



# Administrative Notes

Newsletter of the Federal Depository Library Program

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## HIGHLIGHTS

d'Arcy Joins SuDocs	1
Reorganization Plan Approved	2
Fall Conference, Council Meeting Planned	4
Preliminary Agenda	5
Special Sales	8
Bookstore Closings	8
Selecting E-Pubs	9
DVDs	11
ALA Remarks	
Russell	15
McGarr	19
LPS Update	24
GPO Access Update	26

## Michelle d'Arcy Joins SuDocs Organization

Michelle E. d'Arcy joined the Superintendent of Documents organization effective June 30, 2003. She will serve as expert consultant in the new Program Planning and Coordination area. This organization is responsible for all aspects of planning the strategic direction of Superintendent of Documents dissemination programs and working in collaboration with SuDocs operational areas to establish the policies necessary to reach those goals and objectives.

Ms. d'Arcy's prior professional positions include Director of Marketing: Indirect Channel at Law Office Information Systems (Loislaw.com). She was responsible for the creation and successful implementation of Loislaw.com's sales and marketing initiatives for the Indirect Channel (IC). This included both print and online/web-based presence for all law publishing IC marketing programs, advertising, collateral development, direct mail, and tradeshow initiatives.

Before that, she worked at LEXIS-NEXIS over a nineteen-year period in a variety of positions and functions addressing the Computer Assisted Legal Research (CALR) needs of law firms, corporate markets, libraries, law schools, and the government sector. Her most recent position at LN was as Senior Director, Legal Education.

# Superintendent of Documents Reorganization Plan Approved

*[Message from Judy Russell, Superintendent of Documents]*

The Superintendent of Documents reorganization that was discussed at the Depository Library Council meeting in Reno in April has now been approved by the Public Printer.

The new organization is based on functional areas. In a series of meetings over several months, the staff identified the functions we currently perform or expect to perform in the near future and aggregated those functions into logical groupings. Deputy Superintendent of Documents TC Evans and I then developed an organization chart and took it back to the group which met several more times to refine the plan and make sure that key activities were identified and properly placed. The new organization was approved by the Public Printer and Deputy Public Printer and will be implemented gradually over the next few months.

There are four major areas, and one program support group in the new organization.

**(1) Program Development:** This organization is responsible for planning and coordinating the execution of any new programs assigned to, or initiated by the Superintendent of Documents, by GPO, or under newly established legal mandates and for collaborating with the GPO Office of Innovations and New Technology and coordinating the completion of projects handed off to Documents by that office.

**(2) Program Planning and Coordination:** This organization is responsible for all aspects of planning the strategic direction of Superintendent of Documents dissemination

programs and working in collaboration with SuDocs operational areas to establish the policies necessary to reach those goals and objectives. These responsibilities extend to funding requests, pricing, collection development, market planning and strategic planning.

The three program areas are the Federal Depository Library Program, the National Bibliography Program, and the Cost Recovery Programs. Each program area will have its own manager and staff.

**(3) Library and Customer Relations:** This organization is responsible for all aspects carrying out the day-to-day contacts that Superintendent of Documents has with its library partners and various customers in accordance with established policies, goals, and objectives.

The three components are the contact center, marketing, and education and development.

**(4) Collections Management:** This organization is responsible for the day-to-day acquisition, bibliographic control, collection management, and dissemination of tangible and electronic federal information from the Superintendent of Documents collections in accordance with established policies, goals, and objectives.

The four components are acquisition and development, bibliographic services, permanent collections, and product storage and distribution.

**(5) Program Support:** This organization is responsible for performing the activities necessary to support the Superintendent of Documents operational organizations, including performance measurement and administrative and analytical services.

**Next Steps:** Position descriptions are being developed now for the directors of the four major areas. These positions will be posted within a few weeks and we will be seeking candidates from within GPO, from the library community and from other sources. We will post notices to a variety of lists as each position is opened for applications.

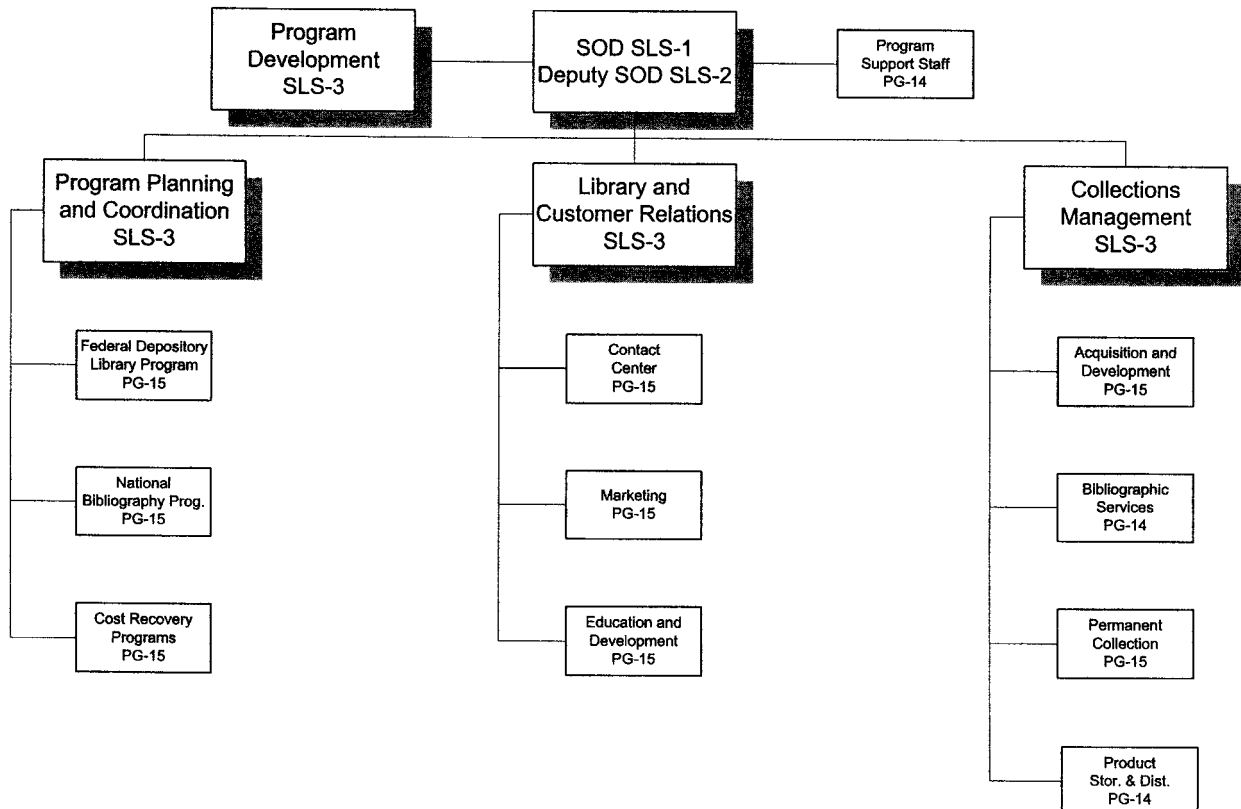
As soon as the descriptions for the directors have been completed, we will begin

preparing position descriptions for the 11 new managers required to staff the new organization. As with the directors, we will be seeking candidates for the manager positions from within GPO, from the library community and from other sources and we will post notices to a variety of lists as each position becomes available.

We believe that this new organizational structure will allow us to bring new talent into GPO and provide promotional opportunities and new challenges for current staff at all levels. It will also enable us to better serve our mission in light of changing requirements and financial pressures.

## Superintendent of Documents Organization

Approved: June 12, 2003



# 2003 Federal Depository Library Conference and Fall Depository Library Council Meeting Planned for October

The 2003 Federal Depository Library Conference and Fall Depository Library Council meeting will be held October 19 through October 22, 2003, in Arlington, VA. The Conference is the largest gathering in the country designed specifically for depository library staff. It will have programs for the beginning depository librarian or technician as well as for experienced staff. Federal publishing agency representatives will discuss their electronic information initiatives and preview those still in the planning stages.

The meeting hotel is the Doubletree Hotel Crystal City National Airport, 300 Army Navy Drive, Arlington, 22202. A limited number of rooms are available for \$150 (plus tax) per night single and \$170 (plus tax) per night double. **These rates will be honored only through September 28, 2003.** Virginia room tax is 9.75%.

You can make reservations by calling 800-222-8733 or the hotel directly at 703-416-4100. (A Private Online Group Page will be available soon to make booking your reservation easier). Please mention that you are attending GPO's Federal Depository Library Conference and Council meeting.

The hotel offers daily, overnight and valet parking. At present, the maximum daily parking rate is \$12 per day and \$12 for overnight guests. Free shuttle transportation is offered from the Ronald Reagan Washington National Airport and the Pentagon City Metro Station.

There is no charge for the conference. All participants should register at <[http://www.access.gpo.gov/su\\_docs/fdlp/tools/03conreg.html](http://www.access.gpo.gov/su_docs/fdlp/tools/03conreg.html)>. Alternatively, the form below may be faxed or e-mailed.

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REGISTRATION FORM  
**FALL DEPOSITORY LIBRARY COUNCIL MEETING  
& FEDERAL DEPOSITORY LIBRARY CONFERENCE**  
Arlington, VA - October 19-22, 2003

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E-Mail or FAX to:

Ms. Robin Haun-Mohamed Library Programs Service (SLLD) U.S. Government Printing Office Washington, DC 20401	Email: rhaun-mohamed@gpo.gov	Fax: (202) 512-1432
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Name \_\_\_\_\_

Institution \_\_\_\_\_

Library/Office \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip Code \_\_\_\_\_

Telephone (include area code) \_\_\_\_\_ Fax \_\_\_\_\_

E-mail Address \_\_\_\_\_

**GPO will seek to make accommodations for attendees with disabilities. Please specify needs when returning this registration. Further, if you have a medical condition, you may want to list someone to contact in case of an emergency.**

Special Needs \_\_\_\_\_

Emergency Contact Name/Phone \_\_\_\_\_

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# **Preliminary Agenda**

## **Federal Depository Library Conference & Depository Library Council Meeting**

### **Fall 2003     Arlington, VA**

#### **Sunday October 19**

- 1:00 – 3:00        Council Session
- 4:00 – 5:00        Welcome to Council for New Attendees
- 5:00 – 7:00        Dinner Break
- 7:00 – 9:00        Council Session

#### **Monday October 20**

- 8:30                GPO Updates
- 10:00              GPO Question & Answer Session
- 10:30              Break
- 11:00              Breakout Session: Public Libraries
- 11:00              Breakout Session: Large Academic Libraries
- 11:00              Breakout Session: Med/Small Academic Libraries
- 11:00              Breakout Session: Law/State/Other
- 12:00              Lunch
- 2:00                Council Working Session
- 2:00                Agency Update:  
U. S. Environmental Protection Agency
- Richard Huffine, U.S. Environmental Protection Agency
- National Renewable Energy Laboratory
- Speaker TBA
- 2:00                Tribal College Libraries
- Charles Bernholz, University of Nebraska, Lincoln
  - Speaker TBA
- 2:00                GPO/New Documents Librarians Questions & Answers
- 2:00                National Air & Space Museum Library Tour—Limit 25
- 2:00                GPO Tour
- 3:15                Break
- 3:30                Council Working Session

- 3:30 Agency Update:  
U.S. Patent & Trademark Office
- Speaker TBA
- 3:30 Southern Oregon Digital Archives
- Deborah Hollins, Southern Oregon University
  - Teresa Montgomery, Southern Oregon University
  - Jim Rible, Southern Oregon University
  - Speaker TBA
- 3:30 GPO Access Open Forum
- Ric Davis, GPO

## **Tuesday October 21**

- 8:30 Public Printer Remarks and Information Exchange/Discussion with Council and Audience
- 10:00 Break
- 10:30 Continuation of Information Exchange/Discussion with Council and Audience  
Presentation of Federal Depository Library of the Year Award
- 12:00 Lunch
- 2:00 Council Working Session
- 2:00 Open
- 2:00 Partnership Updates  
DDM2
- Nan Myers, Wichita State University
- Browse Topics
- Speaker TBA
- 2:00 How to Develop & Write Library Policies and Procedures
- Stephen Henson, BE&K Engineering
- 2:00 Senate Library Tour—Limit 30
- 2:00 GPO Tour
- 3:15 Break
- 3:30 Council Working Session
- 3:30 Agency Update:  
U.S. Census Bureau
- John C. Kavaliunas, Census Bureau
- FirstGov Portal
- Speaker TBA
- 3:30 Maps—Present and Future Trends: Geodata.gov
- Speaker TBA

- 3:30 When the Serial Set Isn't REALLY the Serial Set: How Selectives Cope with Congressional Reports and Documents: Panel Presentation
- Kathleen L. Amen, St. Mary's University
  - Robin Arney, University of Texas at El Paso
  - Mary S. Clark, Library of Virginia
  - Patricia Keogh, Goucher College
  - Anna Korhonen, Cornell University
  - Lori Smith, Southeastern Louisiana University
  - Sandra Q. Williams, St. Cloud State University
- 5:00 Adjourn
- 7:00 – 9:00 Council Working Session

### **Wednesday October 22**

- 8:30 Council Working Session
- 8:30 Agency Update:  
STAT-USA:  
Regulations.gov
- Dee Long, STAT-USA
- Oscar Morales, U.S. Environmental Protection Agency
- 8:30 Depository Promotion: Building for Successful Local Events
- Paula R. Singleton, Xavier University
  - Dicksey Howe-Noyes, Southwest State University
- 8:30 Open
- 10:00 Break
- 10:30 Council Working Session
- 10:30 Agency Update:  
NCJRS  
FEMA
- Bill Ballweber, National Criminal Justice Reference Service
  - Speaker TBA
- 10:30 Managing Your Electronic Depository Resources
- Valerie Glenn, University of North Texas
  - Arlene Weible, University of North Texas
- 10:30 Web Tutorials
- Speaker TBA
- 12:00 Lunch
- 2:00 Council Wrap up
- 3:00 Adjourn

## Special Values Now Available at GPO Bookstores

GPO is pleased to inform Federal depository libraries of a unique opportunity offered by the closing of the remaining GPO Bookstores to purchase a broad spectrum of repriced current GPO sales titles. These repriced titles are available at 75 percent below their original prices. These special values apply to in-store stock only.

The following stores will close on August 1, 2003: Los Angeles, CA; Denver, CO; Pueblo, CO; Detroit, MI; Milwaukee, WI. The following stores will close on August 29, 2003: Atlanta, GA; Jacksonville, FL; Houston, TX; Pittsburgh, PA.

## Bookstores to Close by October 2003

Inserted below is part of the text of a GPO press release announcing the closure of the GPO Bookstores, other than the main bookstore at the GPO headquarters on North Capitol Street in Washington, DC. The full text is available at <http://www.gpo.gov/public-affairs/news/03news29.html>. This does not affect the Federal Citizen Information Center (FCIC) in Pueblo, Colorado.

### **As GPO's Online Services Surge in Popularity, Brick-and-Mortar Bookstores to Close: Available Stock Now Offered at Close Out Prices**

With nearly a quarter of a million titles available online and free of charge, and with public retrievals exceeding 32 million every month, GPO Access <[www.gpoaccess.gov](http://www.gpoaccess.gov)>, a service of the U.S. Government Printing Office (GPO), has become one of the principal tools for providing public access to official U.S. Government information. As a result, by September 30, 2003, the GPO will close all of its brick-and-mortar bookstore operations outside Washington, DC.

Before closing, bookstore customers can take advantage of low prices on remaining store

stocks. These items are being repriced at 25% of the original price.

"The GPO is remaking itself as an agency committed to using new technologies to meet the information demands of the 21st century," said Public Printer of the United States Bruce R. James. "In the past our bookstores provided a great service, but the business of Government information production and delivery is changing, and we are not only changing with it, we will help lead that change."

The closings mark the latest in a series of developments marking the GPO's transformation into a primarily electronic information disseminating agency. In addition to providing online access to Government information via GPO Access, GPO is actively transitioning its Federal Depository Library Program, serving 1,200 libraries nationwide, to a predominately electronic basis.

GPO offers an online bookstore at <<http://bookstore.gpo.gov>>. The online bookstore's sales catalog includes all titles available for sale and can be searched by publication title, subject, or keywords. All



titles can be ordered securely online using Visa, MasterCard, American Express, and Discover/Novus credit cards, and customers have a rapid delivery option via FedEx.

Customers can also order Government publications from the GPO toll free by telephone from 866-512-1800, 7:30 a.m. to 4:30 p.m. Eastern time; by fax from 202-512-2250; or by mail from Superintendent of Documents, P.O. Box 371954, Pittsburgh, PA 15250-7954.

Slated for closure are the GPO bookstores in Kansas City, Portland, OR, Seattle, New York (these four will close July 1); Los Angeles, Denver, Pueblo, CO, Detroit, Milwaukee (August 1); and Atlanta, Jacksonville, FL, Pittsburgh, and Houston (August 29). The store at the GPO headquarters in Washington, DC, will be reconfigured. Since 2001, the GPO has closed bookstores in San Francisco, Boston, Philadelphia, Chicago, Birmingham, Cleveland, and Columbus, as well as a store in the Washington, DC, area.

In addition to being able to access Federal information and buy Government publications online, citizens can continue to locate and use Government information through any Federal depository library located near them. To locate the Federal depository library nearest you, go to <[www.gpo.gov/libraries](http://www.gpo.gov/libraries)>.

## Considerations in Selecting Online Publications

With the continuing transition to a more electronic Federal Depository Library Program (FDLP), several questions have been raised about selection of publications distributed in online format. The following discussion attempts to provide depository library staff with additional information on which to base their selection decisions.

### **Where are online only publications found in the List of Classes?**

Online publications that are assigned a unique SuDocs class stem are listed in the List of Classes and designated (EL). Other online publications are included in general category classes (i.e., General Publications and Handbooks, Manuals, and Guides) and in other classes that represent more than one title. These SuDocs classes do not have a specific format designation and generally include both online and tangible publications. Libraries are advised to review item numbers associated with these classes very carefully before processing a deselection to assure that

desired tangible publications are not deselected.

The List of Classes reflects decisions made about format designations for class numbers. However, all decisions are subject to change, as Federal agencies change their publishing practices and make alternative formats available for the public and the FDLP.

### **What are the advantages to libraries of selecting item numbers for EL publications?**

Depository libraries benefit in several ways when they include EL publications in their item selection profiles:

- Receipt of new agency publications, in any format, from their inception. Occasionally, LPS adds new item numbers representing new publications to depository library profiles based on the libraries' current item selection profiles. This process avoids the wait until the next item selection update cycle for adding new item numbers. LPS makes the assumption that libraries will want publications similar to those they already select. Libraries that do not want the new publications may drop them at any time.

Libraries will receive these automatic additions, which might be in tangible format, only if they already select the original item number, which might be associated with an EL publication.

- Receipt of publications in tangible formats when their designation changes from EL, without missing any issues. An agency may change a publication's format from online to tangible, or LPS may change the format designation from EL to a tangible format if the agency discontinues posting the complete

publication online. Libraries will receive the new format only if they select the item number for the online publication.

- Free use of online subscription services that are otherwise fee-based.
- For libraries which subscribe to cataloging records (and/or record updates) from third-party vendors (i.e., MARCIVE, AutoGraphics, OCLC), receipt of records for online publications. These subscription services may base their library profiles on the libraries' item number selections. Libraries that don't select the items for EL publications may not receive the cataloging records for them unless they specifically profile with the vendors to receive these.

### **What are the advantages to researchers when the library selects item numbers for EL publications?**

The selection of item numbers for online publications assists those researchers using locator services such as the Catalog of U.S. Government Publications, which link to libraries that select the item numbers for these publications. This "locate libraries" function can serve as a referral service of sorts for people who want related materials. For example, if a library selects Condition of Education (EL), they know this is a subject area in which the library collects materials, and they may come into the library seeking related materials that are not available online.

### **Implications for collection development**

Libraries that choose not to select items for online publications should revise their collection development policy to reflect this decision. Library staff should consider how the library will provide bibliographic access to online publications so the public and the

library's primary clientele know about these titles. (One way to do this is by reviewing New Electronic Titles and cataloging or linking to those matching the library's collection parameters.)

The true measure of a library's collection development success is no longer the actual number of item selections and relationship to the average selection rate for similar size and type of library, but whether the depository library is meeting the Federal government information needs of its community.

### **Resources**

Documents Data Miner (DDM) databases, developed and operated through a GPO/Wichita State University partnership, and the Federal Bulletin Board (FBB) List of Classes are very useful tools for searching and developing a list of item selections by format. Several in the depository community have extracted data from a DDM or FBB database and sorted it in various ways, such as SuDocs class number, in order to have another tool for item selection review and collection development. Recent postings to documents discussion lists have included step-by-step instructions for achieving these results. Currently in DDM, one can simply search in the List of Classes by format "Electronic Library" and retrieve all online documents, including those online only and those associated with other formats.

As always, if you have any questions, please continue to utilize the askLPS service.

GPO will soon install its first Integrated Library System (ILS), which will allow LPS to provide new services related to item selection to depository libraries. Notices about new developments and services will be posted on FDLP-L and published in Administrative Notes.

### **Related information**

Collection Development (FDLP Desktop)  
[http://www.access.gpo.gov/su\\_docs/fdlp/coll-dev/](http://www.access.gpo.gov/su_docs/fdlp/coll-dev/)

Review of LPS positions on item selection rates  
Administrative Notes v. 22, # 5, 3/15/01  
[http://www.access.gpo.gov/su\\_docs/fdlp/coll-dev/expl-ave.html](http://www.access.gpo.gov/su_docs/fdlp/coll-dev/expl-ave.html)

Depository access to online subscription services  
[http://www.access.gpo.gov/su\\_docs/fdlp/coll-dev/pw-serv.html](http://www.access.gpo.gov/su_docs/fdlp/coll-dev/pw-serv.html)

Item numbers added to Essential Titles  
Administrative Notes, v. 24, # 6, 5/15/03  
[http://www.access.gpo.gov/su\\_docs/fdlp/pubs/adnotes/ad051503.html#5](http://www.access.gpo.gov/su_docs/fdlp/pubs/adnotes/ad051503.html#5)

GPO Guidelines for online processing of depository documents  
Administrative Notes, v. 16, # 17, 12/15/95  
[http://www.access.gpo.gov/su\\_docs/fdlp/mgt/online-proc.html](http://www.access.gpo.gov/su_docs/fdlp/mgt/online-proc.html)

## **DVD & the 3 P's: Preservation, Policy, and Public Access**

**Presentation by Judy Russell  
Superintendent of Documents**

**DVD 2003 International Conference  
June 11, 2003**

It is a great pleasure to be here with you today to talk about the exciting new opportunities for improving public access to government information using DVD technology.

I am sure that many of you are familiar with the Federal Depository Library Program (FDLP). It is one of several programs administered by GPO to ensure broad public access to Federal government information.

James Madison's vision for the success of this nation rested on the ability of an informed citizenry to participate in the democratic process and to hold government accountable for its actions. He believed that for democracy to flourish there had to be a free flow of information to the people, with access to government information as a fundamental right.

In 1813, Congress took steps to implement that vision by passing the initial law requiring the deposit of Federal government information throughout the country for free public access. The program was originally administered by the Department of the Interior and later transferred to the Government Printing Office, which was not established until 1861.

In their wisdom, our Founding Fathers created a system that has lasted almost 200 years and has served this nation very well. Today it is the public's primary source of free access to the published information of the Federal Government, and that is why the enabling legislation is sometimes called "America's first freedom of information act."

More than 1,200 Federal depository libraries nationwide provide free public access to Government information in both print and

electronic formats. Federal depository libraries are designated by Members of Congress or by law. Many are college, university, and academic law libraries, making the FDLP a key component of the Nation's education system.

Because the system distributes information to libraries throughout the country, there is no way that any natural disaster or terrorist act could ever wipe out the history of this nation and deprive the people of the information generated by their government over time.

However, the system was created before modern means of transportation and communication – before automobiles, trains, and airplanes changed our ability to move rapidly from one part of the country to another; before radio, television and the Internet transformed the way we obtain and share information instantaneously. And long before anyone conceived of small shiny DVD discs that could hold vast amounts of information, be replicated and disseminated cheaply, and protect valuable public data from hardware crashes, viruses, and unauthorized changes.

Initially the depository program was based on capturing documents as they flowed through the printing process and obtaining additional copies for dissemination to depository libraries. Once the documents were shipped to the libraries, the responsibility for preserving the documents and providing public access resided with the libraries.

Today we have a vastly different program. This year only 40% of the titles selected for inclusion in the FDLP will be shipped in paper, microfiche or some other tangible format such as CD-ROM or DVD. 60% of the titles will be made available on GPO Access or through links to electronic publications on agency or other websites.

The trend is clear and the change is accelerating.

With the change from paper and microfiche to electronic formats, the responsibility for preservation and permanent public access of the information has moved from the libraries back to the government.

As we examine the next generation of software for *GPO Access*, we are also preparing to migrate all of our databases forward, add the appropriate XML tags, and digitally sign the content to authenticate it. Simultaneously, we are examining the need to refresh hundreds, perhaps even thousands, of CD-ROM titles that were shipped to depository libraries in the past 10-12 years.

On a recent visit to a regional depository library, I saw rack upon rack of CDs. Many of those titles are now aged and aging. Many run only on Windows 3.1 or Windows 95. They are not forward compatible with today's operating systems and networks. The data is often embedded in proprietary formats.

We are expecting our depository libraries to run museums, maintaining and operating obsolete technology in order to provide access to a wide array of government information stored on these aging CD-ROMs. GPO will work with the depository community and the publishing agencies to extract and preserve that data or we will lose a generation of important government information. This is a lesson learned from publishing CD-ROM titles that all of us should consider as we make decisions today and tomorrow about DVD publishing.

As popular as it is, DVD publishing in the Government is still in its infancy. One of the earliest government applications of DVD technology that I am aware of was a 1998 DVD published by the Navy for medical

training in the event of chemical warfare. It runs a trainee through a series of video scenarios, and the trainee must look at each video for clues to help determine if a chemical attack has occurred, the severity of the injuries, and the proper way to respond. The Air Force also published a DVD in 1998 on the subject of government ethics. Other military titles have followed those pioneering efforts.

The flow of DVDs into the depository library program accelerated in January 2000 when the Patent and Trademark Office switched from CD-ROM to DVD for its USAPat product. The advantages of DVD were obvious. PTO was able to produce one DVD per week instead of 5 CD-ROMs. PTO has subsequently expanded its DVD publishing to include a number of other patent and trademark titles, all of which are included in the FDLP.

As a result of the PTO products and the announced plans of the Census Bureau to use DVD as a major part of its dissemination of the 2000 Census, GPO changed its minimum technical requirements for workstations in Federal depository libraries to include a DVD drive effective in 2000. Now there are over 1,200 libraries nationwide equipped with DVD players, ready to receive new titles as they are published.

We don't keep separate statistics on DVD titles versus CD titles, so I can't tell you the exact number of the DVDs that have been shipped to depository libraries since 1998, but I can tell you that DVDs are being produced by a number of agencies and provide a wide variety of content.

In addition to PTO, the Census Bureau and the military, we have distributed DVDs from the National Center for Health Statistics and the National Center for Education Statistics.

The North American Banding Council has issued a DVD on bird banding. We have DVD titles from US Geological Survey, EPA, and NASA. There is a training DVD for ambulance drivers issued jointly by the National Highway Traffic Safety Administration of the Department of Transportation and the Bureau of Maternal and Child Health of the Department of Health and Human Services, as well as a number of other Department of Transportation titles.

A number of these titles capitalize on the ability of DVD to deliver audio-visual presentations. All of them take advantage of the expanded storage capacity of DVD. Most of them offer the data with embedded software for viewing and manipulation, but many of them have addressed the concerns I raised with respect to the early CD-ROM titles and have left the data accessible in standard, non-proprietary formats, so it can be exported and manipulated by a variety of software.

The use of CD-ROM as a publishing media was accelerated in the early 1990s by the establishment of SIGCAT, now morphed into DVDA (the sponsor of this conference), which offered opportunities for government agencies and vendors of software and services to exchange information about best practices, successes and lessons learned. Jerry McFaul at USGS was the founder and host of SIGCAT and is still very active in DVDA. Another significant factor in the rapid adoption of CD-ROM as a publishing media was a series of classes that were offered by the GPO Institute for Federal Printing and Publishing. Jerry and I were part of the initial staff that taught those courses and they were extremely popular.

Now, Jerry and I are joining together again, along with several other agencies to establish a DVDA working group on government

information preservation, which can help all of us understand and utilize the DVD technology more effectively. The initial participants, in addition to USGS and GPO, are NIST, NARA, the Library of Congress, and Census. The purpose of the group will be to address the longevity of the DVD media, standardization of logical structures for DVD publishing, and guidelines for access protocols to ensure that data published on DVD is accessible in the future. We welcome other agencies to join with us and become active participants in the group.

The first meeting of the working group will take place at NIST in late July. It will include a tour of the NIST DVD testing laboratory and provide an opportunity to discuss our goals and objectives. Working together, we can use this technology to facilitate government agencies' efforts to produce DVDs for internal agency use and, where appropriate, for public access.

I hope as the agencies represented here develop their DVD applications that they will work with GPO to make sure that as many as possible can be distributed through the Federal Depository Library Program. This is

an inexpensive means to disseminate your agency's information and to place it in libraries with staff trained to assist users and collections of other materials to augment the content of your publications. GPO and our library partners are committed not just to current access to materials in the program, but to permanent public access, so we will assume responsibility for migrating the data forward when that becomes necessary.

As I said in the beginning, DVDs are ideal for dissemination of government information. They hold vast amounts of information, can be replicated and disseminated cheaply, and protect valuable public data from hardware crashes, viruses, and unauthorized changes. There are exciting possibilities for many types of government information to be published on DVD. If we are careful in our choices of software and data formats, we can ensure the availability of the content for current users and future generations.

I look forward with you to seeing the range of DVD applications expand over the coming year and become an ever more important means by which the government fulfills Madison's vision for an informed citizenry.

# The Federal Depository Library Program: Current and Future Challenges of the Electronic Transition

Presentation by Judith C. Russell  
Superintendent of Documents

Canadian Library Association AGIIG and  
American Library Association GODORT Joint Program:  
How is Federal Government Information Reaching the Public  
in the 21st Century?

Toronto, June 21, 2003

Susan [Tulis'] history of the Federal Depository Library Program stopped short of the most recent legislative change for both GPO and the FDLP – the 1993 *GPO Access* law,<sup>1</sup> which mandated that GPO establish an online service. In 1994, GPO offered its first databases, the *Federal Register* and the *Congressional Record*. By the end of the first year, GPO was offering a number of other titles and had added the PDF files so that users could view the equivalent of the printed pages.

The train that left the station in 1994, moving toward a more electronic Federal Depository Library Program (as the 1996 GPO report was entitled) is gaining speed. *GPO Access* now has over 2000 databases available for free public access and we provide approximately 32 million downloaded documents per month. We have had peak months with downloads in excess of 37 million documents.

All year we have been talking about the fact that this is the year that the FDLP crosses the

Rubicon. We projected that more than half of the documents added to the Federal Depository Library Program this year would be electronic online titles, available through *GPO Access* or by links to electronic publications on agency or other websites. In fact, at the Depository Library Council meeting in Reno in April, we forecast that 60% of the new titles added this year would be online electronic titles.

What is the reality? From October 1, 2002 (the beginning of the fiscal year) through May 31, 2003, GPO has added 26,441 titles to the FDLP collection. 10,545 of those titles are available online through GPO and an additional 6,898 are links to publications on agency websites, for a total of 17,443 new online electronic titles. During the same period, GPO distributed only 8,998 tangible titles: 4,582 paper titles, 3,037 microfiche titles, 265 CD-ROM/DVD titles and 1,114 USGS maps. So far this year, 66% of the new titles added to the FDLP are electronic online titles, even more than we projected.

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<sup>1</sup> Public Law 103-40, known as the Government Printing Office Electronic Information Enhancement Act of 1993.



But there is more. In May 2003, 7,402 items, of which 86% were online electronic titles, were added to the program. The trend is clear and the speed of our transformation is accelerating.

What does this mean for the Federal Depository Library Program? We are rapidly approaching a critical time in the program. The FDLP has always been a delicate balance between the self-interest of the library in obtaining publications without cost and the public interest in access to the information. The balance on the scales is tipping dangerously. Within a few years, perhaps as few as three or as many as five, there will be very few tangible products distributed to depository libraries, other than those that we collectively decide to preserve in paper or other tangible format.

Practically from the moment GPO shipped the first CD-ROM to a depository library, the community has discussed and debated the future of the program and how we would meet the challenges of a more electronic FDLP. Susan listed a number of the reports and study groups that addressed this issue. We cannot delay any longer. Together we must re-examine the services that GPO provides to the public directly and through the depository libraries. We must define the services that are required, now and in the future, to support the mission. We must address the fundamental question that we have been asking each other since 1995: Why be a depository library when you can obtain "everything" (or virtually everything) free on the Internet without being part of the program?

Recently we had some management training at GPO that described how successful businesses identify their "strategic anchors" – the fundamental, guiding principles that can be used to evaluate every option and make

every decision, large and small. For example, Southwest Airlines strategic anchors include on time arrival and low cost fares. If a decision improves on time arrival or reduces airfares, it is a good decision. If an option is proposed that increases fares or delays on time arrivals, it is easy to make the decision to choose some other path. Together, we need to identify the strategic anchors of the Federal Depository Library Program. Then GPO can evaluate every decision we make to see how it affects the future of the program and the quality of services that we provide to the public, directly and through depository libraries.

### **Bookstore Closures**

This spring we made the painful decision to close all of the bookstores, other than the main bookstore in Washington. By September they will all be closed. 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.

As the press release says: With nearly a quarter of a million titles available online and free of charge, and with public retrievals exceeding 32 million every month, *GPO Access* <[www.gpoaccess.gov](http://www.gpoaccess.gov)>, a service of the U.S. Government Printing Office (GPO), has become one of the principal tools for providing public access to official U.S. Government information. 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 years ago we sold 35,000 subscriptions to the *Federal Register*; today we sell 2,700. 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.

### **Publications on Demand**

Even as we are closing the bookstores, we are seeking to restructure the sales program so that the costs are in line with the achievable revenues. We continue to make every effort to stabilize the sales program at a sustainable level and to expand the range of titles and services that are available to the public through the sales program.

We know that we need to create less inventory and we have begun an experiment with print-on-demand services. We see two ways to use this technology.

- One way is to buy far fewer copies in the initial press run – just enough to meet the initial short term demand – and then print a small number of copies, perhaps 25 at a time, to keep a small inventory. If sales dry up, we have very little wasted inventory and we can reduce our warehouse space substantially. As sales volume diminishes, we can allow the title to go out of stock, but not out of print, and print copies only when there is a sale.
- Secondly, we can take many, perhaps even most, of the titles that are selected for the Federal Depository Library Program that historically would not have been included in the sales program and make them available strictly as print on demand titles. With minimal costs to add these titles to the database of items for sale, and no actual expense to produce the publication until someone orders a copy, we can significantly expand the titles we offer –

and these titles will never go out of print.

We believe we can guarantee shipment of print on demand titles within 48 hours or less and that we can do some print on demand at the main bookstore within an hour after an order is received.

This print on demand capability offers advantages to publishing agencies and to depository libraries as well as to sales program customers. Agencies will be able to keep their titles “in print” indefinitely without the usual guesswork about how many copies will be needed over the life of the publication. Depositories will be able to order paper versions of titles that are included in the FDLP only as electronic files if they need a tangible copy and don’t wish to print one locally.

One future benefit that we are considering for the FDLP is the ability to allow each library to define specific titles they wish to receive in paper, so each library may be allocated a certain number of pages or titles that can be received free through print on demand and then purchase additional titles once the allocation of free services has been used up.

### **OMB/GPO Agreement**

GPO is working on a number of pilot projects to test various services that GPO may offer in the future. Perhaps the most exciting one, and certainly the one that has received the most press, is the agreement between the Office of Management and Budget (OMB) and GPO. This agreement is truly a win for all concerned. It is an innovative approach to contracting for Executive Branch printing that is completely within GPO’s statutory responsibility under Title 44 of the US Code. Under the agreement an agency may choose its own commercial printers using standard contracts issued by GPO. The publishing agency will pay GPO, and GPO will pay the

printer, less a modest 3% fee to cover GPO's contracting and administrative costs. However, the printer will not be paid until my office has received two print copies and one electronic copy (in a format that I specify).

This will give GPO an electronic copy of each publication for dissemination to the public, directly and through the FDLP. It will also give us two copies of last resort so GPO can, if necessary, create a new digital copy in the future if the electronic copy can no longer be used due to changes in technology or other problems.

The agreement also preserves the right of the Superintendent of Documents to purchase from the printer, at its own expense, additional copies for sale or depository distribution. And, as if that wasn't enough, OMB will limit agency use of in-house and other Executive Branch printing capability and seek to have all appropriate publications from such facilities provided to the Superintendent of Documents as required by Title 44.

This agreement will be tested with a single agency during FY 2004, which begins on October 1, 2003, and if it is successful, it will be extended to other agencies in FY 2005. The agency has not yet been designated, but we expect to know within the next few weeks what agency OMB has chosen for the pilot project.

The agreement should go a long way toward eliminating the fugitive document problem and bring many more titles into the FDLP. The Public Printer, Bruce James, deserves enormous credit for listening to the concerns of OMB and the Executive Branch agencies and making them an offer that addresses their concerns, stays within the legal requirements of Title 44, and improves public access to government information.

This is an example of the kind of innovation you will continue to see from GPO, and this agreement should give you every reason to be encouraged about our ability to work together to define a bright future for the Federal Depository Library Program and other services of the Government Printing Office.

### **Planning for the Future of the FDLP**

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. It is a lofty and ambitious, but achievable, goal and one that is well worth the effort that it will require to shape it.

Each of your institutions has an important role to play in the process, even those of you who represent Canadian libraries. Each month, there are thousands of *GPO Access* visitor sessions from Canada and referrals from websites using the country code for Canada. At present it is only about 1% of our total traffic, but it is growing – and obviously, there are very likely many more sessions and referrals that cannot be easily identified as Canadian in origin. We are very proud that *GPO Access* is a worldwide resource, delivering an average 37 million government documents per month to its users. We welcome input from all of our users as we re-examine our services and plan for the future.

We are not going to redesign the Federal Depository Library Program 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 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.

Together we must re-examine the services that GPO provides to the public directly and through the depository libraries. We must define the services that are required now and in the future to support the mission. We must address the fundamental question that we have been asking each other since 1995: Why be a depository library when you can obtain "everything" (or virtually everything) free on the Internet without being part of the program?

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 be, 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 selectives, without losing the value of having a distributed system that protects these assets and ensures permanent public access. We want to work with the library community on expanded digitization, preservation, retrospective cataloging, and other services to better manage the retrospective materials and make them more accessible to users in and outside of your libraries.

## **Library Programs Service Update**

### **Remarks by Sheila M. McGarr Chief, Library Division**

Before the  
Government Documents Round Table  
Federal Documents Task Force  
American Library Association  
Toronto, Canada  
June 21, 2003

Good afternoon. I am pleased to be speaking before GODORT's Federal Documents Task Force again. For those few in the audience who did not know, I left GPO in December 2000 to become the Director of the National Library of Education at the Department of Education. I returned to GPO in mid-April

for the exciting opportunity to be part of the team who will reshape the public products and services under the purview of the Superintendent of Documents.

As T.C. Evans, Deputy Superintendent of Documents, will talk about the planned

reorganization, I will concentrate on activities in the Library Programs Service (LPS). I will touch on topics in the two handouts only as a reminder. [See handouts in this issue.]

### **Contracting for an Integrated Library System**

GPO is evaluating a proposed solution to implement an integrated library system (ILS) in LPS. Contract development should be completed this month, depending upon the time required for reviews by our contracting office and the attorneys in the Office of General Counsel. Upon completion of this review, our statement of work will be sent to the likely provider, who will have about two weeks to respond in detail to our requirements. This is quite a complex contract, as it covers multiple service providers and software packages, each of which must be licensed for use in the ILS project.

GPO still hopes to have initial implementation of some systems early in 2004. We expect that GPO cataloging records back to 1976 will be available on the system on Day One.

### **Collection**

Early this spring, Gil Baldwin convened a team to plan the collection component of what we've called the U.S. Library of Public Information. In conjunction with regional Federal depository library collections, this Library collection will serve as the collection of record for the FDLP. Through collection access and delivery, it will also serve as the collection of last resort for all Federal depository libraries. The purpose of the plan is to estimate the resources, in personnel, space, and dollars, to build a comprehensive collection, so that we request those resources in our FY2005 appropriation. At the

moment, we have no space or staff to accept lots of "stuff" weeded from depository collections. However, if you are offering some unique materials, please contact us so we can evaluate it.

The collection is comprehensive and includes publications of the Federal Government, which are of public interest and educational value, regardless of format. A comprehensive collection is defined to include, as far as reasonably possible, all official publications of the United States Government.

- From all three branches of Government
- Across the spectrum of subjects
- Disseminated to Federal depository libraries
- Cataloged but not disseminated through the FDLP
- Produced in English and other languages

### **Formats**

- Format in which the agency produced the publication
- Digitized copies
- Existing microfiche
- No new microfiche, unless it is the format produced by the agency
- Maps
- Tangible electronic products
- "Best edition" or "best available copy" for retrospective additions

Some publications, such as those that cannot be adequately digitized, may be represented in the collection in multiple formats to support user need or preference for a specific format.

## **NARA Memorandum of Understanding**

GPO is negotiating a Memorandum of Understanding (MOU) with the National Archives and Records Administration (NARA). This contract will make GPO an official "archival affiliate" and all of the GPO Access databases will be considered the official archival copies, as if they had been physically transferred to NARA, but GPO will continue to maintain them for permanent public access. In terms of legal custody, the "records" will be transferred to NARA.

## **Pilot Projects**

I just want to mention a few of the pilot projects that are underway:

- The University of Arizona is engaged in a project to become the first all-electronic selective depository library. They are working with GPO to identify electronic counterparts for all of the items that they select and systematically substituting those items for tangible products. To date, the Cataloging Branch has cataloged 1849 titles. We anticipate cataloging many more as this project continues.
- For the University of North Texas (Cyber-Cemetery), GPO has cataloged 890 monographs and 22 serials at the site. A newly deceased sub-agency has recently been added to the site and we are presently cataloging new additions. Other than this, the site has been completely cataloged.
- The regional depository libraries have been asked to develop proposals for pilot projects to test a new concept for inspections. In the past 30 years, the inspection process has been reinvented several times, from the 12-question

checklist and unannounced visits in the early 1970's to the self-studies with or without a follow-up inspection in the 1990's. Throughout this period, the GPO inspectors have worn two hats, that of a consultant passing along examples of best practices and that of an auditor reviewing for compliance with GPO policies. This role has been schizophrenic. Because of advanced scheduling, there has never been the flexibility to stay an extra day or visit multiple libraries in a day.

In this new initiative, we would like to establish locally based "consultants," who would be assigned responsibility for approximately 40 to 60 depository libraries in a geographic area. Similar to your commercial vendor account representatives, these consultants would visit each of those libraries at least once per quarter, some for only a few hours and others for a day or more, depending on the need.

Consultants will be most useful in states where official documents interest groups do not exist or regional library staff does not have the time or the resources for regular consultation or continuing education activities. During the pilot project, GPO will "hire" people as expert consultants much as we did with the electronic transition specialists not to exceed one year. To date, we have received two proposals, one from Michigan and one from a consortium of North Carolina, South Carolina and Georgia. GPO's depository library inspectors will conduct formal inspections of at-risk depositories.

## ERIC Documents

I have a vested interest in the project to make digitized versions of federally funded Educational Resources Information Center (ERIC) reports available on *GPO Access*. The National Library of Education's ERIC Program Office, the ERIC Document Reproduction Service (EDRS), and GPO have worked together to provide electronic access to Government-funded education-related publications at no charge to the public through depository libraries. For many years, this dissemination was primarily in microfiche. GPO plans to migrate the FDLP dissemination of federally funded ERIC information *completely* into the electronic environment. GPO has ceased disseminating ERIC microfiche to depository libraries. EDRS has ceased providing microfiche reproductions to GPO for replication and distribution.

EDRS now provides GPO with a monthly file transfer of electronic files of TIFF images of ERIC documents eligible for the FDLP. GPO will make these files received since October 2002 available free of charge through *GPO Access* and will assure that the Adobe Portable Document Format (PDF) files are permanently available. GPO's cataloging and locator services will point to the GPO Wide Area Information Service (WAIS) database, or its successor technology, for ongoing access. GPO staff is reviewing test pages on *GPO Access* now.

## OMB/GPO Printing Compact

Public Printer Bruce James and Office of Management and Budget Director Mitchell E. Daniels, Jr. recently announced an innovative agreement that will free executive branch agencies to choose their own printers while saving taxpayer dollars. The agreement will also empower GPO to maximize public

access to all information produced by Federal agencies. Details are provided on the green handout.

## Tangible Titles in the FDLP

Our pink handout shows that about 60% of the new titles made available through the FDLP are online. The program has been on this plateau now for a while, yet you heard Bruce James estimate that in 5 years, the FDLP will be 95% electronic. Reaching this level means that we will be aggressively pursuing opportunities to get online information into the FDLP, and looking for titles that are now disseminated in tangible and online versions. Just as you are reviewing your selections for the Annual Item Selection Update, we are reviewing and establishing our FDLP requirements for the coming year. As we work through, we will follow the policies set out in SoD 71, that the default choice of dissemination format for the FDLP is online.

## Tidbits

- LPS will be sending a letter to those depositories that receive the bound Serial Set alerting them to a binding error that occurred in the production of volume 14337. Senate Document 104-24 was inserted instead of Senate Treaty Document 104-24.

Libraries that received this volume may return it to GPO for rebinding. GPO will send a prepaid shipping label for this purpose to each selecting library via first class mail. Additional instructions for those libraries will accompany the shipping labels. Don't send the volume back until you receive GPO's letter.

The volume will be rebound with Senate Treaty Document 104-24 substituted for Senate Document 104-24 and returned. Due to the historical and permanent nature of this publication, GPO will correct, rebind, and redistribute the volumes at no expense to libraries.

- Don't forget the Annual Item Selection Update cycle concludes on July 31. Details are in the pink handout and on the FDLP Desktop.
- The agenda for the Federal Depository Library Conference will appear in the July 15, 2003 issue of *Administrative Notes*. The dates are October 19-22 at the Doubletree Hotel in Arlington, VA.
- The "Recommended Minimum Specifications for Public Access Workstations" appeared in the June 15, 2003 issue of *Administrative Notes*.
- So far, GPO has received only one nomination for the first Depository Library of the Year award. Win an all expenses paid trip for 2 to the fall Depository Library Conference! The

deadline is June 30. See the pink handout for more details.

- The 2003 *Biennial Survey of Depository Libraries* will have essentially the same content as 2001 and will be conducted in November. Watch for the announcement! GPO anticipates using the results of the *Biennial Survey* to identify libraries that need extra attention.
- GPO's partner, Oklahoma State University, has contacted almost 80 people who have been contributors to Browse Topics and has received 47 updates to their pages. Over 30 files will be updated soon. OSU has a new list of topics for adoption and the list will be posted to the website soon. There is no representation from over 40 states in developing this service and OSU hopes to expand the geographic distribution of the participants.
- Before anyone asks, the DVD for the Bureau of the Census Summary File 3, U.S. Summary, item number 0154-F-01, has arrived in LPS. The National Summary is due soon.



## Handout

# LPS Update, June 2003

### **LIBRARY OF THE YEAR AWARD**

Depositories have a chance to win a trip for 2 to the Depository Library Conference in Arlington, VA, through the new Library of the Year award. Libraries showing outstanding government information service, creativity, innovation, and leadership in developing community programs for use of Federal government information are invited to submit applications.

GPO will provide travel and lodging to the fall 2003 Depository Library Conference and Council meeting for the depository coordinator and the library director from the winning library.

Libraries should submit their entries to Gil Baldwin, Director, Library Programs Service, via email <ebaldwin@gpo.gov> or fax (202-512-1432). Further details are available in Administrative Notes, vol. 24, # 3 (March 15, 2003), or see <[http://www.access.gpo.gov/su\\_docs/fdlp/pr/lib-of-yr.html](http://www.access.gpo.gov/su_docs/fdlp/pr/lib-of-yr.html)>.

### **REGIONAL MEETING SCHEDULED FOR OCTOBER**

A meeting of Regional depository library staff is planned for the three days before the start of the Depository Library Conference in Arlington, VA. The Regional meeting dates are Thursday, October 16 through Saturday, October 18. Regional depository staff will discuss issues affecting the role of Regional depositories, now and in the future.

### **SUMMARY OF SPRING COUNCIL MEETING PUBLISHED, VIDEO OF FIRST DAY ON GPO ACCESS**

“Visualizing the Depository Library of the Future” was the theme of the spring 2003 meeting of the Depository Library Council to the Public Printer. A summary of the meeting appeared in the May 15 issue of Administrative Notes and is also available on the Council Web page at <[http://www.access.gpo.gov/su\\_docs/fdlp/council/EnvisioningtheFuture.html](http://www.access.gpo.gov/su_docs/fdlp/council/EnvisioningtheFuture.html)>.

For the first time, part of the Council meeting was videotaped, and the files are available at <[http://www.access.gpo.gov/su\\_docs/fdlp/council/sp03dlc\\_videos.html](http://www.access.gpo.gov/su_docs/fdlp/council/sp03dlc_videos.html)>.

### **NEW “STAY WITH THE PROGRAM” WEB PAGE SHOWS BENEFITS OF FDLP TO LIBRARIES**

To document the benefits to libraries of being in the Federal Depository Library Program, the Library Programs Service has launched a new "Stay With The Program" campaign. The campaign was coordinated with the Depository Library Council's Operations Committee, Subcommittee on Attrition and Retention (SOAR). A variety of materials are available on a new Web page, at <[www.access.gpo.gov/su\\_docs/fdlp/staywiththeprogram.html](http://www.access.gpo.gov/su_docs/fdlp/staywiththeprogram.html)>.

### **ITEM SELECTION UPDATE CYCLE ON THROUGH JULY**

The Annual Selection Update Cycle Fiscal Year 2004 is underway through July 31, 2003. Libraries may amend their selections on the Web form at <<http://www.access.gpo.gov>>.

gov/su\_docs/fdlp/tools/amendment.html>. Complete details and instructions about the Update Cycle are at <[http://www.access.gpo.gov/su\\_docs/fdlp/tools/updatein.html](http://www.access.gpo.gov/su_docs/fdlp/tools/updatein.html)>.

#### **ACCELERATED SHIPPING OF FEDERAL REGISTER, CR, CFR ANNOUNCED**

A change in procedures will ensure more timely receipt of the Federal Register, Congressional Record, and the Code of Federal Regulations products. Beginning with the May 1, 2003 issues, these products are being placed on shipping lists and shipped on the same day they are received in LPS.

#### **DISTRIBUTION STATISTICS FOR ONLINE AND TANGIBLE TITLES AVAILABLE THROUGH GPO**

For fiscal year 2003 through April, 9,262 online titles and 1,831 links to agency titles were added to GPO Access, for a total of 11,093 new online titles. During the same period, LPS distributed 7,946 tangible titles; this figure reflects a total of 4,091 paper titles, 2,574 microfiche titles, 234 CD-ROMs, and 1,047 USGS titles. The total number of titles added to the Federal Depository Library Program was 19,039, of which 58% were made available online.

These additions bring the total number of titles on GPO Access to 148,422 and the total number of titles linked from GPO Access to 93,317, for a grand total of 241,739 titles available through GPO Access.

#### **NEW TITLES**

*The Jordan Report, 20<sup>th</sup> Anniversary: Accelerated Development of Vaccines 2002.*

HE 20.3252:2003014931; item no. 0505-A-01; PURL:  
<<http://purl.access.gpo.gov/GPO/LPS31660>>

*The September 11 Detainees: A Review of the Treatment of Aliens Held on Immigration Charges in Connection with the Investigation of the September 11 Attacks.*  
J 1.2:2003014823; item no. 0717; PURL:  
<<http://purl.access.gpo.gov/GPO/LPS31588>>

*S. Prt. 107-84 -- Executive Sessions of the Senate Permanent Subcommittee on Investigations of the Committee on Government Operations (McCarthy Hearings 1953-54).* Y 4.G 74/9:S.PRT.107-84/V.1-5; item nos. 1037-B (paper), 1037-C (microfiche) PURLs:

<<http://purl.access.gpo.gov/GPO/LPS30931>> (V.1),  
<<http://purl.access.gpo.gov/GPO/LPS30933>> (V.2),  
<<http://purl.access.gpo.gov/GPO/LPS30934>> (V.3),  
<<http://purl.access.gpo.gov/GPO/LPS30935>> (V.4),  
<<http://purl.access.gpo.gov/GPO/LPS30936>> (V.5)

*Are You Ready? A Guide to Citizen Preparedness.* FEM 1.8/3:34/2002, item no. 0556-C, PURL:  
<<http://purl.access.gpo.gov/GPO/LPS24673>>

*"Open to ALL," Title IX at Thirty: The Secretary of Education's Commission on Opportunity in Athletics.* ED 1.2:2003007751; 0455-B-02; PURLs:  
<<http://purl.access.gpo.gov/GPO/LPS27414>> (PDF format),  
<<http://purl.access.gpo.gov/GPO/LPS27415>> (MSWord Document)

## Handout

## GPO Access Update

Office of Electronic Information Dissemination Services  
2003 ALA/CLA Annual Conference**GPO Access Statistical Measures**

- Since 1994, *GPO Access* retrievals have exceeded 1.6 billion, which is equivalent to over 39.2 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 149,000 electronic titles and points to over 98,000 others for a total of over 248,000 titles.
- *GPO Access* provides use of almost 2,900 databases through more than 80 applications.

**GPO Access Performance Measurement and Improvement**

- GPO is taking steps to “Akamaize” popular files on *GPO Access* so that they can be delivered through the Akamai content delivery network, effectively spreading the load to local servers and lessening the burden on the main *GPO Access* system. In addition to the Federal Register Table of Contents daily files, the

browse feature beginning with the 2003 Code of Federal Regulations now includes “Akamaized” Text and PDF files.

- Work continues towards procuring a new platform to replace the WAIS search and retrieval software for *GPO Access* in order to improve system performance and enhance customer usability. GPO has a specialized team that is currently working on the procurement details of the WAIS replacement project.
- Through the use of Keynote Systems Inc., a performance measurement service, we are continuing to monitor system performance from 10 major cities in the United States. Daily monitoring is conducted on the *GPO Access* home page, the U.S. Government Online Bookstore, and a transaction in the Code of Federal Regulations database. Recently, Regulations.gov <<http://www.regulations.gov>> has been included among the pages monitored. The information gained is being used to work toward improved performance. Through this continued monitoring, GPO has increased its weekly rank on Keynote's Government 40 Index, <[http://www.keynote.com/solutions/performance\\_indices/government\\_index/government\\_40.html](http://www.keynote.com/solutions/performance_indices/government_index/government_40.html)>. *GPO Access* is now one of the fastest-loading Government Web pages on Keynote's list of popular government sites, having moved up consistently in the rankings for

the last few months. As part of our commitment to serving our user community, GPO is searching for ways to improve our load time even further.

### **New Special Values Publications**

- “Special Values” is a new program offering selected publications at significantly lower prices from the Superintendent of Documents. Publications that are deemed excess to current sales program needs but still contain useful information are eligible for the Special Value category. This special collection is featured on the U.S. Government Online Bookstore at <<http://bookstore.gpo.gov/values>>. Currently, 19 publications are available at greatly reduced prices, but quantities are limited. These publications vary in subject matter and include popular titles, such as Crime in the United States, 1999: Uniform Crime Reports and Decisions and Orders of the National Labor Relations Board. Additional titles will be added to the Special Values page as the Sales Program continues to review its inventory. No discounts are available for any Special Value publications.

### **What’s New on *GPO Access***

- Selected Congressional Hearings and Reports from the Challenger Space Shuttle Accident are now available on *GPO Access* at <[www.gpoaccess.gov/challenger](http://www.gpoaccess.gov/challenger)>.
- The Executive Sessions of the Senate Permanent Subcommittee on Investigations of the Committee on Government Operations (McCarthy Hearings 1953-54), Volumes 1-5 (S. Prt. 107-84), are now available for direct download on *GPO Access* at

<<http://www.access.gpo.gov/congress/senate/senate12cp107.html>>. The hearings are also searchable from the Congressional Committee Reports on *GPO Access* at <<http://www.gpoaccess.gov/cprints/search.html>>.

- Volume I of the 2001 Public Papers of the Presidents of the United States, George W. Bush is now available on *GPO Access* at <<http://www.gpoaccess.gov/pubpapers>>.
- The May 2003 edition of the Unified Agenda is now available on *GPO Access* at <<http://www.gpoaccess.gov/ua>>.
- The Jobs and Growth Tax Relief Reconciliation Act of 2003 (H.R. 2) is available on *GPO Access* at <<http://www.gpoaccess.gov/bills>>. It can also be accessed as a Conference Report (H. Rept. 108-126) via *GPO Access* at <<http://www.gpoaccess.gov/serialset/creports>>.

### **Regulations.gov**

- Regulations.gov was recognized with an E-Gov 2003 “Pioneer” award. This prestigious award is given to Government organizations that demonstrate exemplary achievements in e-Government. The Government Printing Office’s contributions to the Regulations.gov cross-agency initiative include: testing, hosting, and providing user support for the site via the *GPO Access* User Support Team. Regulations.gov received the award as a result of an E-Government Best Practice application that was submitted to the Government Solutions Center Selection Committee. The award was presented in conjunction with the Government Solutions Center portion of

the E-Gov 2003 Exposition. Regulations.gov was selected out of 253 nominations for this top award category.

Regulations.gov was a recent Federal Leadership Council Award of Excellence winner. This award honors programs that best exemplify the Government’s efforts to improve delivery of services to citizens.

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

- In an effort to further promote the new design of *GPO Access*, GPO has launched a three-month campaign to have the *GPO Access* home page appear at the top of the search results on Google (the most popular Internet search engine) for selected keywords through Google’s “Premium Sponsorships” program. A total of 40 keywords are being bid on, such as “gpo access” and “federal regulations.” Google has estimated that *GPO Access* will be seen by 1.5 million Google searchers over the three-month period.

**RightNow eService Center**

- Work has begun to implement the RightNow eService Center software package that will provide an electronic knowledge base to help answer frequently asked questions, and also will provide Web chat functionality in real-time. This is a CRM application that will help the *GPO Access* User Support Team and askLPS. Complete implementation is expected for FY 04.

**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 recently placed a Request for Information (RFI) in FedBizOpps. The purpose is to procure 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 product solution.

**Under Development**

- GPO plans to implement Public Key Infrastructure (PKI) technology that will include the use of digital signatures for congressional and other information made available through *GPO Access*. This will help ensure the protection of data against unauthorized modification or substitution of information. It will also enable GPO customers to verify the authenticity and integrity of the information they are using from *GPO Access*. Customers with a free software reader will be able to confirm that information was approved for submission to GPO by the appropriate Federal agency and that it has not been altered since it was signed.

**Upcoming Outreach**

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

July 12 – 16	American Association of Law Libraries – 2003	Seattle, WA
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	Annual Meeting	
Sept. 9 & 11	Prince William Public Library, <i>GPO Access</i> Training	Prince William County, VA

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# Table of Contents

Michelle d’Arcy Joins SuDocs Organization ..... 1  
 Superintendent of Documents Reorganization Plan Approved ..... 2  
 2003 Federal Depository Library Conference and Fall Depository Library Council  
     Meeting Planned for October..... 4  
 Preliminary Agenda, Federal Depository Library Conference & Depository Library  
     Council Meeting, Fall 2003 ..... 5  
 Special Values Now Available at GPO Bookstores ..... 8  
 Bookstores to Close by October 2003 ..... 8  
 Considerations in Selecting Online Publications..... 9  
 DVD & the 3 P’s: Preservation, Policy, and Public Access / Russell..... 11  
 Federal Depository Library Program: Current and Future Challenges of the  
     Electronic Transition / ALA, 6/03, Russell ..... 15  
 Library Programs Service Update / ALA, 6/03, McGarr..... 19  
 LPS Update, June 2003 ..... 24  
 GPO Access Update, June 2003 ..... 26

Administrative Notes Cumulative Table of Contents  
[http://www.access.gpo.gov/su\\_docs/fdlp/pubs/adnotes/adnotes\\_toc.pdf](http://www.access.gpo.gov/su_docs/fdlp/pubs/adnotes/adnotes_toc.pdf)  
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