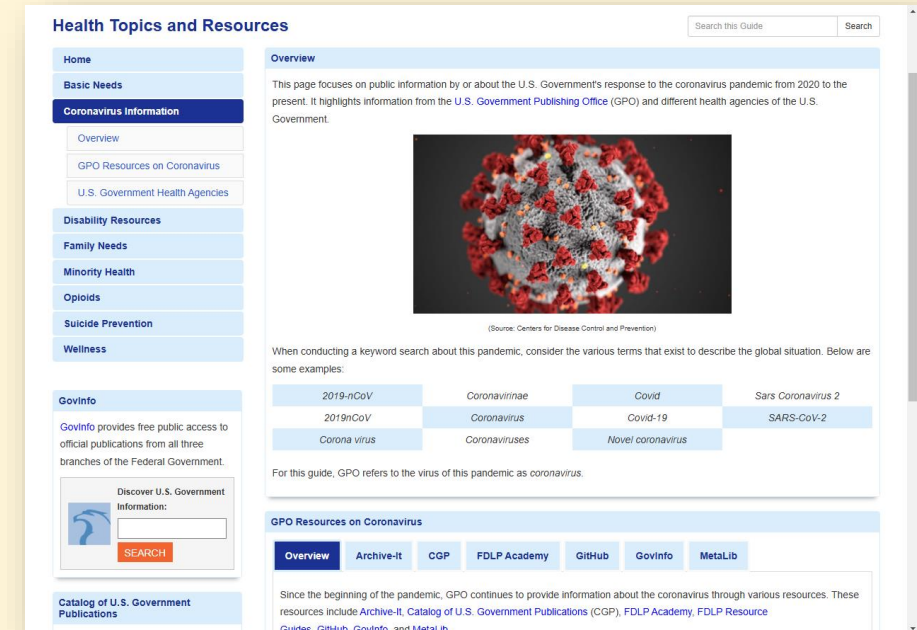

Image: *Health Topics and Resources* guide

#4 Justification

- Have defined criteria or a rubric for each component of a guide
  - Make sure each component complements all aspects

- Quantitative justifications are easier for management
  - Example: community guides
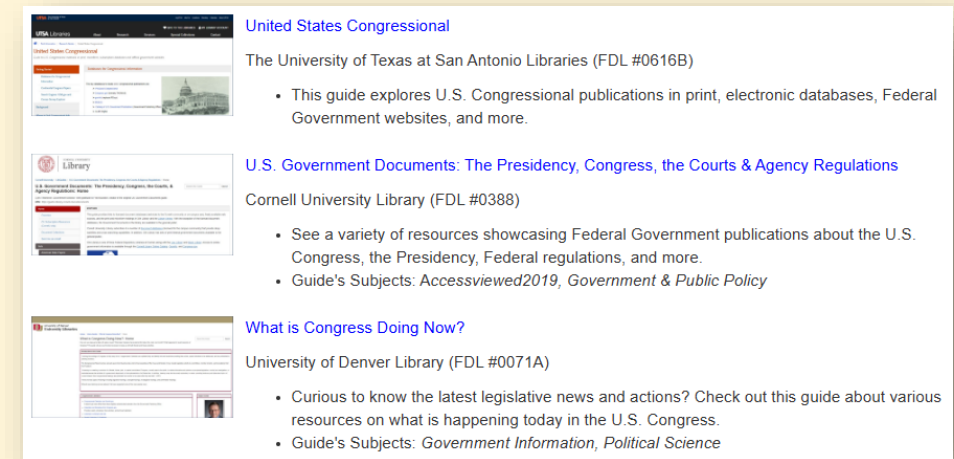
Image: Some of the community guides shared in *U.S. Congress*.

2016 2022 **2023** **2024** **2025**

#5 UX Feedback

- Use feedback to help group ideas

Quick Tip!
Don't get caught up on one single data point. Use all your available data to make the best possible product.

Question 5 of 13: Do you have a preference for the navigational layout of the main menu?		
Answer	%	Count
At the top	59.02%	36
Left-hand side	19.67%	12
No preference	21.31%	13
Total	100%	61

Image: Responses from external collaborators about the navigational layout of the main menu.

| 2016 | 2022 | 2023 | 2024 | 2025 |

#6 Internal Collaborators

- Manager approved opt-in

- Identity management

- Pain points

- New communications strategy

- Regular contact
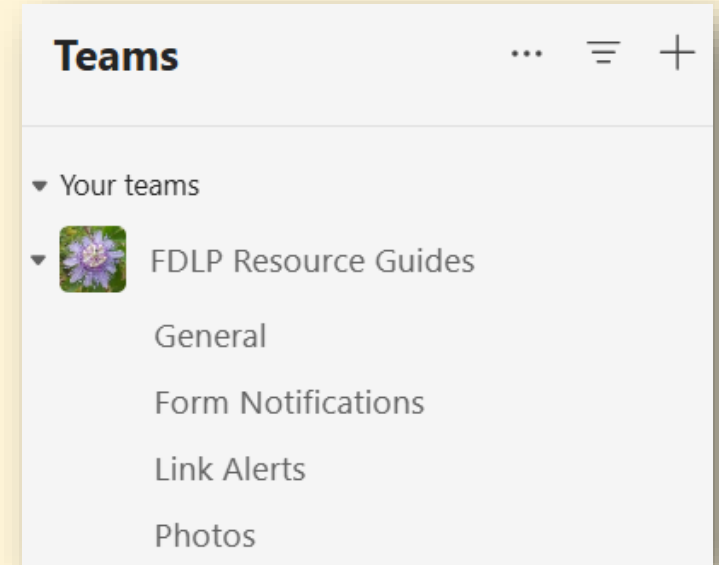
Screenshot of the communications hub for all members of the FDLP Resource Guides.

2016 | 2022 | 2023 | 2024 | 2025

How-To #3
Maximum your Staff's Time

How-To #3: Maximum your Staff's Time

Image: Recent meeting with members of the admin team discussing annual statistics.

#1 Staff Communication Workflow

- Synchronous
  - Admin team meets biweekly
  - Everyone meets together quarterly
  - One-on-one training sessions

- Asynchronous
  - Dedicated communications hub
  - Centralized training information

- Hybrid
  - Emails
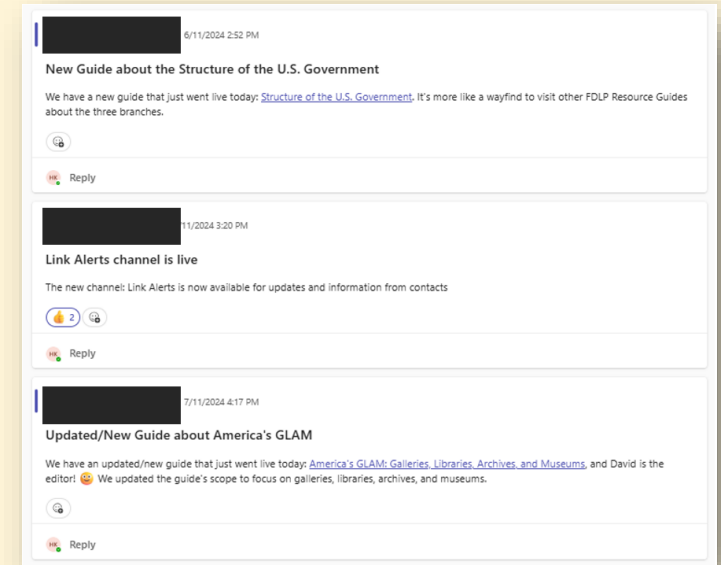
Image: Posted updates in the communications hub.

2016 | 2022 | 2023 | 2024 | 2025

Staff Communication Workflow

Quick Tip #1

Use multiple communication methods because people have preferred ways to receive news.
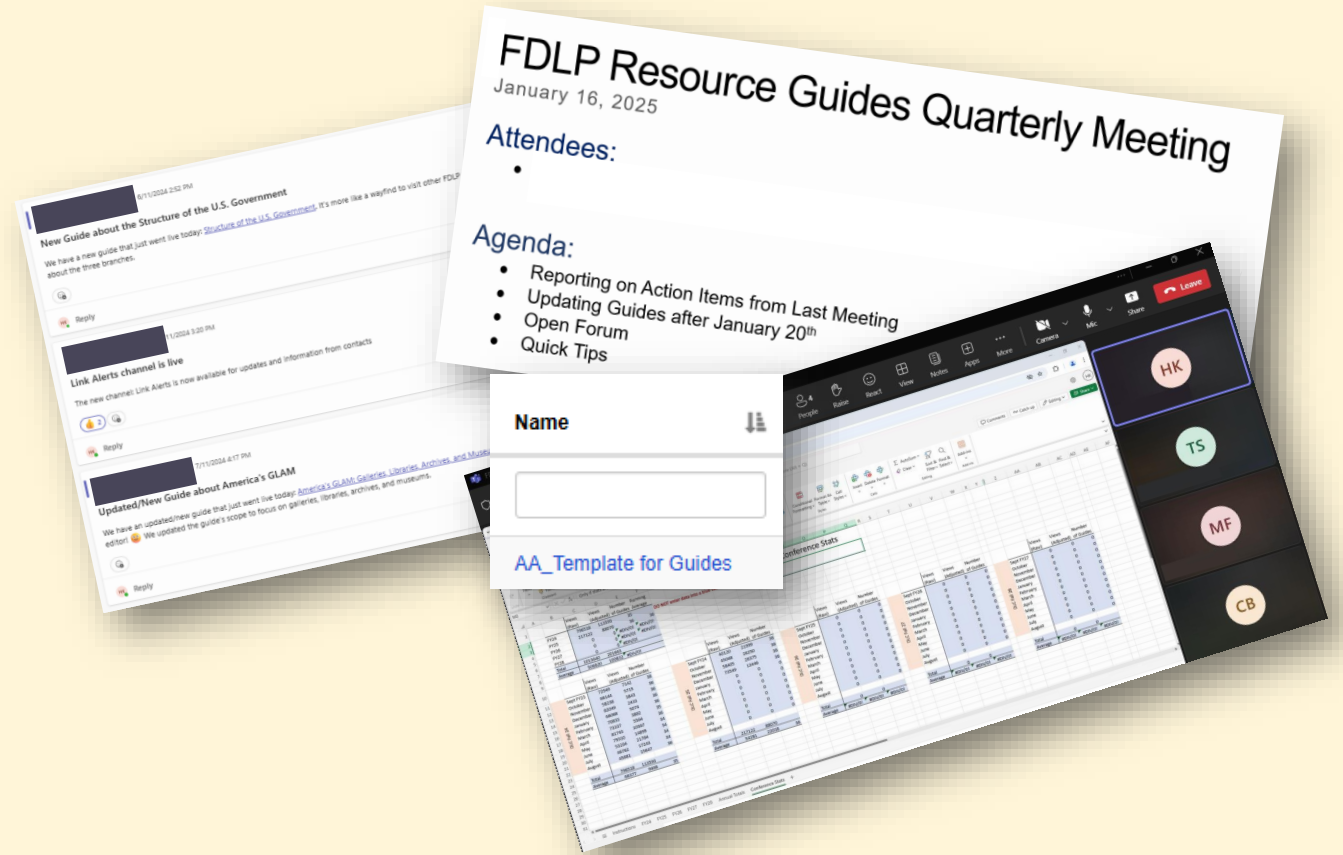
Staff Communication Workflow

Quick Tip #2

Hold regular meetings for feedback from staff (leading to their greater buy-in)—especially on allocated tasks and real-time issues.

Image: Recent meeting with members of the admin team discussing annual statistics.
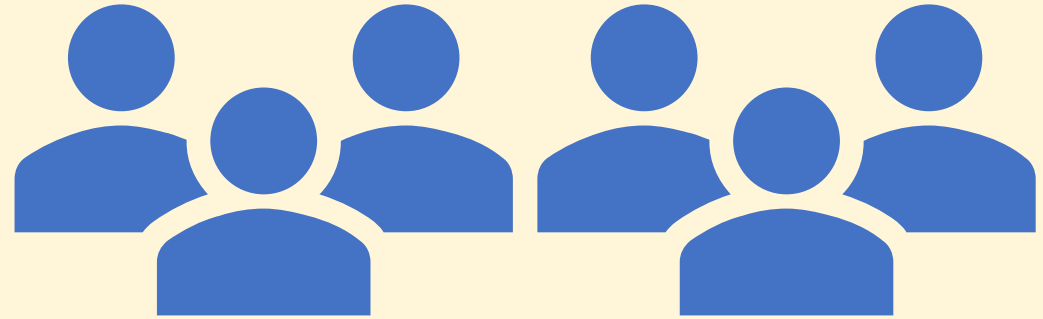
Staff Communication Workflow

Quick Tip #3

Have expectations that everyone is actively aware of the latest news about the guides (calling in, not calling out, for dialogue).

Staff Communication Workflow

Quick Tip #4

Have a core group on the admin team of four-six individuals who represent all your library services.

Staff Communication Workflow

Quick Tip #5

Emphasize that the guides are a team effort representing your library, not an individual's ego project.

Staff Communication Workflow

Quick Tip #6

Name the internal centralized template guide "AA_..." (or a number) so it's at the top of all listed guides.

Name

AA_Template for Guides

Image: Screenshot of the internal template listed first alphabetically.

#2 Engage Expertise of Staff Effectively

- Assign complex tasks to a few people

- Allocate work to experts for special projects
  - For example:
    - data analysis
    - marketing
    - systems specifications
    - upper management decisions

Quick Tip!
Create a standard operating procedure or desk instruction to record processes.

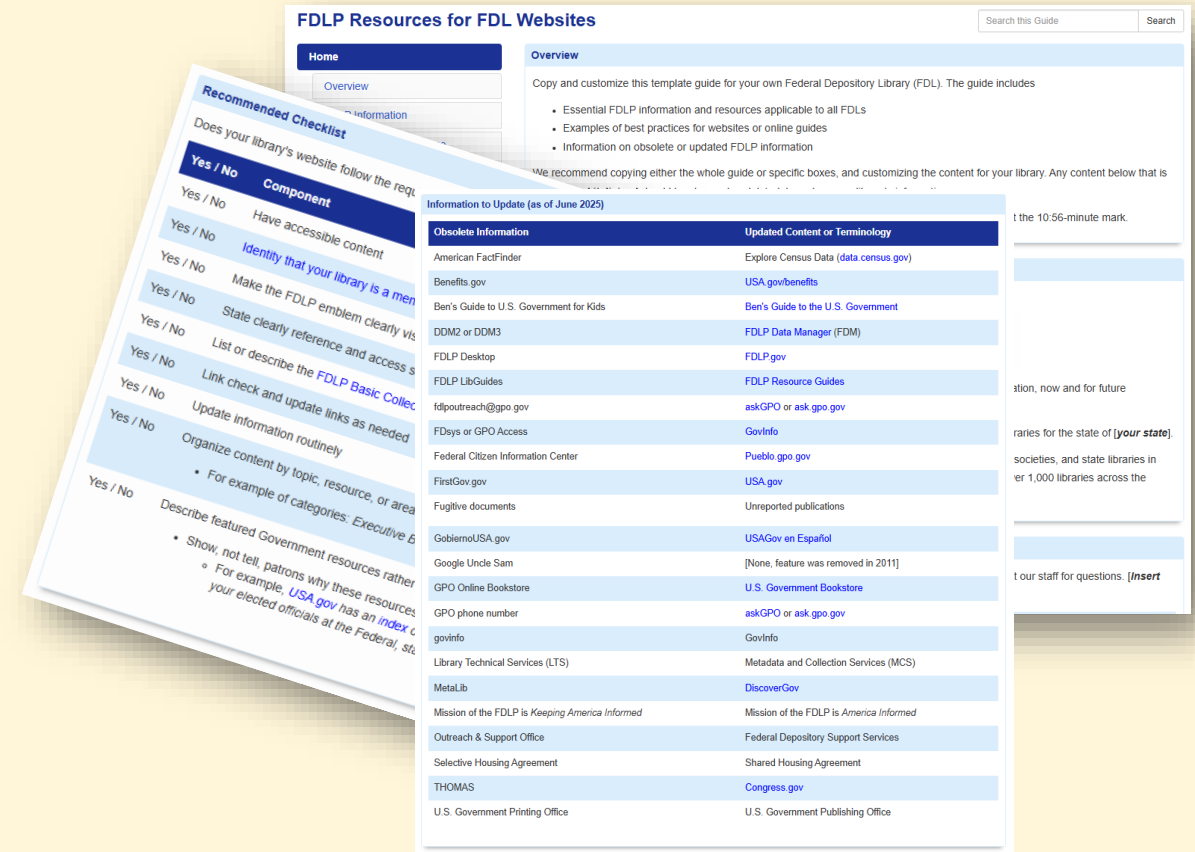2016 | 2022 | 2023 | 2024 | 2025

How-To #4
Using the FDLP Resources Guides

Guides Regarding the FDLP

- Supplemental information to FDLP.gov and GPO.gov

- For example,
  - FDLP Resources for FDL Websites

Images: *FDLP Resources for FDL Websites* guide

Guides Regarding the U.S. Government

- Structure
- Publications
- Topics using U.S. Government Resources

- For example,
  - [U.S. Department of Transportation](#)
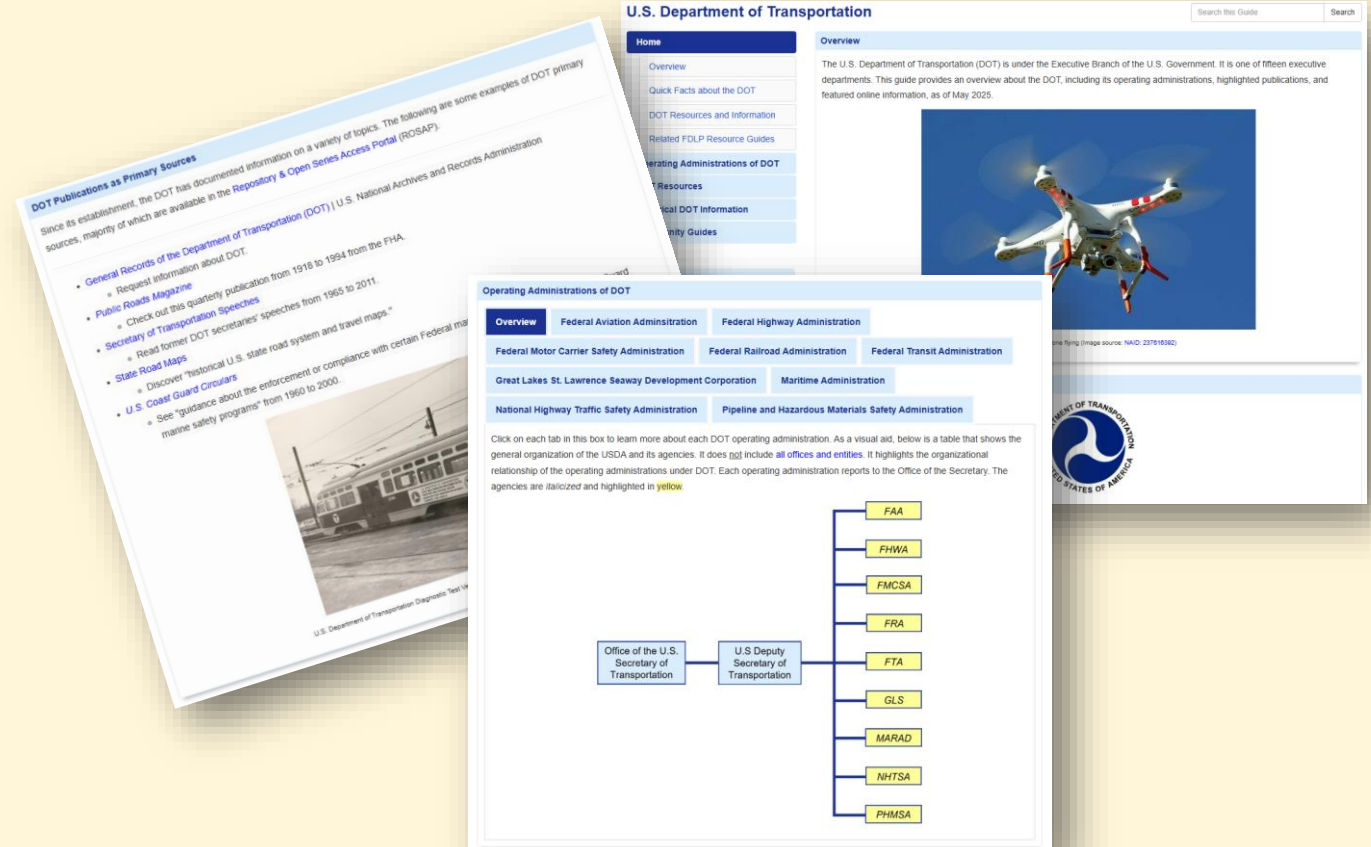
Images: *U.S. Department of Transportation guide*

Discussion

Discussion

Everyone is on the same page for the guides' purpose and future directions if they have both **reliable data** and **good communication practices**.

Having these two components lead to successful and sustainable content.

Major Takeaway #1

Design feedback systems

COMBINED Internal and External Stakeholders' Feedback	Count	Percentage
Total	66	100%
U.S. Department of Justice	11	17%
U.S. Department of Education	8	12%
U.S. Department of Homeland Security	8	12%
U.S. Department of Health and Human Services	7	11%
U.S. Department of Veterans Affairs	6	9%
U.S. Department of Energy	5	8%
U.S. Department of Agriculture	4	6%
U.S. Department of Commerce	4	6%
U.S. Department of Defense	4	6%
U.S. Department of State	3	5%
U.S. Department of Transportation	3	5%
U.S. Department of Housing and Urban Development	2	3%
...ment of Labor	1	2%
...ted in the topic	0	0%

FDLP Resource Guides Quarterly Meeting

January 16, 2025

Attendees:
•

Agenda:
• ...porting... Action Items from Last Meeting
  Updating Guide... after January 20th
• Open Forum
  Quick Tips

Layout - Tabs

Aside from the very busy tabs within boxes, I thought the new layout was fine.

I like the different tabs, the consistency of the tabs from guide to guide, and the inclusion of featured community guides.

I like the tab features and how it gives the "bread crumb" feel, that one can navigate back at any time, or switch around should they want to do so.

I like the use of tabs and images or thumbnails.

I liked the Overview section on the tabbed boxes, and I thought that was a great way to draw attention to the tabs. I may have to try something like that.

information tabs within individual topic guides

Images: Here are examples of feedback from internal and external collaborators: a ranked listing of which Executive Department guides to create for collaborators, an open forum for library staff to discuss issues, and some responses from external collaborators about the layout of tabs in a box.

Major Takeaway #2

Centralize spreadsheets and other types of documents for record keeping and data analyses
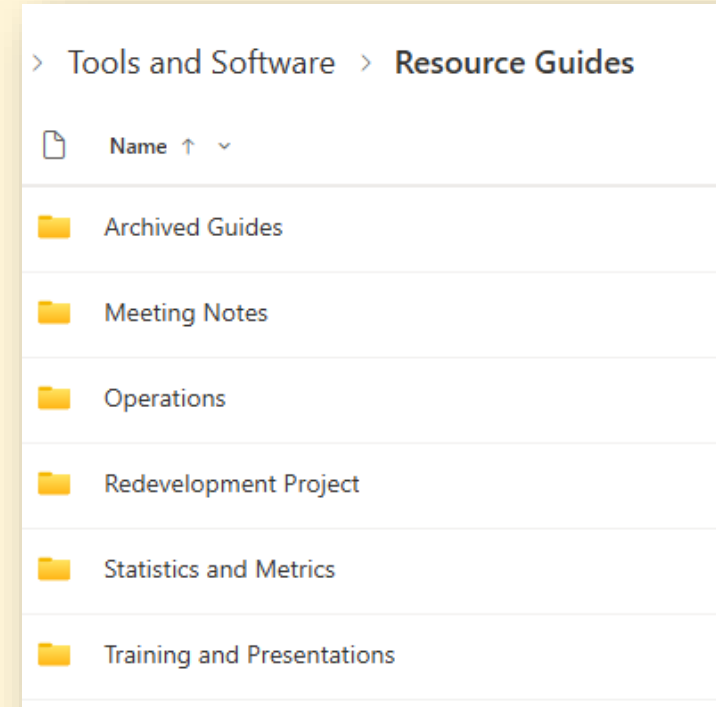

Image: Centralized spreadsheets and documents are at a shared location for the admin team to access, including on collaborators' feedback responses, recent promotions about the guides, annual statistics, meeting notes, and more.

Major Takeaway #3

Communicate regularly

- Synchronous and asynchronous workflows
  - Leads to continued buy-in:
    - Internal collaborators: real-time involvement
    - External collaborators: relevant updates

- Centralized training information and opportunities

Image: Here are the dropdown menu options in the internal template for library staff to find specific information about the guides' layout schematics and content criteria.

Thank you!

Questions and Comments

- Catherine Bloom, cbloom@gpo.gov
- Helen Keremedjiev, hkeremedjiev@gpo.gov

Questions for GPO staff? Contact us using askGPO.