

# ASKGPO FEDERAL DEPOSITORY LIBRARY PROGRAM (FDLP) USER TRAINING GUIDE

July 2025

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# askGPO Introduction

The askGPO webpage and login are used by Federal Depository Library Program staff to:

- Submit inquiries
- Check the status of inquiries
- Submit webforms such as anniversary award and training requests
- Make depository claims
- Make Depository Library Council nominations during open periods
- Request additional login credentials for team members
- Update the Federal Depository Library Directory (FDL Directory)
- Review existing agreements and submit new agreements

The designated depository coordinator can edit the FDL Directory entry for their library on the My FDL page.

• Searching the FDL Directory is done through <a href="https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp">https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp</a>

The benefit of authenticating with a login is that you can view all your past submitted inquiries, and information on many forms will be populated automatically.

Authenticated users can also go to the My Agreements page and see any agreements (such as partnerships) their library has established with GPO, and can submit a new agreement for review.

## askGPO Website and Access

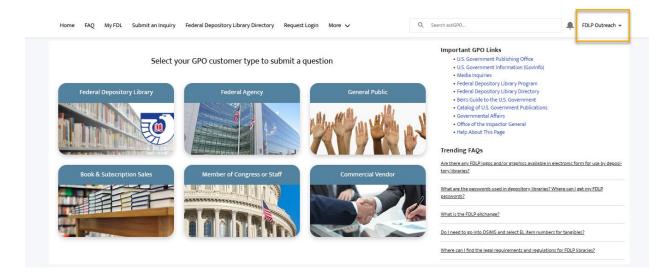
Access the askGPO webpage at <a href="https://ask.gpo.gov">https://ask.gpo.gov</a>. If necessary, click the login button from the right hand corner:



Alternatively, use this link to enter your credentials directly. Enter your user name and password and click on "Log into askGPO": <a href="https://usgpo.force.com/askGPO/s/login/">https://usgpo.force.com/askGPO/s/login/</a>



Once you are logged in, you will see your name at the top right of the screen:



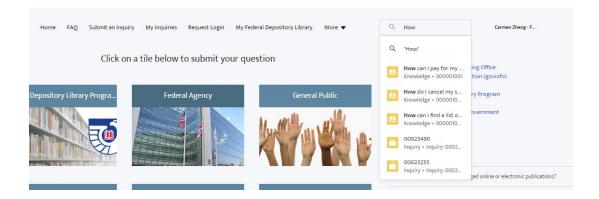
# Site Navigation

Once logged in, the home page will be displayed as below. Some of the features of the webpage include:

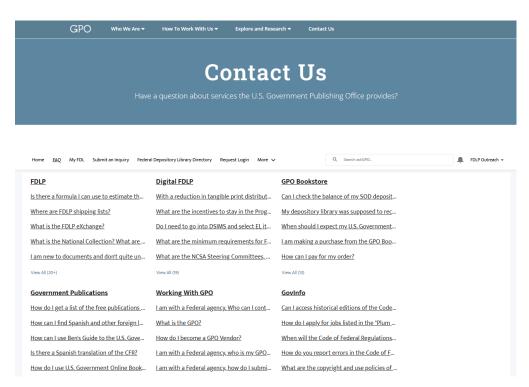
- Quick links on the top panel
- A menu bar
- Six tiles for the user to submit inquiries based on their need or affiliation
- Knowledge base articles covering frequently asked questions



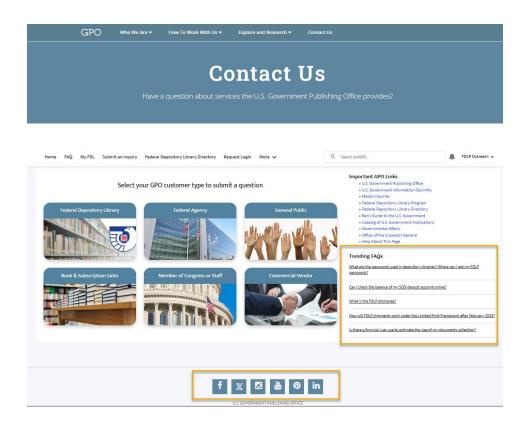
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



The FAQ tab lists all the published knowledge articles. Look here to see if an answer to your question has already been published before submitting an inquiry.

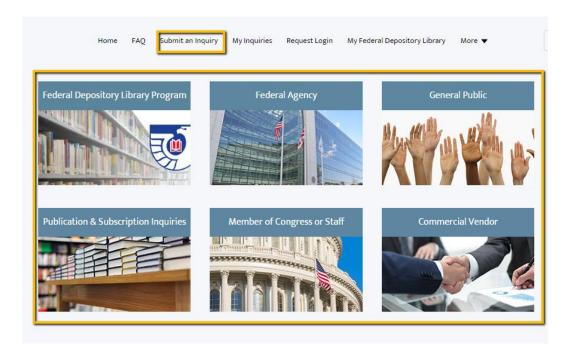


The most frequently viewed knowledge base articles appear in the "Trending Articles" list. At the bottom of the page are GPO's social media footer links.

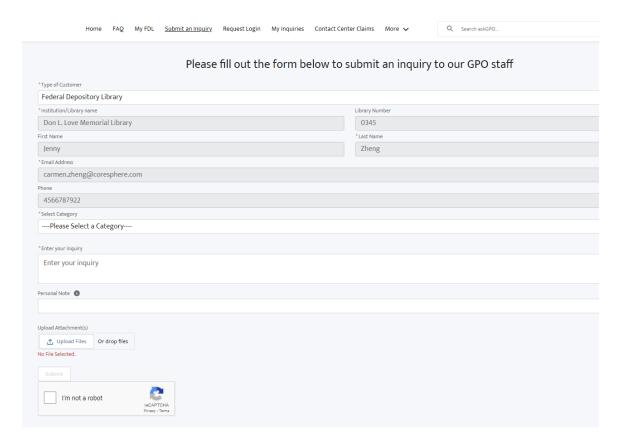


# Submit and Review an Inquiry (as an authenticated user)

To submit an inquiry, you can click on "Submit an inquiry" from the menu bar (recommended) or click on a tile on the home page (use the tile that corresponds to the type of user you are).



You will see an inquiry submission page, with some of your own information pre-populated in the form:

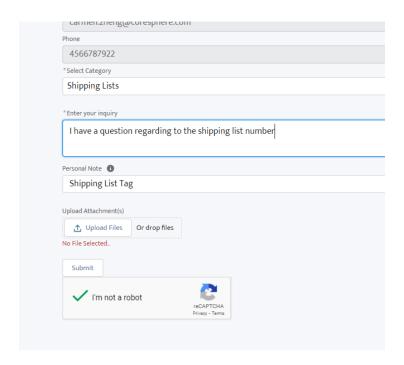


You have the option to upload files if needed.

For some types of question categories, you will be prompted to enter specific information such as a SuDoc number, a URL, or a CGP number.

You have the option to enter a personal note (35 character limit). Use the personal note to enter keywords that will help you sort or search for your inquiries.

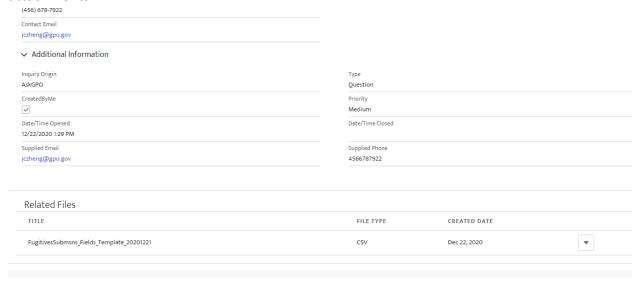
When your form is complete, click the "I am not a robot" box, then click "Submit"



You will receive a confirmation message and a reference number. For authenticated users, the reference number is a clickable link that will take you to an inquiry record for that question



On the inquiry record, you can review the "Related files" section to access and download any attachments.



After submitting a question, you will receive a confirmation message from GPO, along with the inquiry details:



askGPO <noreply-askgpo@mail1.gpo.gov>

Zheng, Jiawen (Carmen) (Contractor)

AskGPO: New Inquiry Submission 00059349: Other depository library question or issue

Thank you for contacting the U.S. Government Publishing Office.

Your question has been received, and you should receive a response from us within two business days.

Reference Number: 00059349

Question: testing

Category: Other depository library question or issue

Name: Carmen Zheng Email: jczheng@gpo.gov Phone: 456-678-7922 Library Number: 0295



U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

https://www.gpo.gov

When the inquiry status is updated by GPO staff, you will receive the following email:



askGPO <noreply-askgpo@mail1.gpo.gov>

Zheng, Jiawen (Carmen) (Contractor)

AskGPO: Inquiry Status Changed 00059353: Fugitive publications

Recently you requested assistance through askGPO.

We are continuing to work on your issue, and will let you know as soon as it is resolved.

Question:

Customer Type: Federal Depository Library

Category: Fugitive publications

Name: Carmen Zheng Email: jczheng@gpo.gov Phone: 456-678-7922

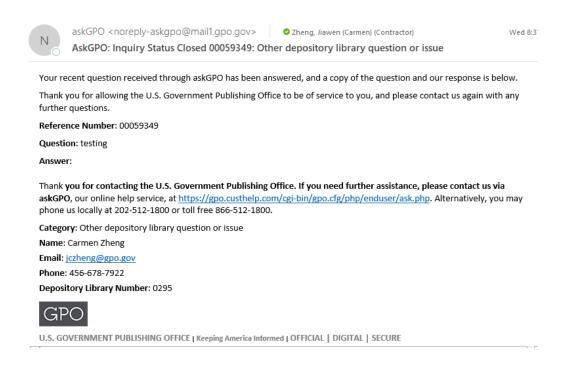
**Depository Library Number: 0295** 



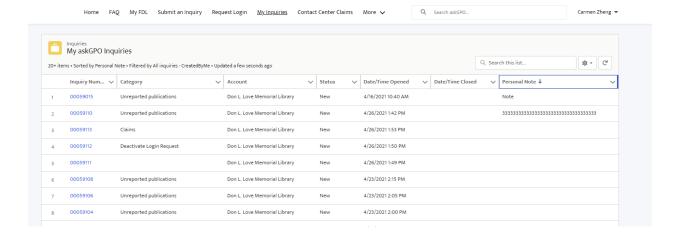
U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

https://www.gpo.gov

When the inquiry status is updated to "Closed" by GPO staff, you will receive an email notification that includes the answer to your question

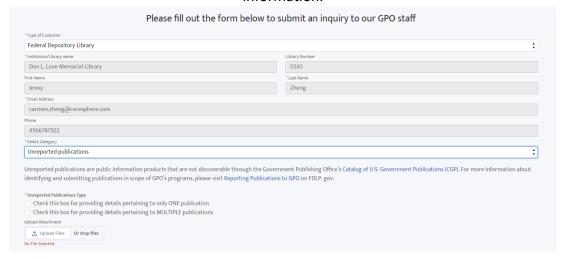


You can also click "My Inquiries" on the menu bar in order to see questions you have submitted. You can view and sort your questions by the personal note, the date submitted or closed, or any other field. You can click on any inquiry number to review the question and see the answer if the inquiry has been closed.

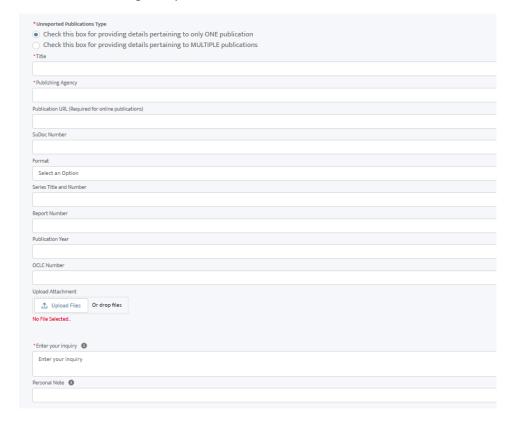


# Submit an Unreported Publication Inquiry

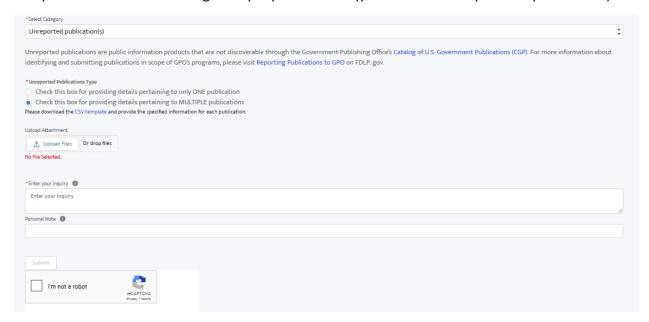
The unreported publication leads to a slightly different type of input form. You will choose a radio button to indicate whether you are reporting only one publication or multiple publications. The form will look different depending on which option you choose. If you are submitting multiple publications, you will need to upload a CSV spreadsheet with publication information.



## Sample form when submitting one publication:



Sample form when submitting multiple publications (you will need to upload a spreadsheet):



## Submit an Inquiry (as a non-authenticated user)

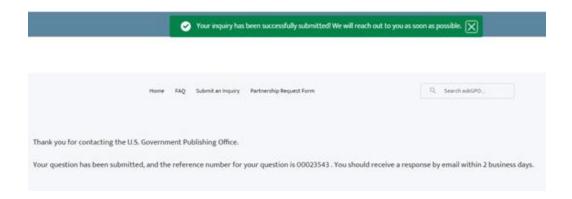
The public askGPO webpage is: <a href="https://ask.gpo.gov">https://ask.gpo.gov</a>

Click "Submit an inquiry" on the menu bar



Fill out the inquiry details and submit the inquiry (please refer to the same steps as the authenticated user).

The submitter will receive a confirmation message and a reference number as shown below. The submitter will also receive an email confirmation message from GPO that includes the inquiry details.

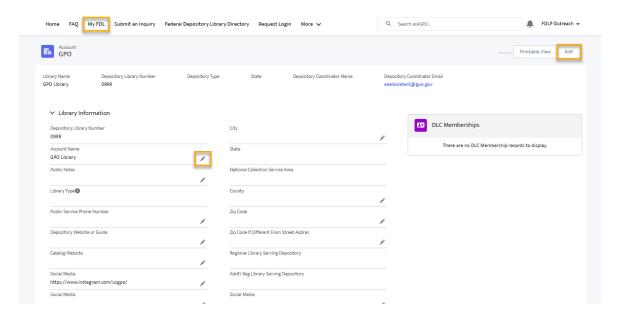


# Federal Depository Library Directory

To view and search the entire Federal Depository Library Directory, use this site: <a href="https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp">https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp</a>.

If you are the depository coordinator and want to make changes to the information about your library that appears in the Directory, log in to askGPO.

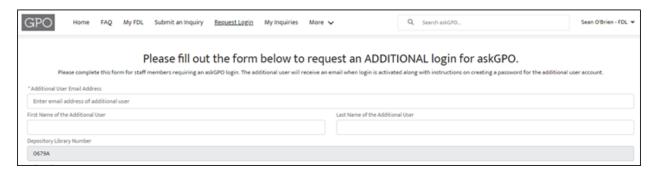
- Click on the "My FDL" link on the menu bar to view the FDL Directory information about your library.
- The depository coordinator will have the ability to edit some fields by clicking on the pencil icon or the "Edit" button.
- If you need to edit a field that you do not have permission for, contact GPO by submitting an askGPO inquiry (choose the category "Other depository library question or issue") or by calling 202-512-1119.



# Request an askGPO login for additional staff

You do not need a login to use the askGPO site to submit a question for GPO staff. The benefit of having a login is a streamlined submission process, with your contact information autopopulated, and the ability to maintain a record of your submissions. The coordinator at a Federal Depository Library can submit a request for a login on behalf of another person who works at the same library.

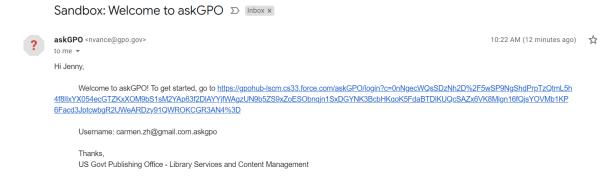
To submit a login request, click on "Request Login" on the menu bar, fill out the form, and submit the request. In the Additional User fields, enter the first/last name and email of the person you want to request an account for, not your own.



Once the requester has submitted the login request, they will receive an email confirmation.



Once GPO staff have confirmed the login request, the new additional user will receive a "Welcome to askGPO" email:

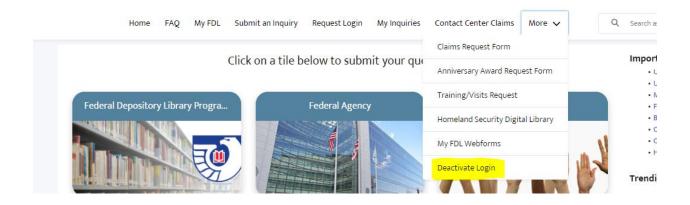


When the new user first clicks on the link, they will need to create a password

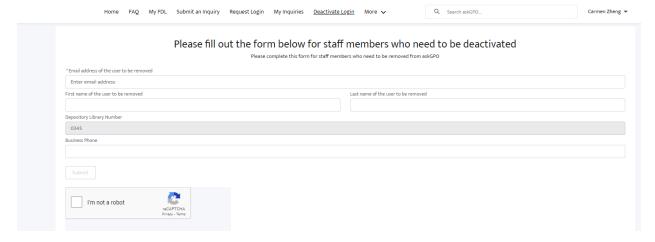


# Requests to deactivate logins to the askGPO Community Portal

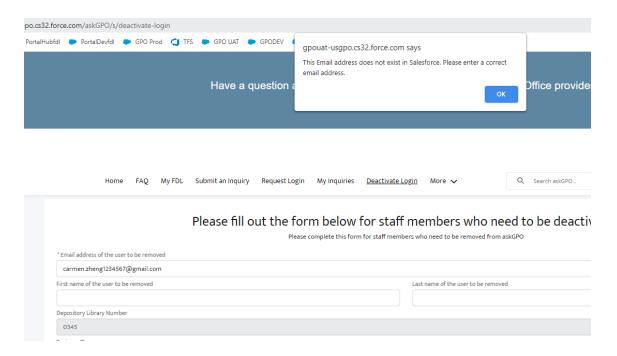
To request that an askGPO account be deactivated, click on the "More" drop down from the top menu bar, then click on "Deactivate Login".



Enter the email address of the user to be removed and submit the request. GPO staff will process the deactivation within two business days.



Keep in mind that you can only enter an email address that is associated with an existing user. If you enter an email that does not exist in the system, you will see an error message as below:

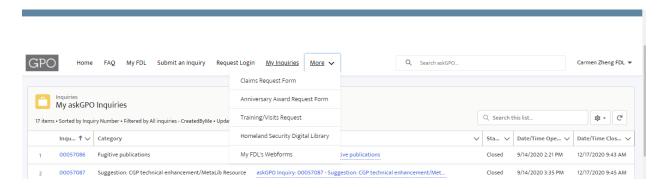


## Access and Submit Webforms

The following webforms are available for authenticated FDLs:

- 1) Claims form
- 2) Anniversary Award Request form
- 3) Training/Visits form
- 4) Homeland Security Digital Library form

To submit a webform, navigate to the menu bar to select the "More" tab if needed and select the webform from the dropdown menu.



## Submit a Claim

To submit a Claim, click "Submit a Claim" from the top menu or the drop down menu and fill in all the required fields.

## MICROFICHE, MAP, AND TANGIBLE CLAIMS

Claims for depository materials from GPO-issued shipping lists must be made within 60 days of the date of the shipping list. Only claim documents in your selection profile that you did not receive. For more information about claims and to verify that claims copies have not been exhausted, Click Here.

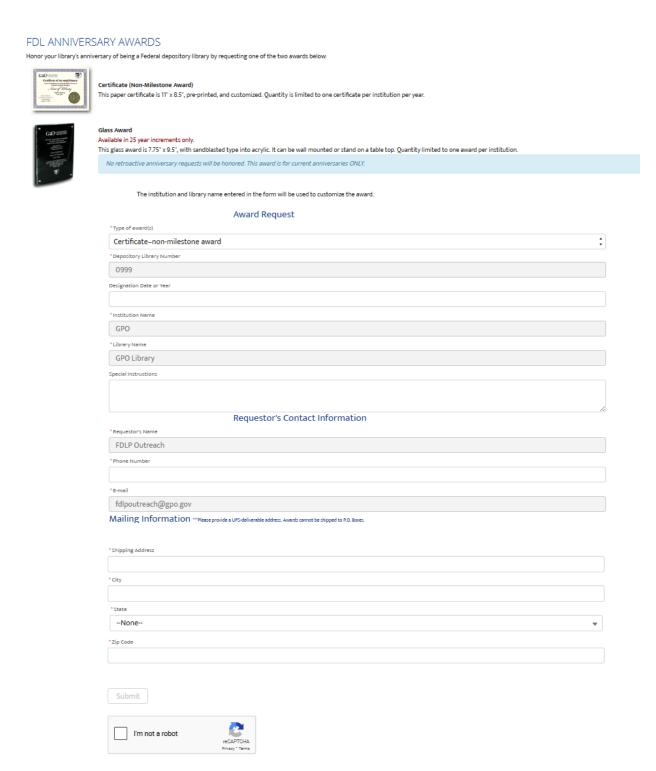
Claims can be submitted from one shipping list at a time. Only five items can be claimed in one submission. If all of the documents on a shipping list need to be claimed, check the "Claim Entire Shipping List" box.

## **Contact Information**

*Depository Library Number
0999
Your Name
FDLP Outreach
*Email Address
fdlpoutreach@gpo.gov
Regional Depository Library
My depository is regional
Regional Depository Agreement
My library has an official agreement with my regional to select and house the items being claimed.
Shipping Information
* Shipping List Number (Please provide one shipping list number per claim submission)
I certify that I am missing all publications on this shipping list and need to claim them all.
Publication(s) to be Claimed (Up to 5 claims items per submission)
Publication(s) to be Claimed (Up to 5 claims items per submission)
Claim # 1
Claim # 1
Claim # 1 tem Number
Claim # 1 tem Number
Claim # 1 tem Number
Claim # 1 tem Number  ritle  Add another Claim
Claim # 1 tem Number  Tritle  Add another Claim  Comments and Confirmation
Claim # 1  tem Number  Title  Add another Claim  Comments and Confirmation  Comment (Please do not claim materials using the comment box below)
Claim # 1  tem Number  Title  Add another Claim  Comments and Confirmation  Comment (Please do not claim materials using the comment box below)
Claim # 1  tem Number  Title  Add another Claim  Comments and Confirmation  Comment (Please do not claim materials using the comment box below)  type here
Claim # 1  tem Number  Title  Add another Claim  Comments and Confirmation  Comment (Please do not claim materials using the comment box below)  type here

# Anniversary Award Request Form

To submit an Anniversary Award Request Form, click "Anniversary Award Request Form" from the drop down menu and fill in all the required fields.



# Training/Visits Request Form

To submit a Training/Visits Request Form, click "Training/Visits Request" from the drop down menu and fill in all the required fields.

#### Q Search askGPO...

# Request for FDLP Training, Use of GPO's Virtual Training Room, or Library Visits

## Use this form to:

- · Volunteer to present virtual training through the FDLP Academy
- Request a specific topic be presented via the FDLP Academy
- Request to use GPO's virtual training rooms for your event or meeting
- Request that a GPO staff member provide specific depository training for your library (not associated with an event or visit)
- Request a GPO staff member attend your event or visit your library, either onsite or virtually

Fields marked with (\*) are required.

\*Name

Jenny Zheng

Phone

4566787922

\*Email Address

carmen.zheng@coresphere.com

## Details of Your Request

\*What is the nature of your request?

--None-
I'd like to present a webinar for the FDLP Academy

I'd like to request the FDLP Academy host a webinar on a specific topic (provide topic below)

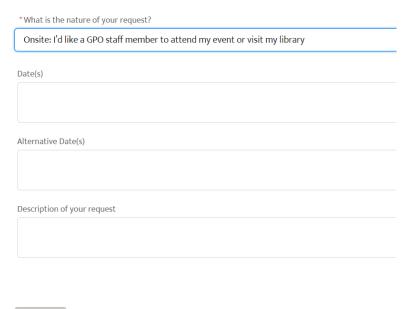
I'd like to use GPO's virtual training rooms for my event or meeting

I'd like GPO staff to provide specific depository training for my library

Onsite: I'd like a GPO staff member to attend my event or visit my library

Virtual: I'd like a GPO staff member to attend my event or visit my library

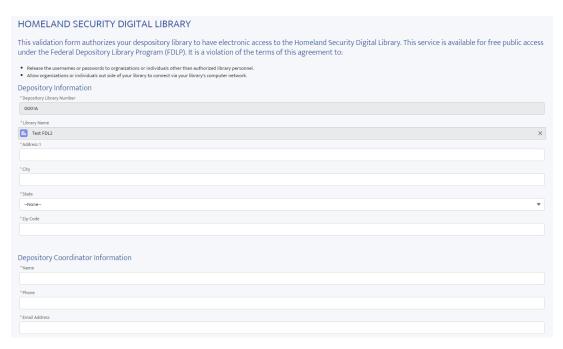
## Details of Your Request

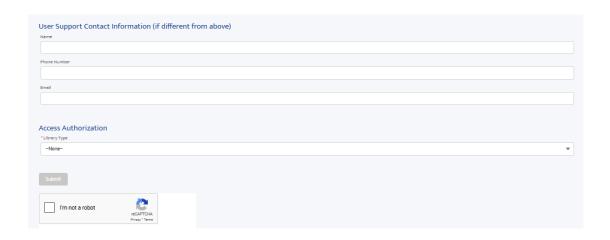


Submit

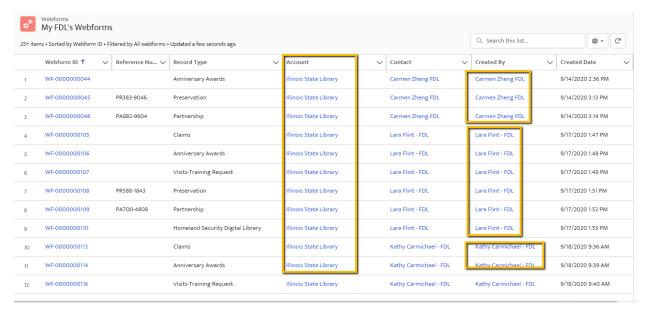
# Homeland Security Digital Library Form

To submit a Homeland Security Digital Library Form, click "Homeland Security Digital Library" from the drop down menu and fill in all the required fields.



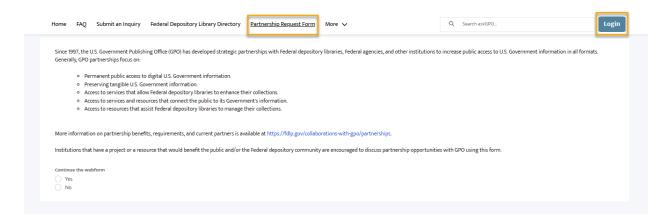


To review all the webforms submitted by your depository library, click "My FDL Webforms" from the "More" drop down list. The list view displays all the webforms submitted by the staff at your library



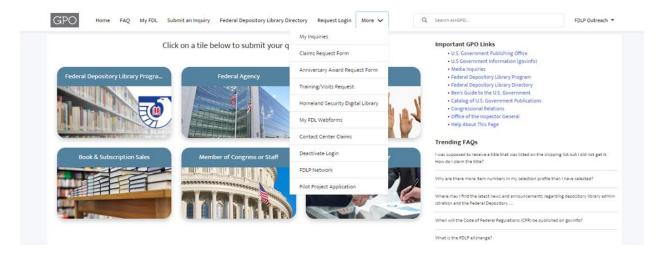
# Submit a Partnership Request Form

You do not need to be logged in to askGPO to submit a <u>Partnership Request Form</u>. Click on the Partnership Request Form link from the top menu of askGPO.

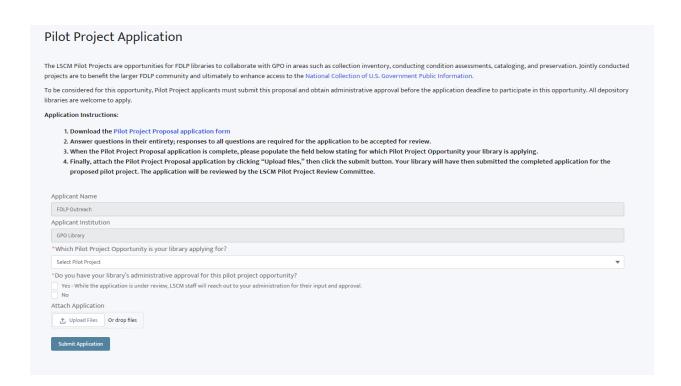


# Submit a Pilot Project Application

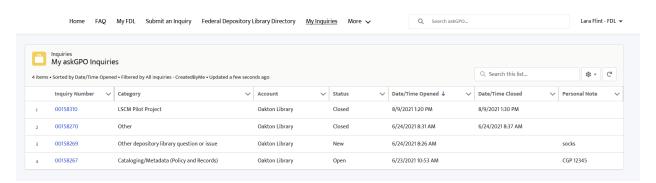
Log in to the askGPO site and choose "Pilot Project Application" from the More drop-down on the menu bar.



Download the application form from the provided link. Upload the completed application as an attachment and fill out all fields on the online form, then click Submit Application.



Submitted pilot project application forms are viewable from the "My Inquiries" area on the menu bar. The Category will appear as "LSCM Pilot Project".



# My Agreements

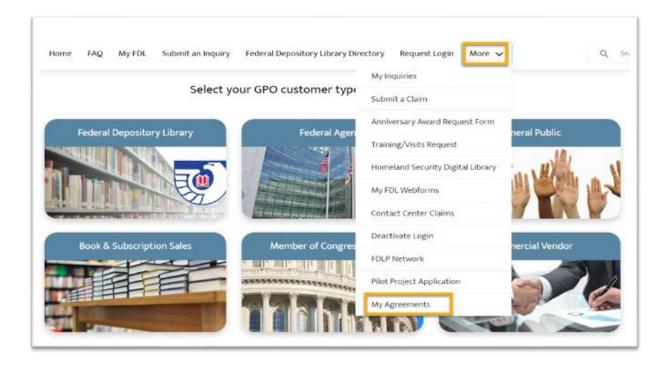
Your library may have official agreements with GPO, and some of these can be created and/or viewed on the askGPO site.

- 1. Shared Housing Agreements
  A written agreement between a Federal Depository Library and another institution, submitted to GPO and the regional depository library, when depository materials are placed in an institution outside the depository director's authority. When a regional depository is housing materials with another depository this way, the materials housed are "regional copies".
- 2. Print Selector Agreements

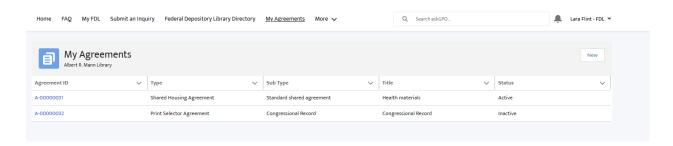
Print Selectors commit to select specified tangible depository resources and retain them until they are superseded. A Print Selector agreement can only be made for superseding resources.

## Viewing Agreements

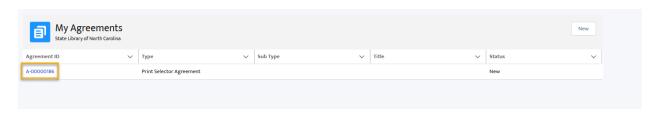
You can view your library's Print Selector or Shared Housing Agreements by <u>logging in</u> and clicking the "My Agreements" link from the top menu (use the More drop-down if you do not see My Agreements on the main menu).



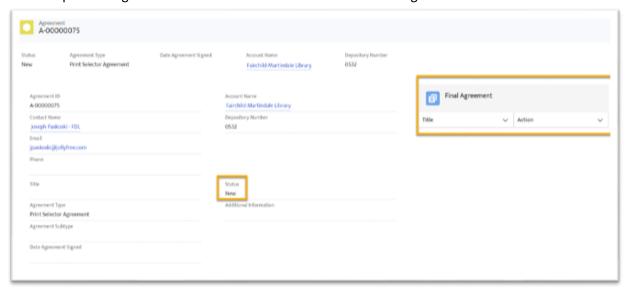
There are three possible statuses for agreements: Active, Inactive, or New.



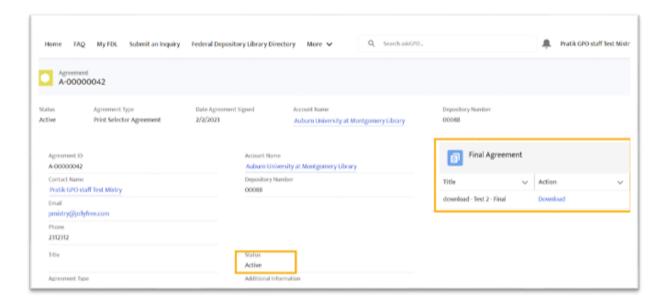
To open an agreement, click on the link in the Agreement ID column:



This example is an agreement in a New status – note that the Final Agreement section is blank:



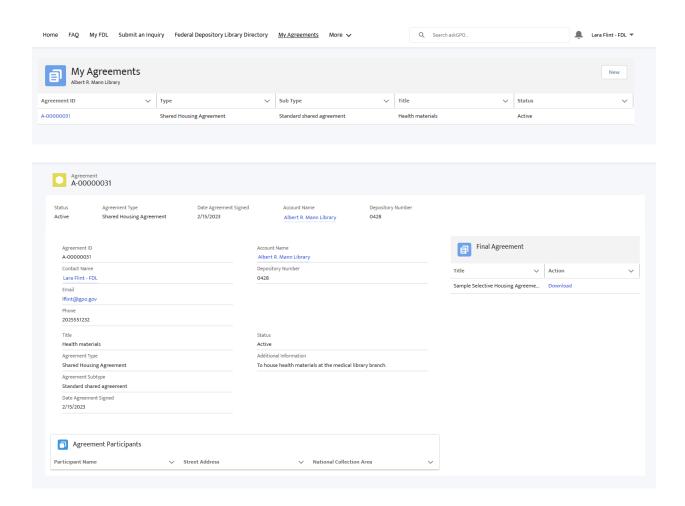
Once the final agreement is uploaded by GPO, the status becomes Active and the agreement document can be viewed or downloaded:



## **Submitting Agreements**

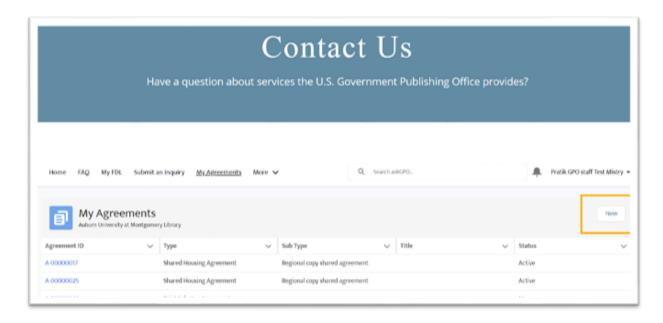
By clicking on the New button, you can submit an agreement for GPO's review. You will receive an email notification when you submit an agreement, and when the final agreement is posted by GPO.

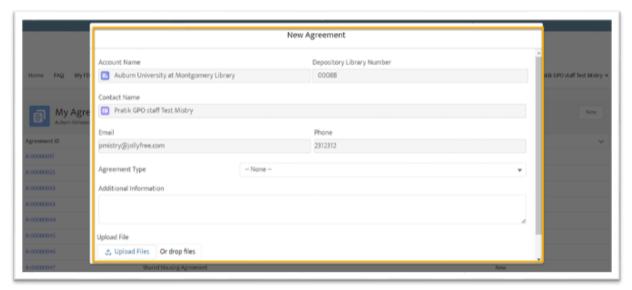
When the final agreement is posted, it will have a status of "Active" and when you click on the individual agreement, you will be able to download a copy of the agreement. You will also be able to see if any additional libraries or institutions are participating in the agreement.



# Submitting a Print Selector Agreement

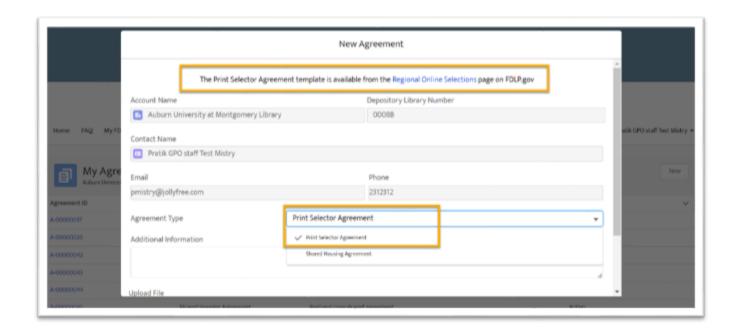
Click the New button, then choose Print Selector Agreement as the Agreement Type on the popup window.



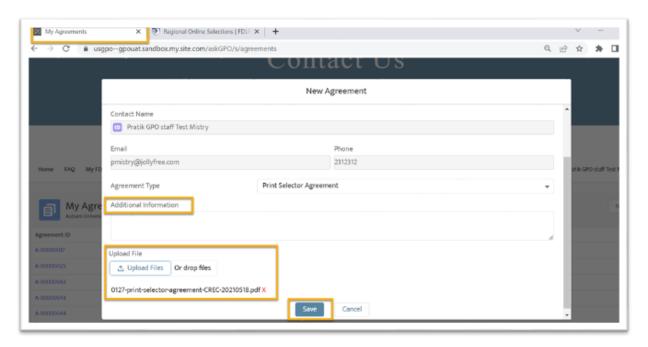


You will see a message at the top of the screen: "The Print Selector Agreement template is available from the <u>Regional Online Selections</u> page on FDLP.gov."

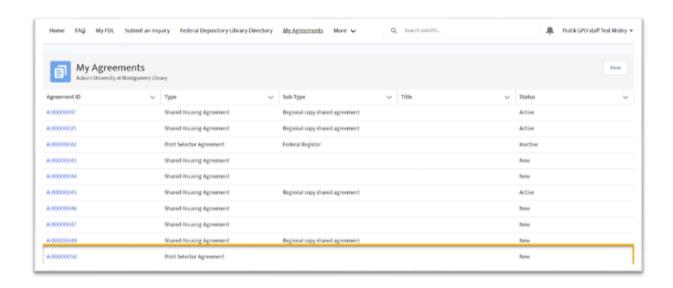
Once you click the '<u>Regional Online Selections</u>' link, a new tab is opened, and you are directed to <a href="https://www.fdlp.gov/regional-online-selections#print-selector">https://www.fdlp.gov/regional-online-selections#print-selector</a>, where you can download the <a href="https://www.fdlp.gov/regional-online-selections#print-selector">Print Selector Agreement template</a>.



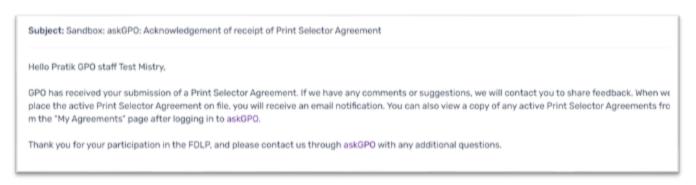
Enter any additional information in the New Agreement window as necessary and attach your completed Print Selector agreement by uploading or dragging and dropping the file. Click save.



Once the agreement is saved, you will be able to view it from the My Agreements page.

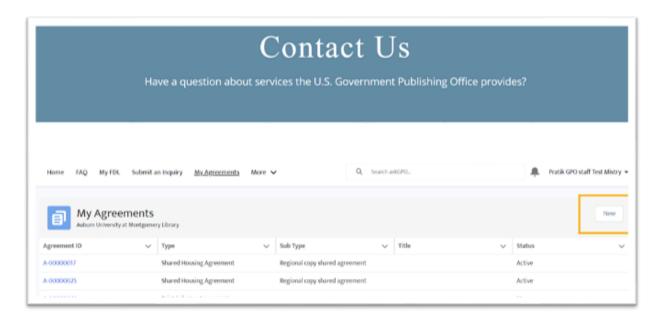


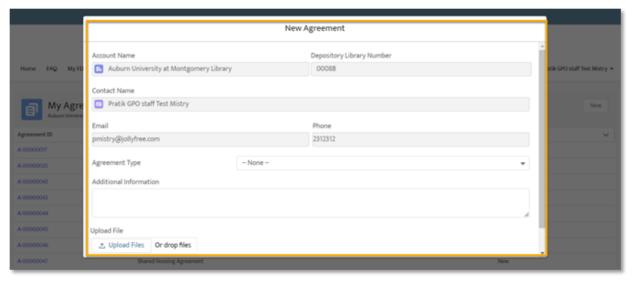
You will receive an email confirmation when a new print selector agreement is submitted to GPO.



## Submitting a Shared Housing Agreement

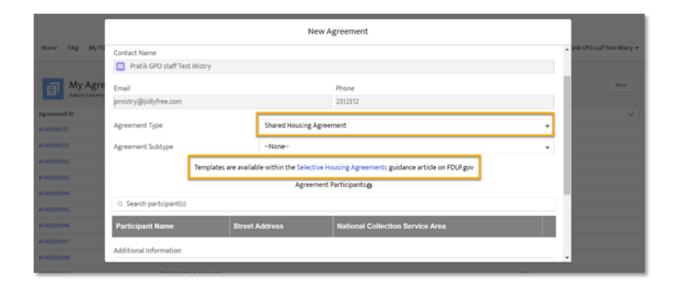
Click the New button, then choose Shared Housing Agreement as the Agreement Type on the popup window.





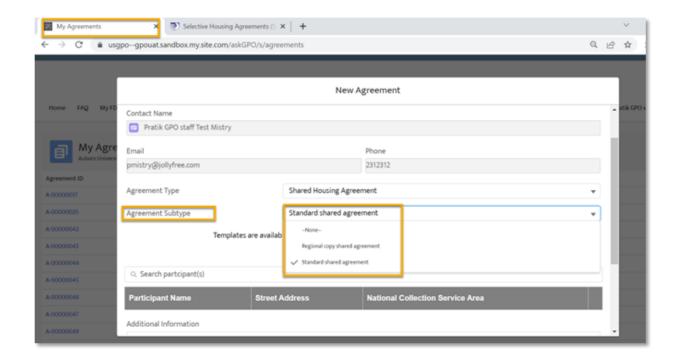
You will see a message at the top of the screen: "Templates are available within the <u>Selective Housing</u> <u>Agreements</u> guidance article on FDLP.gov."

Once you click the <u>Selective Housing Agreements</u> link, a new tab is opened, and you are directed to <u>https://www.fdlp.gov/guidance/selective-housing-agreements-sha,</u> where you can download the Selective Housing Agreement template.



Enter the agreement subtype and any additional information in the New Agreement window as necessary and attach your completed Shared Housing Agreement by uploading or dragging and dropping the file. Click save.

 For more information about the difference between a standard agreement and a regional copy agreement, see the <u>Selective or Shared Housing Agreements</u> guidance article on FDLP.gov



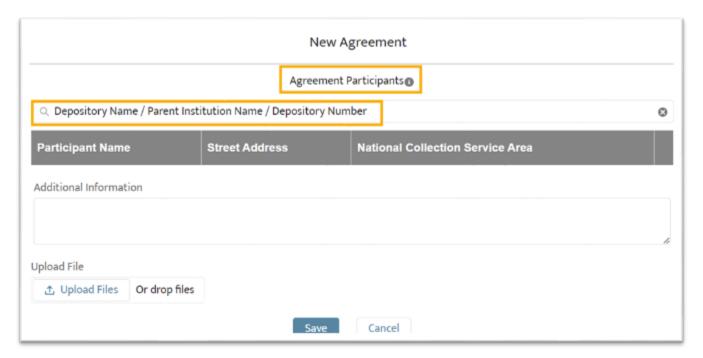
## Adding Agreement Participants:

You can add more than one agreement participant for a Shared Housing Agreement.

Participants can be an active FDL (both selective or regional) or a non-FDL shared housing site. You can add up to 15 participants.

To add another participant, click into the "Search participants" box, then search for and select a participant.

You can search for a participant using a library name, institution name, or depository library number.



## For example:

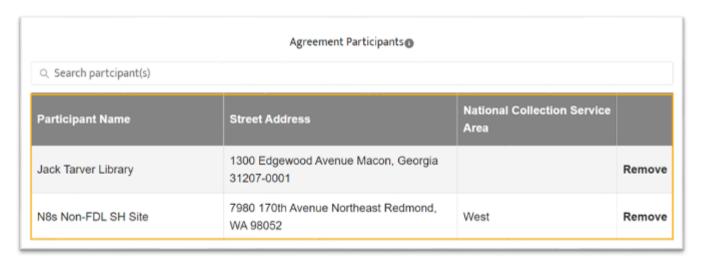


You can also search for a Non -FDL shared housing site if they are available.

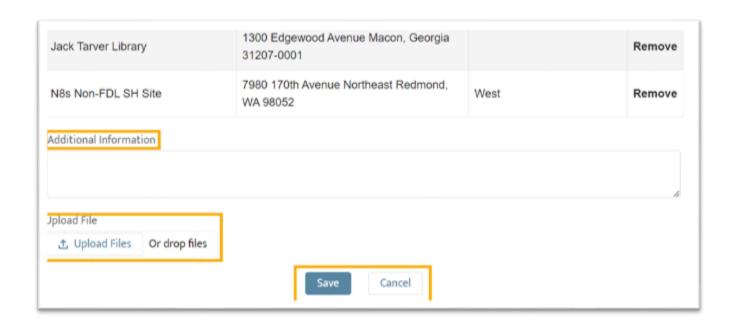
You can repeat the steps and add up to 15 participants.



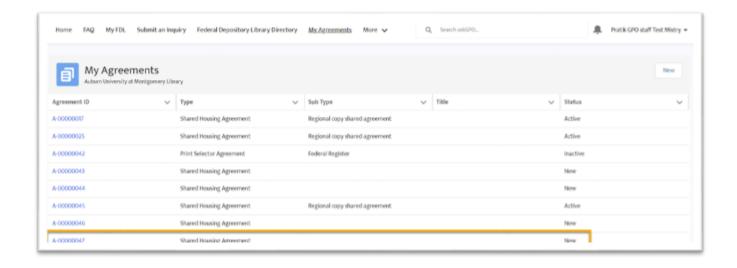
You can view all the participants selected in the Participants table in the Agreement Participants section. You can click the Remove button to remove a participant.



Enter Additional Information details (if needed) and upload or drag and drop the SHA agreement file. Click save.



After the agreement is saved, you can view it from the My Agreements page.



You will receive an email confirmation when a Shared Housing Agreement is submitted to GPO, and if a depository library is listed as a participant, their coordinator will also receive an email.

Subject: Sandbox: askGPO: Acknowledgement of receipt of Shared Housing Agreement

Hello Pratik GPO staff Test Mistry.

GPO has received your submission of a Shared Housing Agreement (SHA). If we have any comments or suggestions, we will contact you to share feedback. It hen we place the active Shared Housing Agreement on file, you will receive an email notification. You can also view a copy of any active SHAs from the "My A greements" page after logging in to askGPO.

Thank you for your participation in the FDLP, and please contact us through askGPO with any additional questions,

## Activation of Agreements

Once GPO reviews and activates an agreement, the submitter and the depository coordinator of any participant libraries will receive an email notification that the agreement has been activated and is available for download.

Hello Pratik GPO staff Test Mistry.

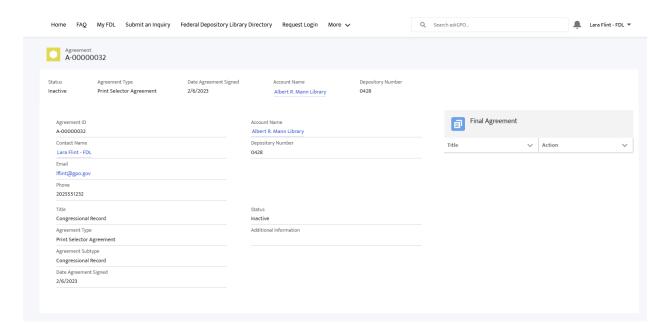
GPO has reviewed the Print Selector Agreement (PSA) A-00000042 submitted by your library, and is now placing the active agreement on file. You can view a copy of your library's active PSAs from the "My Agreements" page after logging in to askGPO.

Thank you for your participation in the FDLP, and please contact us through askGPO with any additional questions.

GPO U.S. GOVERNMENT PUBLISHING OFFICE
732 North Capitol Street, NW | Washington, DC 20401

## Deactivation of Agreements / Inactive Agreements

When an agreement is inactivated, you will receive an automated email from askGPO. You will still see the agreement so you know that historically it existed, but there will be no file attached since the agreement is inactive. The status of the agreement will be "Inactive" and there will no longer be a file in the Final Agreement section.

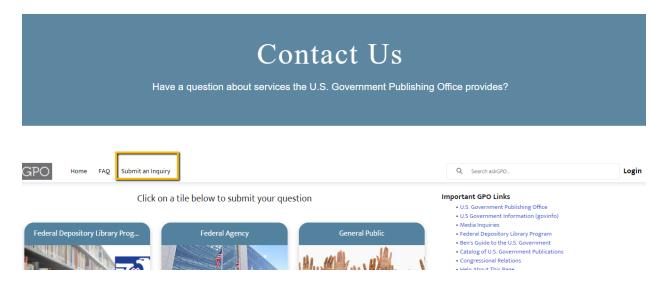


When an agreement is inactivated, the depository library and the depository coordinator at any participating library will receive an email notification that the agreement is inactive.



# Submit and Review an Inquiry (as a non-authenticated user)

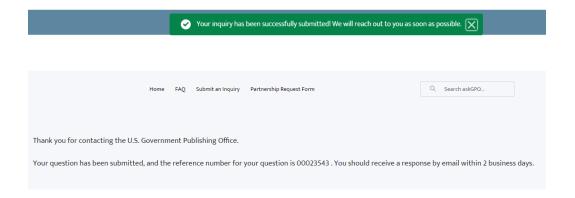
Access the askGPO Community Portal as a non-authenticated user here: <a href="https://ask.gpo.gov">https://ask.gpo.gov</a>
Click "Submit an inquiry" on the menu bar



Fill out the inquiry details and submit the inquiry.

You will receive a confirmation message and a reference number as shown below.

You will also receive an email confirmation message from GPO with the inquiry details.



## Submit a Partnership Request Form (as a non-authenticated user)

To submit a Partnership Request Form, go to https://ask.gpo.gov and click "Partnership Request Form" on the menu bar.

The page will ask you to confirm if you would like to continue with the webform. If you click yes, the partnership request form will be displayed. If you click no, you will be redirected to the Home page.

Home FAQ Submit an Inquiry <u>Partnership Request Form</u>	Q Search askGPO
Since 1997, the U.S. Government Publishing Office (GPO) has developed strategic partnerships with Federal depository libraries, Federal agencies, and other institutions to increase public access to U.S. Government information in all formats. Generally, GPO partnerships focus on:	
<ul> <li>Permanent public access to digital U.S. Government information.</li> <li>Preserving tangible U.S. Government information.</li> <li>Access to services that allow Federal depository libraries to enhance their collections.</li> <li>Access to services and resources that connect the public to its Government's information.</li> <li>Access to resources that assist Federal depository libraries to manage their collections.</li> </ul>	
More information on partnership benefits, requirements, and current partners is available at https://www.fdlp.gov/about-the-fdlp/partnerships.	
Institutions that have a project or a resource that would benefit the public and/or the Federal depository community are encouraged to discuss particles.	artnership opportunities with GPO using this form.
Continue the webform  Yes  No	

Enter all the required fields on the form. You will receive an email notification when the form is submitted successfully.

# The U.S. Government Publishing Office (GPO) encourages new partnerships and ideas, particularly those that ensure permanent public access of Federal Government Information. Tell us about your idea and a GPO representative will contact you to discuss the details. \*Name Institution/Library name \*Email \*Phone Subject Becoming an official GPO partner \*Description of Partnership idea type here... Submit I'm not a robot

### [EXTERNAL] Sandbox: AskGPO: New Inquiry Submission 00058879: Become an official GPO partner

Thank you for contacting the U.S. Government Publishing Office.

Your question has been received, and you should receive a response from us within two business days.

Reference Number: 00058879

Question: I am interested in becoming a GPO partner

Category: Become an official GPO partner

Name: Carmen Zheng

 $\pmb{Email}: carmen.zheng@coresphere.com$ 

**Phone**: 6783452311

**Depository Library Number: 56452** 



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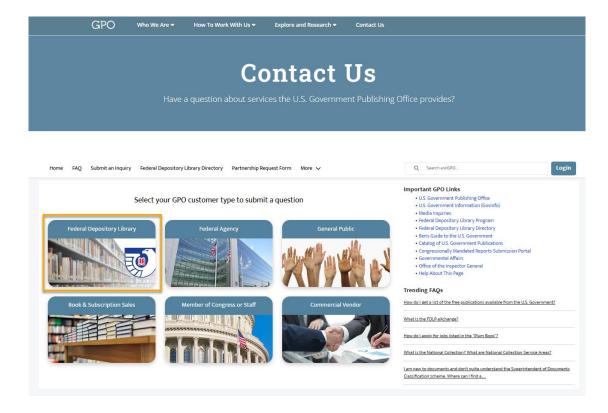
https://www.gpo.gov

## FDLP Web Archive inquiry submissions

Authenticated and non-authenticated community users of <u>ask.gpo.gov</u> are able to submit a FDLP Web Archive inquiry request form by visiting <u>ask.gpo.gov</u>.

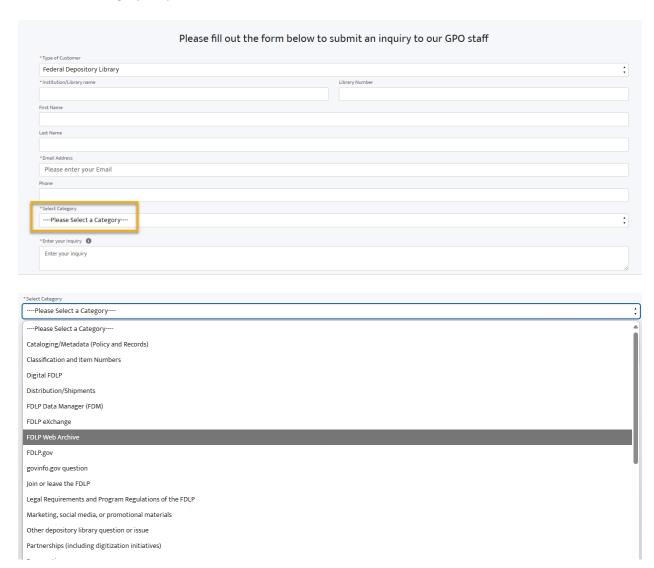
Submitting an FDLP Web Archive inquiry as a non-authenticated user

Visit <u>ask.gpo.gov</u> and select the Federal Depository Library customer type by clicking on the correct tile.



You will be directed to the inquiry submission form. Enter all the required details.

Click on the category drop down menu and select "FDLP Web Archive".



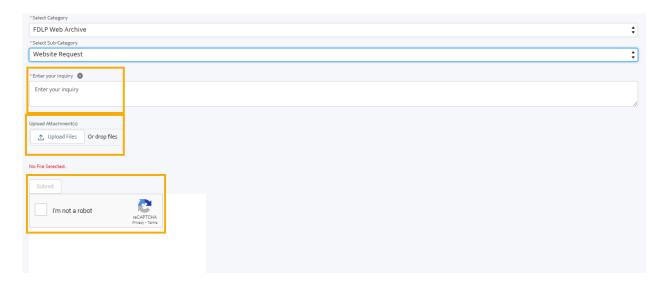
If you click on the drop down of the "Select Sub-Category" field, you will be able to choose from these options:

- Website Request
- Report an issue



Enter more details in the 'Enter your inquiry' box. Upload any attachments if needed.

After completing the Re-Captcha, click Submit.



You will see a message when your inquiry is successfully submitted.

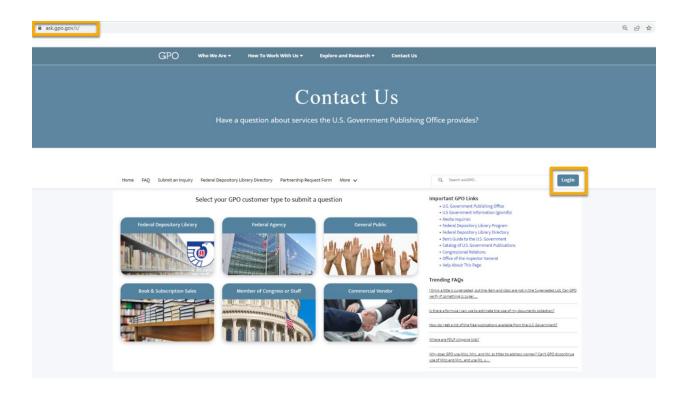


You will also receive an email notification after submitting an inquiry:



## Submitting an FDLP Web Archive inquiry as an authenticated user

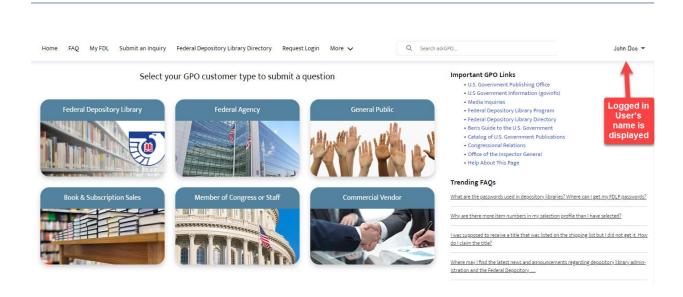
Visit <a href="mailto:ask.GPO.gov">ask.GPO.gov</a> and click on the 'Login' button.



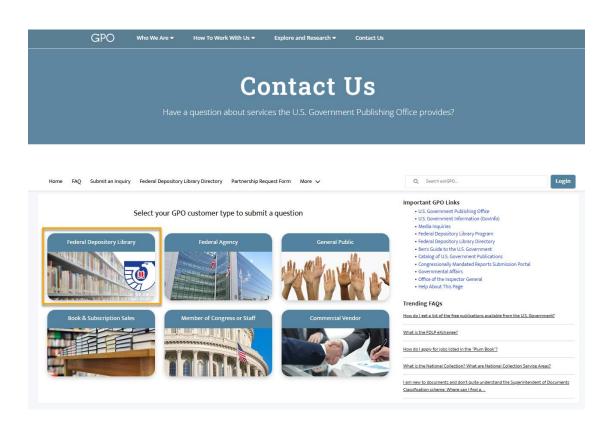
You will be directed to a login page. Enter your login credentials and click the 'Log into askGPO' button.



Your page refreshes to a logged-in user account page.

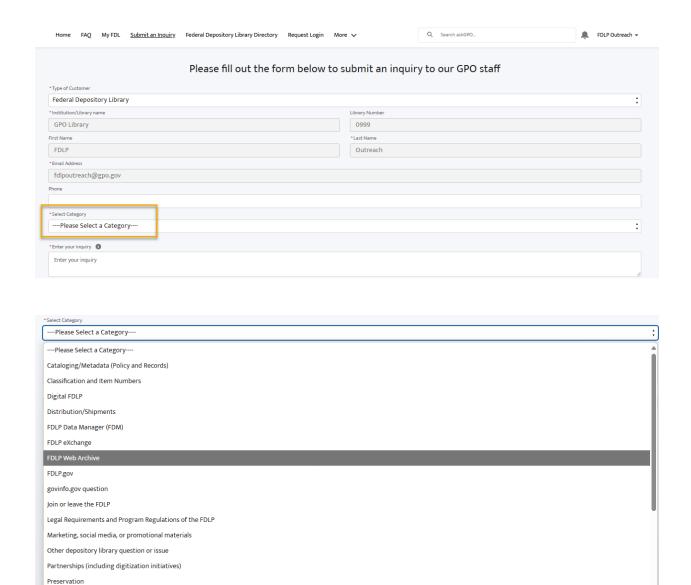


Select your GPO customer type by clicking the Federal Depository Library tile to submit an inquiry.



As a logged-in user, some fields will be auto populated.

Click the category drop down menu and select "FDLP Web Archive".



If you click on the drop down of the "Select Sub-Category" field, you will be able to choose from these options:

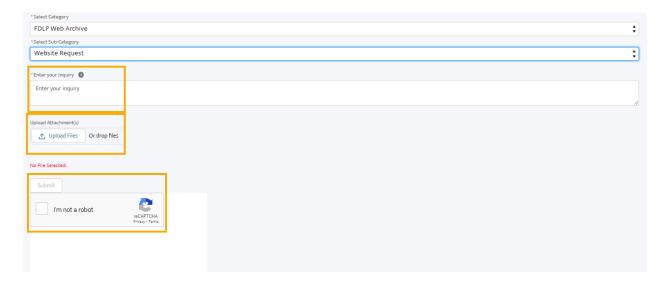
- Website Request
- Report an issue

PURLs

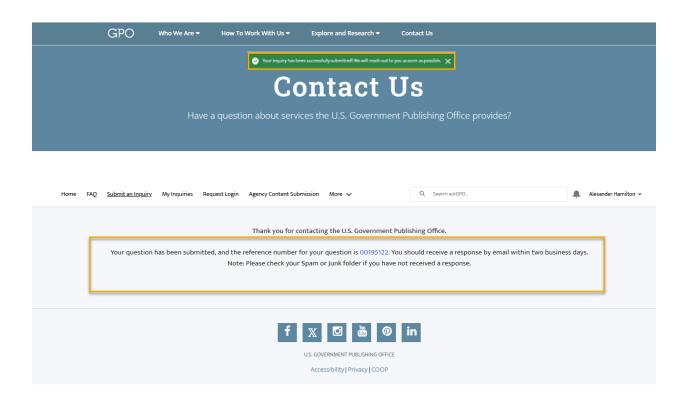


Enter more details in the 'Enter your inquiry' box. Upload any attachments if needed.

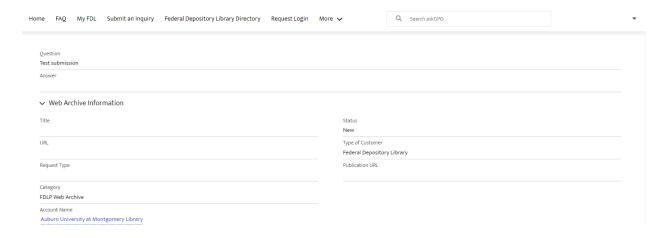
After completing the Re-Captcha, click Submit.



You will see a message when your inquiry is successfully submitted.



You can click on the inquiry number on the confirmation page or go to "My Inquiries" from the top menu to view any past inquiries submitted.





You will receive an email after submitting the inquiry:

## AskGPO: New Web Archive Submission 00195122: FDLP Web Archive

askGPO <noreply-askgpo@mail1.gpo.gov>
To fdlpoutreach

Thank you for contacting the U.S. Government Publishing Office.

Your inquiry has been received; you should receive a response after it has been reviewed.

Inquiry: 00195122

Reference Number: 00195122 Category: FDLP Web Archive

Name: Carper Buckley

Email: fdlpoutreach@gpo.gov

Phone:

**Depository Library Number:** 

