Annual Fall Depository Library Conference & Council Meeting
October 22-25, 2006

Transcripts
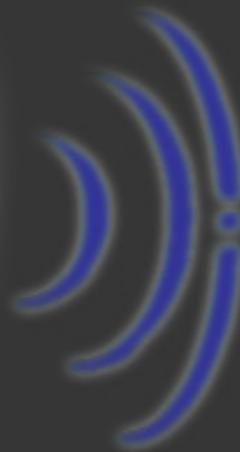
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3   IN RE: :

4   FALL FEDERAL DEPOSITORY LIBRARY :

5   CONFERENCE & DEPOSITORY LIBRARY :

6   COUNCIL MEETING   :

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9   Washington, D.C.

10   Sunday, October 22, 2006

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12   At the Hyatt Regency, Washington, D.C., Regency

13   Ballroom, 400 New Jersey Avenue, Washington, D.C., before

14   Gervel Watts of Capital Reporting, a Notary Public in and

15   for the District of Columbia, beginning at 1:00 p.m.,

16   when such speakers were in attendance:

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 1   P R O C E E D I N G S

PLENARY SESSION: Public Printer

    4   MR. SUDDUTH: Good afternoon. My name is

    5   Bill Sudduth; I am chair of the Depository Library

    6   Council and my first act is that I need to call to order

    7   the 69th Meeting of the Depository Library Council and

    8   the 16th Annual Federal Depository Library Conference.

    9   I hope everybody had a nice lunch, and I know

   10   it's getting cloudy outside so we're not missing any

   11   wonderful weather that we had yesterday, but again, I

   12   hope those of you who came in yesterday had a chance to

   13   enjoy the wonderful weather.

   14   What I'd like to do at this point is have the

   15   members of council introduce themselves and we're start

   16   over here with Susan Tulis.

   17   MS. TULIS: Is this on?

   18   MR. SUDDUTH: Yes.

   19   MS. TULIS: It is? Now? I have to eat the

   20   microphone. Susan Tulis, I'm the Associate Dean for

   21   Information Services at Southern Illinois University,

   22   Carbondale.

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    1   MR. SANDLER: Mark Sandler, I'm the Director

    2   of the Center for Library Initiatives in the CIC.

3   MS. DAVIS: I'm Denise Davis; I direct the

4   Office of Research and Statistics with the American

5   Library Association.

6   MR. WARNICK: I'm Walt Warnick with the

7   Department of Energy and I'm the Director of the Office

8   of Scientific and Technical Information which is the

9   science and technology information of the agency.

10   MS. FRANGAKIS: I'm Evelyn Frangakis and I am

11   Chief of Preservation for the New York Public Library.

12   MR. HEMPHILL: I'm Peter Hemphill of from

13   Hemphill and Associates, and IT Consulting Firm.

14   MS. PARKER: I'm Marian Parker; I'm the

15   Associate Dean for Information Resources at Wake Forest

16   University School of Law.

17   MS. STEPHENS: I'm Denise Stephens and I'm

18   Vice Provost for Information Services and Chief

19   Information Officer for the University of Kansas.

20   MS. MILLER: I'm Ann Miller; I'm the Head of

21   Public Documents and Maps Department at Perkins Library

22   at Duke University.

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1   MR. BYRNE: Jim Byrne; Head of Government

2   Publications Library at the University of Colorado in

3   Boulder.

4   MR. SWINDELLS: Jeff Swindells; I'm a

5   Documents Coordinator at the University of Missouri in

6   Columbia.

7   MR. SUDDUTH: Thank you very much. We also

8   have at the table we have Rick Davis, Judy Russell and

9   Mr. James who will be speaking to us very soon. I do

10   want to remind you that if you haven't had a chance to

11   pick up your packet, stop by the registration desk. If

12   you have any name badge issues, they can reissue your

13   name badge. Your bag should have everything in it that

14   you need. When you get a chance, look over the schedule.

15   There are council plenary sessions; there are

16   educational sessions; there are the tours on Wednesday

17   which there are sign ups for. Those are all first come,

18   first serve, so you need to get that into your schedule.

19   The other thing is that when we get to points

20   in the plenary session when there is a chance to ask a

21   question, there are microphones. We do ask that you

22   identify yourself and what institution you're from. We

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1   have a court reporter who's taking notes and so please

2   identify yourself, again, state your name clearly. There

3   is a chance that the court reporter might come after you

4   and get a spelling if they need to know how to spell your

5   last name. I've been used to it my whole life because

6   not too many people can spell Sudduth correct on the

7   first time. Other than that, I'd like to get to our main

8   speaker this afternoon which is Public Printer Bruce

9   James. Mr. James announced his intent to retire shortly

10   after the spring council meeting. Those of us on council

11   were left in a little bit of a shock and then

12   disappointment. He has done a great deal for the GPO and

13   if you've been keeping up with the news, he has received

14   a lot of awards and particularly the government news

15   civilan executive of the year award that he will receive

16   this week, I believe. So Mr. James has done a lot to

17   move the GPO forward and part of that was bringing on

18   probably a excellent group of staff and he says that so

19   himself, but he's also provided a lot of provost and

20   vision to the agency and I will stop there and let Mr.

21   James take over.

22   (Whereupon, the audience applauds.)

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1   MR. JAMES: Thank you, Bill. That was a very

2   nice opening combination of words; you missed wisdom.

3   (Audience laughter.)

4   MR. JAMES: Maybe deliberately. Well, good

5   afternoon, everyone. This is my eight opportunity to

6   address this group. How many in the audience have never

7   heard me speak?

8   (Audience participation.)

9   MR. JAMES: Maybe you have to play catch up

10 because I'm not going to go back to the beginning of

11 eight years ago. Most of you in this room have heard me

12 speak. Many of you were here when I first spoke eight

13 years ago, and of course, that was in Reno, Nevada,

14 conveniently located 20 miles from our home in Lake

15 Tahoe, which I plan to go back to in the beginning next

16 year. It was just one of those lucky strikes to have the

17 first depository council meeting in my home town and it

18 was quite an experience to look out in the audience and

19 see, at that time, close to 400 people that had paid

20 their own way out to Reno to attend this meeting. I was

21 very impressed with that and do almost nothing at the

22 time. I'm going to get into more about that as my real

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1   remarks start. But I have a special treat for us today.

2   I'm going to introduce a person who will take a little

3   bit of my time today and that is Carol Tullo, and Carol

4   is with us today from London, and I met her, gee I guess

5   it was first four or five months ago. I met her at the

6   Houston sector. It was a dinner hosted by Alan

7 Weinstein. It was a small venue. I think it was around

 8 20 of us there all together and Alan, of course, the

 9 arbiter in that state. He hosted this dinner and I was

10 sitting next to Carol and we were chatting a little bit

11 and before very long, it became obvious to me the reason

12 Alan had invited me. Now, this goes back to even more

13 than the four or five months that I met Carol; it goes

14 back to a month or two before that when Bob Tapella, my

15 Chief of Staff and I traveled to Europe and to Great

16 Britain to meet with government officials to talk about

17 their publishing programs, and of course, the idea there

18 is that you want to make sure we understand what the

19 major nations in the western world were up to, what

20 they're thinking about, how they're dealing with

21 government information. And of course, on our agenda was

22 meeting with Her Majesty's Stationary Office which is the

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 1 one that produces the government information in Great

 2 Britain. It was wonderful meeting with those folks and

 3 we probably just been consumed with another office, the

 4 office that Carol has and Carol appeared in Washington to

 5 announce that her office and the (inaudible) printer were

 6 being merged into the National Archives. So Alan's

 7 intentions became clear to me; he was thinking about how

8   we can merge GPO into the National Archives I'm sure.

9   Well, we had a special night and really enjoyed the

10   opportunity to meet Carol.

11   Carol is much like many of the folks that we

12   have in our government and some of the folks that have

13   been tracking the GPO in that she didn't start out with

14   the government services, rather she started out in the

15   private sector. Carol is a lawyer; she practiced at

16   Barrister in London for many years and her specialty was

17   intellectual property, and when the government played the

18   power, Tony Blair asked her if she could come in and join

19   him in helping to put a new government together. He

20   initially gave her three-year contract, now almost nine

21   years later, she's still there. So I guess she was

22   seduced as many of us have been by this very great

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1   challenge that we face in how we deal with government and

2   the issues of the future. She has an office that is

3   called -- let me make sure I say this office correctly.

4   It's the Office of Public Sector Information, and rather

5   than explain to you what it does, I'm going to invite

6   Carol to the podium to talk to you about that office,

7   what its doing, what it's up to, why it's being merged

8   into the National Archives in England and sort of share

9 with us where they're going.   Carol?

10 Give her an applause.

11   (Whereupon, the audience applauds.)

12   MS. TULLO: Good afternoon, everybody. I'm

13 delighted to be here to sort of bring a breath of England

14 to your Washington conference. As Bruce mentioned, over

15 the last few months, I have had the opportunity to look

16 in more detail about what is happening in the United

17 States and compare and contrast it to what is going on in

18 the United Kingdom. I'm here today to just spend a

19 little bit of time, 10, 15 minutes, just giving you a

20 brief flavor about how we all are actually sharing the

21 same vision. Despite a lot of comparisons that are made

22 between the U.S. Federal system and the United Kingdom

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 1 system, I actually quite amazed, surprised and delighted

 2 that in some of the meetings in the last four or five

 3 months that colleagues here in the Government Printing

 4 Office share the same language, the same challenges, same

 5 concerns, same issues that we're addressing in the United

 6 Kingdom. In fact, the mirror image from we are doing in

 7 really trying to identify the tools to interpret and

 8 safeguard these wonderful assets that I am certainly

 9 responsible for which is government information.

10   I'll just give you a little brief history

11   about where I'm coming from. As Bruce mentioned, I come

12   out of Her Majesty's Station Office and of course in

13   common with everything English, we have to have mutual

14   time for multiple history, but going back about 300 years

15   ago, her majesty's station office, HMSO was set up really

16   to propagate and to disseminate official information and

17   official publishing. So my agreement as Controller of

18   HMSO is to look after all official publishing and

19   legislation and although the United Kingdom is made up of

20   England, Whales, Scotland and New Zealand, because of our

21   constitutional position with the Queen and Crown of Head

22   of State, we have a coherent approach across the whole

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 1   country. It does mean that anything produced by

 2   government, our prime ministers, our officials, and

 3   ourselves, is protected in public by something that we

 4   call Prime Copyright. This means that there is one right

 5   owner and so there is one person which response is

 6   divulged to me, this one person who has the citizenship

 7   of the information, assets, data, databases to ensure

 8   that we have a consistent quality to let people find,

 9   use, share, reuse and possibly trade in government

10   information. And we utilize the use of that information

11   to ensure that it remains accessible and people can get a

12   hold of it.

13   The changes that emerged in the United

14   Kingdom started over ten years ago when her majesty's

15   station office, very much like GPO, still had its

16   printing process and its bands and its shops and the

17   government took a decision at that time that their assets

18   should go into the private sector, meaning, my

19   organization was very much responsible for the policy and

20   for the decisions and for managing the content and

21   controlling the effective publication of official

22   material and legislation through a contractor. So it's

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 1   quite a big change in the United Kingdom. The whole

 2   streamline of my organization is to move forward and all

 3   about unlocking the use and the value of public sector in

 4   the nation.

 5   HMSO exists as an independent organization.

 6   It operates within the Office of Public Sector

 7   Information which is only about 14 or 15 months old and

 8   reflects very much a United Kingdom focus in that

 9   ordinary people out there that want to have access to

10   what's going on in government, they don't really

11   differentiate between what's happening at what we would

12   call the central government level, the federal level and

13   at the local level. They just know that the most

14   elementary rules, regulations, systems, processes are

15   designed to help them operate the system and need

16   guidance as to how to really map out that territory. And

17   so, within the United Kingdom and within Europe, there

18   has been a big push to acknowledge that there is a wealth

19   of information and it is very important to the citizen

20   and the citizen can easily have access and to use that

21   information and that there should be a simplified and

22   integrated approach, and that public sector information

 1   or peer finding is really very new to the United Kingdom.

 2   I mean I've been using it and I've been tracking these

 3   changes for probably about two to three years, but it's

 4   quite a new concept in the United Kingdom where central

 5   government and local government are very different. And

 6   so what we're trying to do is to develop those tools to

 7   help interpret and use and let people map their way

 8   through this wonderful asset that we look after. It does

 9   mean that in our industry and in our service to the

10   public that was really designed for print that we

11   struggled and we faced a lot of challenges to meet

12   demands for people like yourselves. I, within my budget,

13   have something called public access schemes. Part of

14   those public access schemes relate to a subsidy for what

15   we would call for public libraries, designed many, many

16   years ago where somebody would walk into a library and

17   would want to access a major volume or a collection of

18   data from a government department or through legislation,

19   the world has changed. The world started to change in

20   the United Kingdom in 1995 when the first official

21   government website came Online. People now don't buy

22   hard-copy print official publications. There is no

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 1   market. In the UK, the majority is online access, and

 2   you will know, your specialists, your advice, you will

 3   know that that is brought with it real demands and

 4   challenges for organizations like my own which is trying

 5   to deliver and improve services right across the board.

 6   Just producing material online isn't enough. It's not

 7   just a replica of print on the screen. There needs to be

 8   search tools, there need to be links, there need to be

 9   collections and connections. We want to harvest

10   information. We want to find out how best to use that

11   information. With that comes enormous structural changes

12   in how we run our business on behalf of the citizen and

13   the taxpayer and that's been a very challenging operation

14   and opportunity, as Bruce says, that has kept me in doing

15   my job as it's developed in my nine years.

16   We have, as well as reviewing the subsidy

17   from first reviewing a lot of the traditional subsidy

18   from print into online. There's a lot to do with

19   government money, so we've had to carry out some very

20   extensive public consultations in the United Kingdom and

21   we've have to ask people like yourselves how are users

22   getting hold of official published materials and what are

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 1   your preferences in how we move and resolve new systems

 2   and new opportunities to deliver that information in its

 3   most appropriate package, it's most appropriate medium.

 4   And so we really started to transfer large portions of

 5   the budget into improving online services. Most of it

 6   helped, it may sound very recent, but in 2001, the United

 7   Kingdom government took what for it was a very ambitious

 8   step and made available, at no charge, any official

 9   information on the government website and that was a big

10   change for us, and it means that anything that's

11   officially published is free for people to download, use,

12   add value, do whatever they want and it's a simple online

13   website that allows people to do that. In plain English,

14   we've gone away from the legal jargon, all designed to

15   say that we have a responsibility to deliver information

16   to as wide as possible audience and not be confined.

17   Recognizing that what we would call "legal

18   deposit" in the United Kingdom that there is not an

19   element of this custodianship of official information and

20   data that means that people should always be able to have

21   access to it, that it just doesn't just disappear once

22   its been updated on the website, as you will appreciate

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 1   has brought us enormous challenges because it just gets

 2   bigger and bigger everyday, ever year. To give you an

 3   example, which may sound puny by your standards, but in

 4   the United Kingdom, when I first came into office in

 5   1997, my organization's website was then barely a year

 6   old and it had about 15,000 users a month. 15,000. Now

 7   it's over 25 million. So that's just in nine years. So

 8   in a way, it's a very trite and simple analogy, but it

 9   shows you about the big the changes have been that we're

10   all trying to adapt to. When I look back at legislation

11   that goes back to 1172 on the Magna Carta and I've got

12   beautiful, beautiful documents in the Henry Gates divorce

13   settlement, whatever it might be, within my

14   responsibility, I've also got the latest piece of

15   legislation that's going through the UK Parliament or the

16   Scottish Parliament and you just realize that this is

17   almost mind blowing and too much information to get our

18   heads around, but it brings with it huge responsibly to

19   be innovative, to be creative but not to forget that

20   actually the person who matters is the person that wants

21   to use that information and make sure that they have

22   continuous access to it.

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 1   We are very concerned, very concerned indeed

 2   that as our knowledge has grown in the government that we

 3   have discarded and made inaccessible, huge amounts of

 4   material because we've been struggling to catch up with

 5   the technology and those challenges and opportunities,

 6   and one of the reasons why, the National Archives in the

 7   United Kingdom and the public sector information and the

 8   other offices which I hold within my office, are merging;

 9   the merge takes place at the end of this month. And

10   that's a recognition that the whole information life

11   cycle in government will benefit from having an effective

12   link one place within government to really ensure that

13   there is clear sense of alignment with all this

14   information policy and management strategy. I'm sure it

15   won't be perfect. I'm sure it won't answer all the

16   challenges and problems and issues that arise, but the

17   big campaign running the United Kingdom at the moment,

18   and we're not sure yet about free a;; data and we do have

19   a copyright regime; we do waive copyright and a lot of

20   material. Within the UK, there's still a real need and

21   concern in which for the authenticity and the integrity

22   and accuracy of information to be recognized. It may not

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 1   always be the case but if you feel it's a symbol that you

 2   will see in a circle and the words "Prime Copyright". At

 3   the moment, it is free to use and it tells you who the

 4   authorship is. It tells you its coming from government

 5   and despite that staggering move, 15,000 to over 20

 6   million a month accessing information, that's just on my

 7   site as well, what it's telling us is that there are just

 8   so many opportunities for people to be mislead and for

 9   others to misrepresent their connection with government

10   and that it is important that we recognize what we have

11   within the data. There is an advantage by the online

12   access where we had to be a risk for us. We've not

13   wanted to control every aspect of it, of this information

14   situation cycle. And we feel we're doing job. I'm not

15   one to boast and there is always room for improvement,

16   but just to come back to where I started a few minutes

17   ago, it was that shared vision and that mirror image that

18   we spoke the same language even though there is a whole

19   ocean between us, but it really reinforced and encouraged

20   me that we were going on the right road and I'm delighted

21   to be here and I wanted to give you a little flavor of

22   why I'm here and I look forward to absorbing some of the

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 1   changes over the course of the next few days. Thank you

 2   very much for inviting me.

 3   (Whereupon, the audience applauds.)

 4   MR. JAMES: She got a lot more applause

 5   sitting down than you got when you first came up here. I

 6   think we very much appreciate you being here and we very

 7   much appreciate you sharing what you're dealing with and

 8   I think it is in many ways reflective of what governments

 9   around the world are dealing with. So as we look at our

10   issues, we have to understand those issues of context.

11   We're not the only country that's starting to figure out

12   how to move into the 21st century. Carol brought up a

13   subject that of course is very mysterious to me and to

14   you in the way our country operates, and that is the

15   providing local and federal information and you know the

16   federal government in our country is very reluctant to

17   reach into states or into communities in any way involve

18   ourselves because of the constitutional separation. But

19   it was three weeks ago when I delivered a speech up at

20   RIT to the National State Credits; they've changed their

21   name from to the National State Printers Association and

22   they now calls themselves the National Government

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1   Publishers Association. These are the people throughout

2   the United States that have responsibility within a state

3   for the public documents. And out of the session, there

4   is a very strong interest among, at least that group of

5   people, in talking to GPO about how we can work in

6   concert with each other. So I think that my

7   recommendation, and we'll see if people will follow me

8   and follow up on it, my recommendation would be to bring

9   together a group of folks in Washington to discuss that

10   with members of congress, appropriate members of congress

11   and their staffs and with GPO folks and Depository

12   Library Council and folks throughout the country that

13   would be representative of the issues because I think

14   that even though we don't have a legal structure that

15   would permit that, it may be that we can form an alliance

16   that would strengthen both local and state governments as

17   well as the federal government in delivering citizen

18   services, which is what I hear more and more in federal

19   government are the citizen services and I know that's

20   what you pride yourself on is providing services for your

21   citizens. So I think this is something that deserves to

22   be explored even though I don't see a clear path forward

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1   on it.

2   Well, it was when I addressed this group four

3   years ago, and I didn't really know how little I knew. I

4   sure knew something about printing and I sure knew

5   something about technology, but I didn't know much about

6   libraries and I didn't know much about how our federal

7   government actually operated and in four years I've

8   learned a lot from you and I've learned a lot from

9   congress, but you know, harping back to what I talked

10   about in that first meeting, there were big questions

11   that were in front us. When I say in front of us, I'm

12   talking about in front of us collectively and in front of

13   the GPO. You know, the first question was could you be

14   able to save it, and that was a very serious question

15   because when I walked in the door we were broke and if we

16   had been in private business we would have been in

17   bankruptcy. This great revolving fund which had always

18   been used to fund the activities of the GPO was in a

19   negative number. It was a question about how we would

20   make payroll. It was really a serious problem when I

21   walked in the door, and if you recall, the question was

22   should GPO be saved, not just could it be saved, but

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 1   should it be saved. And the executive branch, led by

 2   Owen Bingham was saying obsolete; no longer needed.

 3   Let's just walk away from the whole thing. If you recall

 4   Ms. Daniels, who headed the office at that point, it

 5   actually issued the tentative instruction to the

 6   executive vacancies divided as GPO, directed on how they

 7   wanted to do business. And I think that was a wake up

 8   call to everybody. The question was could we be saved,

 9   should we be saved. And what that really poses is a

10   question of what's the purpose of GPO and I got asked the

11   question frequently by people in this room and the people

12   of GPO and others was our middle name getting done away,

13   you know, was the word "printing" really hitting us and

14   really understanding what the heck GPO was all about.

15   So given the fact that we needed to figure

16   out what heck this organization is all about, you know,

17   where did we come from, what were our roots, what was the

18   purpose for creating the GPO and had that purpose truly

19   gone away. You know, I think the question was did its

20   19th century purpose makes sense in the 21st century. We

21   wanted to know what 21st century vision could be created

22   in the GPO, and that really meant could we get a

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1   consensus with all of the various parties involved

2   beginning with congress. You know, could congress agree

3   on a 21st century vision for what the GPO represented.

4   Would the library community agree on the vision? Would

5   the printing industry history shake its head up and down?

6   Very important. Did the publishing, who is very, very

7   different than the printing industry, would the

8   publishing industry agree with the vision?

9   And then, last but not least, would our

10   employees their union representatives agree with the

11   vision? So the question was could we create a shared

12   vision of the 21st century. The question was could we

13   redeploy GPO assets from a print century, 19th century,

14   printing embeveled culture into a 21st century visual

15   organization. Would it be possible to redeploy those

16   assets? When I talk about assets, I'm talking just about

17   equipment and just about the people, just about money,

18   I'm talking about people. You know, these are principal

19   assets of any organization, particularly GPO. Could we

20   redeploy our people in a way that would bring the 21st

21   century answers to these issues? And then I think the

22   question I got asked over and over again by this group in

1 particular, because you've seen an awful lot and you've

2 had a lot of continuity in this whole process, was is

3 where would the money come from to do this all if we were

4 successful in creating the vision.

5   Well, I go back to what is probably the most

6 important question: where would the money come from?

7 It's pretty obvious that congress had no intention of

8 creating a bundle of money to pave our way to get this

9 job done. So again, could we figure out, using our own

10 resources, how we would achieve that. So are we in

11 agreement that those are the big questions? That's how I

12 remember it anyway going back through my notes and going

13 back to how I was thinking about things walking in the

14 door. This was pretty overwhelming stuff. Could we do

15 all this? Well, four years later, we are in a different

16 position and I wouldn't say we're out of the woods, but I

17 would say that we have come a long, long, long way

18 together in a very short period of time.

The first thing we

19 did was we were successful in creating

20 the strategic vision for the future. This is no menial

21 undertaking. This is very simple, the words that go into

22 that little booklet we're all read or downloaded from the

1   internet, it makes it sound like that vision is just so

2   obvious on its face that how can you not accept that

3   vision, but as you recall, when we started this process,

4   it was not a clear vision of how this should work. And

5   I'm just amazed that we were able to get everybody onto

6   the same page. Well, maybe I shouldn't say everybody,

7   but I think that collectively, we were on the same page.

8   I think there are still points that are disputed in that

9   vision document. There are some things in it that

10 librarians are still uncomfortable with, probably things

11 that congress are still uncomfortable with, but by in

12 large, we came together in working hard together that we

13 were able to create that and that the Depository Library

14 Council, really as your representatives, played one of

15 the most important roles in doing this because what they

16 did was working with us, working particularly with me,

17 and I needed to be educated in what this was all about.

18 As we look back and we tried to understand what GPO's

19 roots really were and what this was really about. I mean

20 it wasn't very long before we made our way back to 1813

21 and that we began to read about what our founding fathers

22 talked about in protecting the republic and the fact that

1   they felt the most important protection for our

2   government was an informed citizen and that the federal

3   government had a responsibility to tell our citizens what

4   it was up to, and furthermore, they had to do it

5   proactively. And everything that has grown out of those

6   walls in 1813 today is still in effect. Everything

7   that's so important that millions support that premise

8   and in the days where the only way to accomplish that was

9   through printed documents in effort to organize a

10   government operation when doing that. If you recall the

11   history of this, there were people responsible for the

12   government printing, but it was in 1861 that Congress

13   finally said we want to simplify all of this, at least

14   simplify the congressional portion of it and have our own

15   printing plant, and we all know that printing plant is

16   exactly what GPO is today. In 1995, they were so

17   concerned about these documents that might've been

18   printed and nobody was keeping track it and so they

19   ordered that any appropriate funds spent on printing had

20   to come through GPO. Well, that might've brought a

21   little efficiency to printing but that wasn't the reason

22   for doing it; the reason for doing it was to be able to

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1   catalog and keep track of federal documents. And of

2   course, the great Federal Depository Library system grew

3   up. I'm not sure any country has something as -- has an

4   organization like we do with the Federal Depository

5   Library system. This has just been a great use for our

6   country and at a time when you had two choices to see a

7   public document, you could buy a copy for yourself or you

8   could go to the Federal Depository Library and look it

9   over. This was an incredible service with the library

10 community to compete with. And out of it, of course, we

11 need to recognize the library system was more than just

12 important from the standpoint of offering these citizens

13 services, but the thing to understand that the library

14 system could protect our systems against the federal

15 government. I'll share with you the story. You may have

16 heard me speak of these stories to get the point across.

17 I was giving a speech in Nevada not so long ago and

18 questioned the audience from one of those folks that

19 likes to put a little needle here and there. "Well, Mr.

20 James, now that you've been in printing for a while, how

21 do you feel about gun control?" And I said, well, I was

22 ambivalent on the subject when I went back to Washington;

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1   I now feel that every citizen ought to have a gun to

2   protect ourselves from the federal government.

3   (Audience laughter.)

4   Well, of course that's a metaphor for what's

5   really going on here. And that is if any of you have

6   ever seen the King of Scotland Idi Amin, you know this is

7   a person that didn't start out as a bad person, he first

8   started out with a vision of how to help people and ended

9   up being one of the great villains in the history of the

10 world. And the government is nothing but people and I

11 think there are two issues here, one of the people that

12 are in policy making positions and who would might at

13 some point be eager to rewrite history and the others are

14 bureaucrats who have a single-minded focus in trying to

15 accomplish one purpose and lose track of everything else.

16   You can see an example of that in the National Archives

17 with Professor Blienstein was completely blown away when

18 he saw this program in classifying government

19 information. He had no idea that was going on. So here

20 are well intentioned people who don't completely

21 understand the consequences of their action. So what the

22 library community has done is ensured our citizens that

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1   the integrity of the story of America stays in place,

2   nobody can change it. I think that is an extremely

3   important purpose in this community.

4   Well, got this vision and then we got our

5   finances under control and you know, it doesn't take a

6   genius to figure out that most of the money we were

7   spending was in people, and as the processes have changed

8   and have been automated, we didn't need all the people we

9   had. And so we went about reducing the workforce by a

10   total of 30 percent. Now we did this in cooperation of

11   congress and our unions. There wasn't a single problem

12   that developed as a result of that because we looked at

13   what the demographics were and we realized that almost 65

14   percent of our people at GPO were due to retire. And so

15   we gave them an incentive to take early retirement. We

16   did it in three ways, ten percent, ten percent, ten

17   percent to bring down the employment down to 30 percent.

18   And that more than anything else caused us to go from red

19   ink to black ink. We also shut, as many of you are aware

20   of, we also shut down about 15 GPO facilities around the

21   country. Many of those were bookstores, some of them

22   offices and one printing plant which were completely --

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1   were buildings operated from a different era completely.

2   So we just bit the bullet and did it. At the end of the

3   day, what has allowed us to go forward, and to keep our

4   finances in good shape is that we introduced the metrics

5   and that word is frequently misunderstood. What we did

6   was we gave our managers, supervisors and leaders the

7   information they needed to get results and measure

8   results. We didn't count on that. We didn't know what

9   to expect on running a printing press or moving documents

10   in one part of the country to the next, we just had no

11   metrics. And so we created metrics in giving our leaders

12   the ability to make intelligent decisions and guess what,

13   we give the people the information to make intelligent

14   decisions, they generally do. So we now are running much

15   more efficiently. Now, what's that's done is create a

16   situation where we now have our own capital because we

17   are generating the profit, and the government has had an

18   unusual word that that we don't use very often. For

19   those of you who have had responsibility in the private

20   sector know that profit is used to reinvest in an

21   enterprise that doesn't mean equipment and investment in

22   new people and that's exactly what we're doing. We're

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1   using the money to regenerate, the funds have been

2   generating to reinvest in GPO and reinvest in the people.

3   We've added -- we're still are at about 30 percent.

4   We've added 300 new people into the organization. Now,

5   these aren't the same folks that we've added to the

6   organization, 10, 20, 30 years ago, these are folks that

7   have interesting backgrounds. We have physicists,

8   chemists. We have mathematicians, computer scientists, a

9   whole wave of people with plenty of essential skills that

10   we need to be successful in the digital world.

11   Now, think about the power we have. We have

12   roughly 2,500 -- well, we got down to almost 2,200

13   traditional GPO people that have the right attitude, the

14   right willingness to change, had a hunger to change, and

15   we added around 300 seasoned people, about two-thirds the

16   private sector and one-third from other government

17   agencies. We brought them to GPO to work along side of

18   our traditional course. Well, you could have two things

19   happen: one is the existing books could've rejected the

20   new books. They could've said we're not interested and

21   just shoved them off to the side. Where the new people

22   could've come in and treated the existing people in a

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1   patronizing fashion, but neither one of those things

2   happened. I'm still amazed at just how well they've come

3   together and today they're working side-by-side.

4   Newcomers have shared their contacts, have shared their

5   technical knowledge, to share their skills to the folks

6   inside the organization where we moving in a much faster

7   rate, I think than anyone expected. We now have the

8   beginnings of a truly 21st Century workforce at GPO and I

9   am really, really proud of our people.

10   Now, we have 23 union workers in the GPO, and

11   this is a little mystery to me walking in the door

12   because I never worked for the union before. I heard

13   stories, the same kind of stories that you all have heard

14   about how difficult it would be to work in a union

15   environment. I can tell you unequivocally that some of

16   the best leadership that GPO has been the union

17   leadership. They've got it. They knew it when I walked

18   in the door. They understood that we had to make these

19   changes to remain viable. They didn't obstruct us, they

20   were there pushing us to move faster and I thought about

21   that and thought about that. Why is that so different

22   from the stories I've heard in the private sector, and I

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1   think that it really has to do with the story of GPO.

2   We're a nearly 150 year-old organization and we've been

3   through technological change after technological change

4   over the years and each of those changes made us stronger

5   and created a future for us. The unions don't view

6   technology as a threat, they view it as a friend. And

7   all we want is the opportunity to be able to adjust,

8   embrace and do those jobs of the future. And so they

9   have been just unbelievably supportive of all of us as

10 we've gone forward. We flatten the organization. A lot

11 of you have heard about the story of how I had 39 people

12 reporting to the Milwaukee, and I guarantee you're not

13 going to (inaudible) and so my philosophy is to push

14 decision making down to as low a level as you possibly

15 can. Now, that's easy to say and very easy to put

16 together, but you have to be able to give the people

17 you're pushing the decision making down to the

18 information for making and coming to decisions. So it

19 tips is a rock that blaming this flatbed organization and

20 pushing decision making down to the point that now it's

21 (inaudible). Give you a good example of what we're doing

22 today. It used to be in my office, for probably 100

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1   years in my office, all of the decisions were made about

2   capital investments, one guy signing off on all of the

3   capital investments. Well, we established three years

4   ago a strategy and planning council and they're the ones

5   that took the strategic vision and began to map it to

6   what the real important ideals for GPO was to make our

7   investments to accomplish that. And so each year, these

8   folks meet, not with me, but they meet among themselves

9   and these are not the top names in the GPO, they're

10   generally the deputies that run the various function of

11   GPO and their job is to take the pot of money that is

12   available and split that pot of money up in the ways that

13   make best sense. I saw that they did that and I saw the

14   results come in. They got it about 95 percent right.

15   Five percent of it is still invested in the 19th Century

16   and I could've stepped in and stopped it, but you know, I

17   figured that they would figure that out faster if I let

18   them go with it. The next year we didn't have any 19th

19   Century investments and I believe that they are making

20   even more intelligent decisions than I would make if did

21   it with my top two or three people. And guess what, they

22   have to live with those decisions and they know they have

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 1   to live with those decisions and so they are the ones

 2   that will be deciding where the money will go into the

 3   future of GPO and again, I think it's a very impressive

 4   process that we've got.

 5   You also understand that because GPO was

 6   losing money four years ago and have been for some time

 7   that it stopped spending money on things like training.

 8   We spent $27,000 on training the year before I walked in.

 9   In general, in our history, we spend between three and

10   five percent of the payroll on training and our payroll

11   is only $130 million a year. So you see, we're just a

12   little off of how much we're spending in training. I had

13   been on the job two days when they said we had to spend

14   our budget for the next fiscal year and I had no idea,

15   but I think that training has $3 million in it. How will

16   we ever spend $3 million? I don't know but we'll figure

17   it out. And we began to address many areas. One of the

18   areas that we had concerned about is spending money in

19   traveling. We can save money by not putting people on

20   airplanes and sending them away to see what's going on.

21   It's an important that we know what's going on.

22   Departments did nothing. I looked at partnerships; we

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1   didn't have any partnerships. We didn't have

2   partnerships with government agencies. We didn't have

3   any partnerships with private industries. We didn't have

4   any university partnerships. We didn't have any

5   partnerships and so in trying to figure out how to get

6   our arms around that as quickly as I could we put up, as

7   you recall, the office of innovation and technology, and

8   it was my vision to have that co-chaired by an inside

9   person at GPO, a person who had been at GPO and a person

10   from the outside.

11   Well, we identified the inside person as

12   Scott Stovall right away. Scott is one of our brightest

13   and young executives and one of the people that kept his

14   head above water on his own money and his own time had

15   gone out to see what was going on and all that. He had a

16   good sense of technology. And him by himself for the

17   first six months of his employment, all of a sudden we

18   started seeing every major technology company in the

19   world visiting GPO and see teams of our people go out to

20   visit them. We began to look at universities and

21   understand the technology that was going on there and

22   about six months later, Mike Walsh joined us as the

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1   person from the outside of the Office of Innovation and

2   New Technology. And most of you know Michael Walsh and

3   many of you have gotten to know him quite well over the

4   last few years. Mike brought a career of innovation and

5   technology from the private sector. Mike was probably 50

6   years old when I offered him this job and Mike was the US

7   inventor of the year in 1996. He holds a number of US

8   cabinets and is one of the few people to ever develop a

9   large scale visual system that actually worked. And it

10   was just at a point in his life where his kids went

11   through college and he had enough private capital that he

12   could afford to come into GPO and this, as he said, would

13   be the biggest challenge of his career. It may be the

14   biggest challenge for any engineer or scientist out

15   there. And Mike came in and became the chief technical

16   officer at GPO as well as the innovation of new

17   technology and out of that office, Scott Stovall and with

18   almost no budget, and working countless hours in the

19   early days four years ago, it's grown into the future

20   digital system that you're all lodging the result and

21   we'll see next year and we'll clearly be the most

22   innovative in the world when it comes to government

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 1   information. It's just a remarkable story. It's being

 2   built in large by folks at GPO, and we're using outside

 3   contractors, we're not from not preventing anything with

 4   GPO, but the system itself is being built by long time

 5   GPO employees that have come to work in Scott and Mike's

 6   shop and again, it's incredible to look at what they're

 7   doing. It's a real opportunity and what I like about

 8   this is that they're learning a disciplined process with

 9   building system and particularly digital systems. So

10   long beyond Mike and me, the folks at GPO will continue

11   this process of reinvented ourselves for a long time to

12   come. And I guess the last thing that I have a note to

13   myself here is that the efficiencies that we gave by

14   developing metrics and properly measuring more operations

15   caused us to become much more efficient and therefore,

16   some of the funds that we appropriated which congress

17   appropriated in previous years that we still had work to

18   do on them, we didn't need as much, and the combination

19   of those funds are what's paying the bills for the future

20   digital system. So we found a capital that we're

21   building from our operation, but we're just making it

22   more efficient. Again, it's a remarkable story and is

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 1   more privy to our folks.

 2   As I move on, and this will be the last time

 3   that I address the council and the last time that I

 4   address you folks as public printer, although I may

 5   address you in some other way, but as Public Printer this

 6   will be the last time I do it. I thought about those

 7   things that I think you need to be, you the council, you

 8   GPO, you the library community, getting the federal

 9   information which is vital to the community. The things

10   I need you to be thinking about is that GPO is going to

11   need your support and help to make this come true.

12   First, is that the Federal Depository Library has been a

13   one way street that turns up moving information from the

14   government to you, but one of the things that we

15   discovered in visiting libraries, Judy and I discovered

16   in visiting libraries in this country is that many of our

17   Federal Depository Libraries have a treasure trove of

18   government information. Much of this information was

19   created for local and regional purposes. Somewhere

20   national documents for one reason or another just never

21   made it to the government depository library system. I'm

22   telling you that there is more information out there that

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 1   we have in the whole history of the Federal Depository

 2   Library Program. We think about the industry. How do we

 3   get the information that you have back into the Federal

 4   Depository Library system? This is much more of a

 5   two-way street in the future. It's something we hadn't

 6   really addressed yet. It's absolutely paramount that you

 7   can all address that with GPO.

 8   I think that I'm coming to the point where

 9   I'm seeing the realities of a political situation being

10   such that "congress" is afraid of going back -- I say

11   congress in quotes, and I'm not speaking of any specific

12   individual here, but the institution is apprehensive

13   about GPO's plan to digitize the retrospective copies.

14   Now, we can not have a complete system for our citizens

15   unless we go back to the beginning. So I think we need

16   to address the question of working with local or another

17   private company and working with them to identify the

18   documents and helping them to digitize those documents

19   retrospectively would that be good enough to give a

20   start? It may not even under the wrong one, but is it

21   good enough to get us started and to be a real boom and

22   of value. I think you need to be asking those questions.

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1   I think GPO needs to be asking those questions of you.

2   I talked a little bit to Bill about my

3   responsibility that I think you have for preserving the

4   record. Now the first time I got asked this question two

5   or three years ago at a public session like this was

6   well, if GPO has all the information electronically, you

7   know, shouldn't we have that information scattered around

8   the country in 2,000 or 100 or 500 other areas too? I

9   tell ya, that's the dumbest question I ever heard from a

10   business standpoint, but from a government standpoint,

11   I've come to understand that's a real question. That is

12   a real question. And I think again, this is something

13   for the depository community to take a look at. You have

14   to understand that printing is going away. I just can't

15   tell you what year it's going away. But do we want to

16   leave all the government information -- GPO could make

17   this (inaudible), we're never going to lose it. I mean,

18   we're not going to lose any of those issues. The

19   question is it is under the control of the federal

20   government and is that good enough? I think this is the

21   question I think we need to ask and congress needs to

22   take a look at too. I suggest to you that we don't have

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 1   a solution to this yet; it is something that should be of

 2   interest to everyone.

 3   In short, you must accept the fact that at

 4   some point in the future, all government information will

 5   be produced digitally, distributing digitally and it

 6   won't be printed. I can't tell you what date that's

 7   going to be. It won't be five years from now; not likely

 8   ten years from now; highly likely in 20 years from now

 9   it'll be the case, and if that's the case, you know,

10   we've got to start planning for what the heck that means.

11   I mean, before with all these artificial claims like,

12   we've stopped progress, you know, I've seen road blocks,

13   I've seen tacks put in front of us, that, you know, I

14   think has stopped stop the progress of technology and

15   we're not going to stop it. So I think that we have to

16   realistically come to grips with what's the path, what's

17   this look like. You've heard me say from this podium

18   that I don't think GPO should be the one that stops

19   printing documents. I think you should be the one to

20   decide whether printed documents are no longer necessary.

21   And I strongly believe that rather than quibbling this

22   stuff that we ought to come to a consensus of what is so

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1   important right now that until we can trust these future

2   digital systems, we need to be printing, and really,

3   truly, we don't want to wreck the red skirt. But there

4   are other key documents here too that must be taken into

5   account until you all are convinced that we are the point

6   that we can authenticate information and that we can

7   control versions of information and that we can keep the

8   digital record in perpetuity in they way that it will be

9   used -- well, I think that you all know that we are very

10   close. I think the world of the digital system will help

11   you to gain more confidence in that, but I wouldn't want

12   to at this time next year say okay, let's stop. I think

13   over some period of time we've got to come to that

14   conclusion. But more importantly, we need to look at

15   right now on what's the need, what are the implications

16   of this because I think it creates opportunities to do

17   things in different ways that you've done before. I

18   think there are opportunities where you can do a much

19   better job in helping our citizens and we've played

20   around with the margins with some of this stuff but we've

21   not really focused on what does that mean. What are

22   these services and what responsibilities the federal

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 1   government has, what responsibilities do you have, where

 2   is the training coming from in the future, what does it

 3   look like. I think these are the things that are really,

 4   really, really important to look at.

 5   Lastly, I will expect that I will get to ask

 6   the question, you know, how can you best help GPO? Let

 7   me tell you something. We wouldn't be here where we are

 8   right now if most of you in this room did not really

 9   support us to get to this point and I thank you for how

10   gentle you were in the beginning. I thank you for the

11   times you grabbed me by the collar and spit me out and

12   got me to understand the point you were trying to make.

13   We've come a long, long way together and GPO has been the

14   beneficiary of the support of libraries. But I can tell

15   you one big issue that is not obviously important to you

16   but is the most important thing to you in the long term,

17   and that is the financial viability of GPO. I am blessed

18   to receive these wonderful letters each year from the

19   presidents from the Library Associations. Almost all of

20   my presidents went to congress to support my

21   appropriations requests and as you probably know, your

22   community is very generous and not just supporting the

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1   request for the appropriation and the library program,

2   but also supporting our other request too and I'm

3   gratified by that. Plainly, the most important thing

4   would be if you continue to support GPO in redeveloping

5   the real estate and getting into a new location. I can

6   not begin to tell you how much money is being dragged

7   down each year by trying to operate this obsolete

8   facility. You know, we estimated four years ago that is

9   was $35 million a year --absolutely pouring down the

10   drain. That's what it costs to keep an obsolete facility

11   open. That doesn't stick to the hundreds of millions of

12   dollars of assets that we have tied on North Capitol that

13   are our deductive assets that can be turned -- that can

14   turn our taxpayer's money into assets. And that's the

15   money that GPO used to continue to invest in the future.

16

17   So ask you, as the leadership of GPO comes to

18   you to ask for your support this area, I think your

19   support of this, that your education of your members and

20   their staff and the importance of this, is the single

21   most important thing you can do for the future of the

22   FDLP, and with that -- I probably ought to say a couple

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 1   of other things here. I just want to thank you for your

 2   great role of sharing. We've had some great chairmen,

 3   but in the last year, I'm not sure we've ever had a

 4   better leader and I really appreciate the utmost that you

 5   put into this and your values and your council, and those

 6   goes for everybody else. This is the best group that

 7   we've had in the time that I've been here. I say that

 8   every year, don't I?

 9   (Audience laughter.)

10   MR. JAMES: I do. I say that every year, but

11   it is. It gets better and better each time. I know that

12   every one of you have important roles that demand 110

13   percent of your time. The fact that you're willing to

14   give up a chunk of that time to provide your guidance and

15   help us. I can tell you that we very much appreciate it.

16   So thank you, council. Thank you all, it's really been

17   a pleasure.

18   (Whereupon, the audience applauds.)

19   MR. JAMES: I think that probably sums up my

20   remarks. I'm now open some questions. This has been a

21   great, great, great experience and I stand before humble

22   at being given the opportunity by the President to come

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 1   in and work in the support area. You know, I feel like

 2   there's a certain cap in my career. I have enjoyed every

 3   bit of this experience, as has my wife. Well, every

 4   minute -- more like 99 percent. It has been in many

 5   ways, a life changing experience. I think I come away

 6   learning more from this experience than I brought to it.

 7   To those of you that have been so good about sharing your

 8   experience and sharing your guidance, I really appreciate

 9   it and that goes for everybody who's ever groomed me. So

10   let me see if there are any questions here before I sit

11   down and shut up.

12   It's always nice to be so completely thorough

13   in your remarks that you leave the council speechless.

14   This is the first time I've ever done it.

15   (Audience laughter.)

16   MR. SANDLER: I'll just break in here just to

17   avoid awkward silence. You mentioned that you thought we

18   should increase relations with some of the big private

19   sectors out there, Google specifically, and I'm sure you

20   think we ought to be looking at Yahoo and --

21   MR. JAMES: Sure.

22   MR. SANDLER: Could you say a little bit about

1   how you're thinking it has evolved on that over three or

2   four years or the thinking of staff that's involved in

3   that over the last couple of years?

4   MR. JAMES: I think boils down to the

5   political reality of the situation. The easiest part of

6   my job in the last few years has been the business of

7   technical parts. I mean, what we had to do was restore

8   the GPO profitability and the technology that we need to

9   bring in order to increase that stuff. The thing about

10   this is that it is complex, and frequently I find myself

11   looking at what I can practically get done as opposed to

12   what would be the best business decision. When I started

13   my time here, people would ask, you know, is printing

14   getting in our way; should we change the name of the

15   government printing office. I looked at that and I

16   looked at that and I thought, yeah, I probably should,

17   but holy mackerel, the energy it would take and the

18   hearings and the public law, you know, I can spend my

19   entire tenor trying to change the name of the GPO. So I

20   went to our design shop and said, "Any thoughts on our

21   new logo?" And they said, "Ah-ha" and pulled out of the

22   draw something that was worked on three years before,

1   which is that wonderful GPO symbol. So I said we'll be

2   back. It was three months later when I was speaking in

3   Chicago and one of the people in the audience raised

4   their hand and said, "Did you have to go to congress to

5   get permission to use that new logo?" And a light came

6   on, "I don't know, but we did it anyway." So, you know,

7   congress does not get excited about changing logos, they

8   get very excited about changing names and the technical

9   side of things. From a business technical standpoint and

10 our assessment of what it would take to have GPO go back

11 and digitize the documents, its well within our

12 capabilities. It should've been done. We should be well

13 into that process now, and it can be done. Congress,

14 however, is that there type O, anti progress that one leg

15 is slowing us down for our demonstration project. I

16 mean, they don't, for whatever reason, and I'm not sure

17 that we'll ever really truly understand the reasons, but

18 for whatever reason, they didn't even think we could go

19 forward. So I think that the reality is that to get this

20 done, we may just have to throw our hat in with "a" or

21 several private sector vendors.

22   Now, one of the big vendors came to us a few

1   years ago and offered to do this in exchange for the

2   exclusive rights in about a three-month window, and we're

3   not going to give away any exclusive rights anyone. On

4   the other hand, they couldn't even get this job done

5   unless we can find the job and work with them in setting

6   up a certain standard where it can done at the price that

7   they had agreed to do this for and we would have the

8   information. Now, the reason I was reluctant to embrace

9   that is I think that once that gets done, it's going to

10   be awfully tough for the government to go back to spend

11   the resources to doing it a second time to do it right.

12   And by "right" I'm talking about making certain these

13   documents are scanned in a way that you can do searches

14   and you could bring up the exact document on a page and

15   have a resolution that's meaningful, and again, a

16   document that would truly useful.

17   So, by allowing or partnering or however you

18   want to put it, going ahead with the private sector

19   vendor, I think we cut down the chances of being able to

20   do this in future, but we're so far behind in doing this

21   and I don't see us moving along forward here. So, I

22   think I may know a way to do it. I think that you all

0052

1   need to discuss it and see if this makes sense and if it

2   does, you come put pressure on us and put pressure on

3   congress to do it. I think congress wouldn't like for me

4   to use the word pressure. We haven't had these

5   discussions and I think it's time to have these

6   discussions.

7   MR. HEMPHILL: This is Peter Hemphill from

8   Hemphill and Associates. I guess I'd like to share a

9   little information with you with regard to how private

10 sector handle retrospective collections and that it's a

11 huge issue and it's a lot of money, but what we found is

12 if you have just the current information moving forward

13 it kind of came to ripping pages out of a dictionary and

14 it only has a certain amount of usefulness by having a

15 lot of those pages missing and not being able to search

16 on and find it. You end up having to go back to the

17 paper collection again and it generates inefficiencies.

18 What we ended up doing is developing with our partners a

19 means of electronic data from authenticated partners that

20 had secured methods of updating things through a

21 federated approach in order to provide information to be

22 able to republish that information.

0053

1   Many of the customers who use our products

2   needed that historical information and we're getting that

3   information and we're more that information by us coming

4   up with automated data interchange standard and

5   authenticated means and secure means in providing that

6   information into the products and it really helps the

7   efficiency of searching, the ability for people to find

8   things and as time went on, the retrospective side just

9   shrank and shrank and shrank to the point and time where

10 we said well, there's not enough left to be a major

11 concern and we just went ahead and did the rest.

12   MR. JAMES: We need these discussions. We

13 need to look at what this means and how do we go about

14 doing it and you know this is to get it done.

15   Yes, ma'am?

16   MS. HALE: Hello. I'm Kathy Hale --

17   MR. SUDDUTH: First, we would like council to

18 ask questions and then we'll go to the audience.

19   MR. JAMES: I got this messed up. It's my

20 fault.

21   MS. HALE: No problem. I can wait.

22   MR. SWINDELLS: I'll make this quick. I

0054

1   welcome this conversation. I think this is a great idea

2   of the realities I think of the expertise that is out

3   there. The one thing that I would like to see added is

4   to include our nonprofit partner out there. You know,

5   people like Mike Holley. The Federal Reserve is involved

6   in lots of great visualizations of projects and our

7   universities around the country are involved in this kind

8   of thing. So I think that bringing together all kinds of

9   partners could be a really profitable exercise.

10   MR. JAMES: Good point.

11   MR. SUDDUTH: Not to put your successor or

12   noose around your neck or tie their hands behind their

13   back, but if your successor came to you, once named, and

14   said who are the three people that I need to go talk to

15   outside of GPO, what might you tell them?

16   MR. JAMES: I'm not going to answer that

17   question because I might leave somebody out that is

18   really important. I thought about creating that list and

19   I would certainly turn over to my successor public

20   information and my thoughts of what the priorities are in

21   going forward and how to get there and I will share the

22   names of people who have come to be quite helpful. A lot

0055

1   of this stuff is personality driven, you know. You like

2   somebody and you want to tell them or you like somebody

3   and you want to ask them questions. So I think that we

4   don't want to limit the next person with who they make

5   contact or who they should go to, but I leave a pretty

6   good list.

7   MR. SUDDUTH: Any other questions from

8   council?

9   MR. JAMES: Thank you for your patience.

10   MS. HALE: No problem. My name is Kathy

11   Hale. I'm from the State Library of Pennsylvania in

12   Harrisburg. First of all, I wanted to say that I feel

13   that you're wrong in that it's been one way between GPO

14   and the Federal Depository Library community. I feel

15   that we have had a very active voice in telling you how

16   we feel and what we want.

17   MR. JAMES: Kathy, let me stop you right

18   there. You weren't listening to me.

19   (Audience laughter.)

20   MR. JAMES: I want to answer this very

21   quickly because I thought about it when I was saying it.

22   What I'm saying is that similar to the partnership where

0056

1   if anything, maybe the federal government has gotten more

2   out of this relationship over the years than we put into

3   it. I'd be willing to take that back. What I talked

4   about here is the flow of innovation to our customer, the

5   patrons, the users. The flow has been through GPO to the

6   libraries and I think that what I've seen out there is

7   that there is a whole lot of information out there that's

8   federal information in local libraries, in state

9   libraries, in specialized libraries that I think the flow

10   back to Washington to incorporate into our systems and to

11   literally put right information in there so that we open

12   up a vast treasure trove of information to American

13   citizens, and we, at GPO have not addressed that yet.

14   MS. HALE: And that's what I would like to

15   address. I know that we have treasure troves out there

16   because we get to deal with that everyday, but there are

17   fugitive documents that have never been brought into the

18   FDLP. There are local consortiums that have wonderful

19   information that we had been willing to give to GPO and

20   GPO has not had the vehicle in order to accept it. So

21   that is what we would like to voice is that you get on

22   the stick and accept it from us.

0057

1   (Audience laughter.)

2   MR. JAMES: So we're together.

3   (Audience laughter.)

4   MR. JAMES: I mean, I'd be surprised. You

5   just have no idea, I mean, maybe you do. I mean, you're

6   in the business, you do. I'm surprised at the amount of

7   information out there. As I say, much of it is local or

8   regional (inaudible) and so people have virtually no

9   access to it and no understanding it even exists and it

10 could be quite helpful to, not just for researchers, but

11 I think citizens would find the information quite helpful

12 too. It's just amazing the way people are using

13 government information systems today. You know, you've

14 heard me say that ten years ago, of course, when the

15 federal register was in paper form, we had 35,000 paid

16 subscribers and that's all people who ever saw it. Now

17 we have doubled the people in that registry. So we've

18 greatly expanded the usage of it and I think that there

19 is a treasure trove of information out there. We can see

20 millions and millions of people a day coming to the

21 internet to access this information and I realize that

22 GPO has never had the ability to do this and we also

0058

1   don't necessarily have the franchise to do it and so this

2   would be a matter of working with not just with the

3   community but also with congress to make sure that

4   congress is comfortable with this. This is one that I

5   think they would be quite comfortable with this. Thank

6   you.

7   MS. HARTNETT: Hi. Cass Hartnett with the

8   University of Washington, Seattle. When you were in

9   Seattle and last addressed us, I believe you were on the

10   eve of dealing with Supreme Court Chief Justice. I think

11   it was a year ago.

12   MR. JAMES: So you want to hear what we

13   talked about?

14   MS. HARTNETT: Well, yeah.

15   MR. JAMES: Well, I can tell you that it was

16   just PR for GPO. In fact, I did meet with the chief

17   justice and it was a small meeting. I found him to be

18   even more charming in person than he appears to be in the

19   media. I mean he appears to be funny and charming in the

20   media, and obviously unbelievably smart, and we had a

21   range of things to discuss and among those, I brought up

22   the changes in the way people are using information and

0059

1   the fact that I thought that it was time that the federal

2   courts took a look at this and that they understood the

3   technology and what the opportunities were. He mentioned

4   that there was a change of management going on in the

5   administrative office in the U.S. Courts and that that's

6   the way we should pursue it. Now, he did remind me that

7   the Court's are quite considerate and not out just to

8   branch off in one direction or another. We're

9   approaching this a couple different ways. We have

10   established a relationship with some service where our

11   business from $5,000 a year to over a million dollars a

12   year and he was amazed of how we were going to this and

13   we continue to operate the Supreme Court's website which

14   has sent a clear message to everybody that we're on the

15   line in the system. And so we're pursuing this and I

16   think what we've read from this is that we don't have the

17   same access to the information the Court's do with

18   Congress and their Executive Branch. Of course, the

19   issue, as people are quick to point out to me is that

20   there are many private sector publishers in this field

21   that certainly what we do doesn't threaten their

22   livelihood, but having been in that sector myself, I

0060

1   think there are many things that the federal government

2   can do to improve communication with our citizens

3   regarding the Courts that in no way threaten the

4   livelihood of private publishers. Again, we have a plan

5   that we are working and we'll continue to work that plan

6   and realizing that the Courts are different than the

7   other parts of government. It just works differently. I

8   think we're seeing changes take place in the system that

9   we have hope for the future.

10   MS. MCKNELLY: When are we getting a better name

11   for it?

12   MR. JAMES: What do you mean?

13   MS. MCKNELLY: I mean it's really getting hard

14   to talk about this thing and call it a business anymore.

15   MR. JAMES: Good point. We were talking

16   about running a contest about six months ago to name this

17   thing. I thought that would be an interesting idea to

18   come up with a name, but I said oh, my goodness, this is

19   going to be nightmare. So I think that all of us have a

20   favorite name and if I were a betting man, I would bet on

21   Mike Walsh's name, the Walsh System.

22   (Audience laughter.)

0061

1   MR. JAMES: Sorry, Mike, I didn't want to

2   give away your secret there. I think that we have to

3   have a better name for it. We realize we have to have a

4   better name for it. Michelle, I think it will involve --

5   I understand what you're saying.

6   MS. NELLY: It's really getting hard to go and

7   talk to a member of congress about something called the

8   system, you know, if there was something there that we

9   could talk them about it and then, you know, tell them

10   what it meant and why it is important to fund it because

11   the funding down the road is going to be very important

12   and we can't advocate for it with this silly name.

13   MR. JAMES: That's a very good point and I

14   stumble over that name all the time, so I don't even try

15   to say it anymore. I just call it future digital system.

16   We're working on it now, and how soon that will happen,

17   I don't know. I guess it hasn't been a high priority,

18   but after this comment, I'll go back and revisit it with

19   our folks and see if we can move the schedule up a little

20   in creating a name for it.

21   Once again, the money to complete the future

22   digital system is at hand. We have it on the agenda.

0062

 1   It's funny that we created it within the GPO, but that

 2   doesn't mean that we will not be supportive of Congress

 3   on an ongoing basis to be able to implement that system.

 4   Now a lot of what we're doing makes it easy to refresh

 5   and not use big bites down the road, but we will be in

 6   support of congress. Your point is well taken. I'll

 7   take that up. Thank you.

 8   MS. MILLER: I just want to mention, you

 9   should call it something that has operation in front

10   because will fund anything with operation in front.

11   (Audience laughter.)

12   MR. JAMES: Point well taken. Point well

13   taken, at least with this congress.

14   MR. LINDSEY: I'm Tom Lindsey from the

15   University of Texas in Arlington. I have a question

16   about the building project. George Shultz, foreign

17   affairs over in Arlington was a one-time proposed

18   headquarters for the defense (inaudible) which is now

19   down in Bolling Airforce Base. Under the legislative

20   scripture where you can be but so many miles of the

21   radius distance of the Capitol dome or something, does

22   that keep you from moving the GPO to the site plant or is

0063

1   it a big problem if you can't?

2   MR. JAMES: Well, you know, early on in the

3   process, the senator and I talked about this. He said

4   you guys can't do that out of town. He said, we have you

5   right there, right by the capitol and you've got to get

6   that record down here every morning. And I said, well,

7   let's think about that. You know, in 1895, we retired

8   horses and brought electric trucks into this and ever

9   since we've had the ability to get it to you by truck.

10   So the answer is that we have to be able to reliably and

11   predictably deliver the Congressional Record on time

12   every morning and not get stuck in traffic. Other than

13   that, we'll be located in Washington or Maryland or

14   Virginia or anyplace that Congress is close to. Now, we

15   have done site investigation and there are I believe --

16   Bob, how many sites in D.C. have we identified?

17   MR. TAPELLA: We've identified approximately

18   23 within the metro region.

19   MR. JAMES: Twenty-three sites all together in

20   the metro region?

21   MR. TAPELLA: Yes.

22   MR. JAMES: And over half of those were in

0064

1   D.C. So we will not have trouble finding a place to

2   house GPO and we have a way of doing it that it won't

3   cost the taxpayers a dime. Now, you think this is a

4   no-brainer, but believe me. The ways and wiles of

5   Washington are still mysterious to me in many ways. You

6   know, we got done what we could get done and, you know,

7   we took no prisoners when we couldn't afford to take

8   prisoners and we went out and got the job done. This

9   building area is something I really wanted to get done

10   and I didn't and so I need you to focus on that in the

11   future. Thanks. Thank you all.

12   (Whereupon, the audience applauds.)

13   MR. SUDDUTH: For the next part of the

14 program, council is going to adjourn themselves from the

15 stage so that there is enough room up here to get the

16 ceremony done and things aren't as cluttered, so we're

17 going to take a couple of seconds to gracefully exit

18 ourselves.

19   (Brief recess.)

20   MRS. RUSSELL: This is the time where we

21 present the winner with their award and hear their

22 remarks and accommodations for them and then we're going

0065

 1 to adjourn at the room at the back of the room to

 2 actually present them with the shadowbox that they can

 3 take back and hang in their library and to have our

 4 coffee break and cake and that will give you a chance to

 5 congratulate them individually. So I'm going to turn

 6 this over to Ms. Ruth to actually do the presentation of

 7 the award and then Ric and I will present some of the

 8 other accommodations.

 9   MR. JAMES: It will be my honor to make all

10 the appropriate introductions here. I've got a million

11 different things here. I'm sorry about this everybody.

12 Okay. I'm ready to go here.

13   Our library of the year award goes to the

14 Benton Harbor Michigan Public Library and Fred Kirby is

15   here to accept the award.

16   (Whereupon, the audience applauds.)

17   MR. JAMES: Now, I know that everybody here

18   has been to Benton Harbor Michigan, probably on vacation.

19   I will tell you that my first trip to Benton Harbor

20   Michigan was when I was 21 years old. Now, we know that

21   Bentonville, Arkansas is the home of the world's largest

22   retailer and it would only be fitting that Benton Harbor,

0066

1   Michigan be the home of the world's largest maker of home

2   appliances, which is Whirlpool. As a 21 year-old

3   salesman for a company called Counter Crescent in

4   Burnsville, Indiana, who is producing Whirlpool

5   Corporation's annual report. It was my job to, this very

6   important job, to carry this annual report to the

7   chairman of Whirlpool and I just couldn't believe that I

8   was being trusted to do this and I was reading this

9   proofs of report as I was going up, and I'm 21 years old

10   and I'm reading these proofs and I see the numbers and I

11   go holy, mackerel, here's this huge appliance company

12   where 70 percent of all of their output goes to one

13   company, Sear Roebuck, and I'm thinking this must really

14   be a dangerous kind of business to be in. So I got there

15   and I met with John Platt, who was the chairman at

16 Whirlpool and he sitting there with all these various

17 financial people to meet with us and I'm sitting here

18 trying to figure out how I'm going to bring this up to

19 Mr. Platt, point out to him what jeopardy his company is

20 in for having 70 percent of his sales to one customer.

21 So I really worked on that. You all know about that song

22 and so I finally said, "Mr. Platt, do you have trouble

0067

 1 sleeping at night?" "Well, what do you mean?" And I

 2 said, "Well, with 70 percent of your sales all going to

 3 one customer, what would happen if the boss woke up one

 4 morning and said I'm not going to do business with

 5 Whirlpool anymore?" He said, "Sears Roebuck would be in

 6 serious trouble because there's not enough capacity in

 7 the rest of the world to even meet a quarter of their

 8 requirements. He's the one that should sleep not so

 9 well." So that was one of my great grand lessons in

10 business which I had never forgotten.

11   Benton Harbor is perhaps one of the important

12 industrial cities in this country. This is the twin city

13 area. Am I right?

14   MR. KIRBY: Right.

15   MR. JAMES: It's in many ways the heart of

16 America and like so many different cities that are these

17 powerful industrial cities, Benton Harbor has also fallen

18 on lean times and it's very difficult when you operate a

19 public library or operate any kind of public facility in

20 a city where you have declining tax revenue and have more

21 and more calls do deal with the problems associated with

22 the community and so what has really struck the GPO is

0068

1 how clever the folks at Benton Harbor Public Library have

2 been in dealing with these issues and making certain that

3 they derive a way of continuing to provide government

4 information in new and very creative ways. So for that

5 reason, we've decided that you, Fred Kirby and your

6 colleagues at Benton Harbor Public Library deserve this

7 award.

8   (Whereupon, the audience applauds.)

9   MR. KIRBY: Thank you so much Bruce and Judy.

10   I can not believe I'm standing here. This is just

11 incredible to get this wonderful award from the GPO. Our

12 library has come a long, long way over the years. It was

13 a lot of hard work to get our document collection to

14 where it is today and of course, we did not do it alone.

15 Now, there are far too many people for me to acknowledge

16 here today but I do want to pick out a few in particular

17 if I may. Certainly, first of all, all the librarians

18   get a heart-felt thanks from us. We could not have done

19   this without all of your collective support for us, so

20   thank you very much.

21   (Whereupon, the audience applauds.)

22   MR. KIRBY: In particular, I'd like to

0069

 1   acknowledge Ann Marie Sanders. She's the Documents

 2   Coordinator for the Library of Michigan. Ann, would you

 3   stand up?

 4   (Whereupon, the audience applauds.)

 5   MR. KIRBY: Thank you, Ann, for what you did.

 6   Also, Diane Vanderpol, who is the Documents Librarian at

 7   Calvin College in Grand Rapids. Diane?

 8   (Whereupon, the audience applauds.)

 9   MR. KIRBY: Thank you, Diane. You're the one

10   who nominated us, not once, but twice. So thank you so

11   much for your support and your persistence too. I do

12   want to thank Judy Russell and all the members of the

13   Federal Depository Library Council for believing in us

14   and realizing the value of the program that we have

15   there. But finally, I need to thank Jill Raugh, who is

16   my Record and Documents Librarian. Jill, it was your

17   vision, your creativity and your hard work that made all

18   this possible. Without all of that, we wouldn't be here,

19   so thank you, Jill.

20   (Whereupon, the audience applauds.)

21   MR. KIRBY: I just want to conclude by saying

22   that next year in 2007 will mark the 100th anniversary of

0070

 1   the Benton Harbor Public Library being a depository

 2   library. What better way to start the celebration than

 3   this.

 4   (Whereupon, the audience applauds.)

 5   MRS. RUSSELL: All right. Although this was a

 6   secret until just now, we did share it with a few

 7   individuals who we thought might like to acknowledge this

 8   and so we're going to start with this video from Senator

 9   Debbie Stabenow acknowledging Benton Harbor, the

10   recipient of the Federal Depository Library Award. So

11   we'll see that first.

12   (Whereupon, a film was played.)

13   MRS. RUSSELL: I'm also going to read you a

14   letter from Senator Carl Levin addressed to Mr. Kirby.

15   "Dear Mr. Kirby, I would like to congratulate you and the

16   entire staff of the Benton Harbor Public Library for

17   being named the 2006 Federal Depository Library of the

18   year. Unfortunately, I am unable to join you in person

19   for the award ceremony but I'm delighted to offer my

20   congratulations to all of the individuals who have worked

21   so hard to make Benton Harbor Public Library such an

22   exceptional institution. In order to insure openness and

0071

 1   honesty in government, it is essential to have citizen to

 2   have free access to government documents and

 3   publications. I commend the Benton Harbor Public Library

 4   staff, not only for its commitment to providing citizens

 5   with access to a wide range of government resources, but

 6   also for presenting these resources in a manner that's so

 7   directly needed in the community. You and your staff

 8   certainly deserve this national recognition for your

 9   continuing efforts to provide outstanding public service.

10   Again, it is my honor to salute the Benton Harbor Public

11   Library for being named the 2006 Federal Depository

12   Library of the Year. Sincerely, Carl Levin."

13   (Whereupon, the audience applauds.)

14   MRS. RUSSELL: We haven't made a lot of

15   remarks here about all the reasons why Benton Harbor

16   received this award. Congressman Fred Upton has done

17   that for us so we decided to let his words speak to some

18   of the reasons why the library received the award and I'm

19   going to read now a letter from Congressman Upton to Mr.

20   Kirby and his staff.

21   "I would like to express my sincere regret

22   that I can not be with you today to honor the hard work

0072

 1   and well-deserved recognition of the Benton Harbor Public

 2   Library. As you all know, there are now over 1,250

 3   libraries participating in the Federal Depository Library

 4   Program and I am extremely proud that this year the FDLP

 5   in conjunction with the U.S. Government Printing Office

 6   has given the Benton Harbor Public Library the

 7   prestigious distinction of the 2006 Federal Depository

 8   Library of the year. For over 140 years the partnership

 9   of the FDLP and the GPO has worked to provide federal

10   government documents and information packets to the

11   American public with the belief that an informed citizen

12   is an empowered citizen. The Benton Harbor Public

13   Library was chosen for this prestigious honor due to its

14   outstanding an innovative public service. The library

15   staff has worked tirelessly to provide the community with

16   vital statistical information from federal government

17   documents. Such information has been essential to the

18   work of community planners, business persons and other

19   professionals. Additionally, the library's extensive

20   collection has helped support a local task force

21   established by the State of Michigan to study and make

22   recommendations on such issues as housing, education,

 1   employment, criminal justice, parenting and family law.

 2   In addition to making its contents available to area

 3   libraries and its patrons, the staff has worked

 4   diligently to make government documents accessible

 5   through an online catalog, the library's ability to

 6   provide physical primary text whether it was a copy or a

 7   book version. There is a tremendous honor and source of

 8   pride for the Benton Harbor Public Library. The

 9   library's resources have not only been beneficial to the

10   working members of the community but also to its

11   youngsters. The staff has created a colorful and dynamic

12   signage in the library to its patrons and worked

13   diligently to facilitate relationships with each visitor

14   to provide a comfortable and welcoming environment. The

15   staff at Benton Harbor Public Library is a true testament

16   to the first class library we are so fortunate to have in

17   Benton Harbor. I want to commend the Federal Depository

18   Library Program and the U.S. Government Printing Office

19   for selecting the Benton Harbor Public Library as the

20   2006 Federal Depository Library of the Year. This honor

21   must serve as a great source of pride to the folks of

22   Southwest Michigan. I applaud everyone who has worked

1   and continues to work with the Benton Harbor Public

2   Library, for their dedicated work is undoubtedly a

3   positive influence on our community and its citizens,

4   very truly yours, Fred Upton, member of congress."

5   (Whereupon, the audience applauds.)

6   MR. SUDDUTH: Good afternoon. I'd like read

7   several additional tributes and accommodation, but before

8   I do I think we have a video by Governor Jennifer Grant

9   Holme.

10   (Whereupon a video was played.)

11   MR. SUDDUTH: Next, I'd like to read a special

12 tribute and this is from the Michigan State Senate. "Let

13 it be known that it is a genuine pleasure to commend and

14 congratulate the Benton Harbor Public Library on being

15 selected as the recipient of the prestigious 2006 Federal

16 Depository Library of the Year Award. This award is

17 presented by the United States Government Printing

18 Office. "The Benton Harbor Public Library has received

19 this award for its outstanding public service and its

20 promotion of federal government information. Lead by the

21 library's dedicated Director, Frederick Kirby and it

22 Records and Government Documents Librarian, Jill Raugh,

1   the Benton Harbor Public Library is only the fourth

2   library recipient of this honor. Working with extremely

3   limited funds, the library staff has worked diligently to

4   transform a previously marginal federal government

5   depository into a vital and successful local community

6   and regional library resource. The library is a great

7   asset to the state of Michigan and merits are highest

8   praise. This special tribute, therefore, this document

9   is signed and dedicated to commended congratulate him for

10   the Benton Harbor Public Library. We applaud this fine

11   achievement and wish them continued success.

12   (Whereupon, the audience applauds.)

13   MR. SUDDUTH: We also have a letter from Wilce

14   Cook, the Mayor of Benton Harbor. "Dear Mr. Kirby,

15   congratulations to you and your staff for receiving the

16   2006 Federal Depository Library of the Year Award. This

17   is an extraordinary achievement which benefits our

18   citizens to appreciate how we have such a remarkable

19   public library. Your hard work and dedication to

20   providing quality service to the people of Benton Harbor

21   is exceptional and it speaks highly of the dedication you

22   and your staff towards providing information in an

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1   accurate and user-friendly manner. You are making access

2   to federal government information easier to the public

3   which educates our citizens. Again, thank you for your

4   service and congratulations."

5   (Whereupon, the audience applauds.)

6   MR. SUDDUTH: And last but not least, the

7   Benton Harbor Public Relations Library Board of Trustees:

8   "The Board of Trustees at the Benton Harbor Public

9   Library would like to formally thank you for the

10 continued outstanding performance in your efforts to

11 serve the public. Specifically, we congratulate you for

12 our library being named Depository Library of the Year.

13 As you know, Benton Harbor has been a depository library

14 for government documents since 1907. Citizen access

15 share information about the national government and its

16 activities as the (inaudible) of the democracy. Through

17 your continued efforts to make the documents accessible

18 and relevant to the needs of the public, you have brought

19 high honor to our city, our library, the depository

20 library's council and yourselves. On behalf of the

21 citizens of Benton Harbor and Benton Township, the

22 Library Board of Trustees thanks you for the good work

0077

1   that you continue to do, Sincerely, The Benton Harbor

2   Public Library Board of Trustees."

3   (Whereupon, the audience applauds.)

4   MR. SUDDUTH: I want to thank you all.

5   Again, we're going to adjourn out right across the

6   hallway and we'll have cake and a cake cutting ceremony.

7   Thank you.

8   (Whereupon, at 3:02 a recess was taken.)

9   * * * * *

10   MRS. RUSSELL: It was certainly wonderful to

11 hear all those tributes to Benton Harbor and I hope

12 you're all thinking about boy, how can I have my library

13 up there next year because it'll only be a couple of

14 months before we'll be looking at nominations for next

15 year's award. So start thinking about your library or a

16 library in your area that you think that is deserving of

17 this kind of recognition. I have the great pleasure this

18 afternoon to introduce both a colleague and friend, Dr.

19 Jose Marie Griffith, who is the Professor and Dean at the

20 School of Information and Library Science at the

21 University of North Carolina at Chapel Hill. I first met

22 Jose when she became a commissioner of the National

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1   Commissions and Library Information Center where she

2   served as a Deputy Director and I had the opportunity to

3   work with her on several projects commissioned. At that

4   time she was the CIO at the University of Michigan and

5   she subsequently left to the Graduate School at

6   Pittsburg. I had recently joined with the (inaudible)

7   schools, so we have that additional connection. With all

8   that said, I will tell you that I am not the one who

9   suggested her to speak, although I should've thought of

10 it. Ric Davis was in a meeting in North Carolina a few

11 months ago and she was speaking and he said she would be

12 wonderful and I said oh, of course, and so here she is

13 and we're really thrilled to have her here. So I have

14 one more piece of business here. How many UNC graduates

15 are in the audience? Ah-ha, look at that. We have one,

16 two, three on the council and then some more in the

17 audience. Please be sure you leave your name, address

18 and phone number -- at any rate, join me in welcoming Dr.

19 Jose Marie Griffith.

20   (Whereupon, the audience applauds.)

21   MRS. RUSSELL: Okay, I think we're ready

22 to get started.

0079

1   Thank you all very much. I hope you

2   enjoyed the reception and it was certainly wonderful

3   to hear those tributes to Benton Harbor. And I hope

4   you're all busily thinking about, boy, how could I

5   have my library up there next year, because it will

6   only be a couple of months before we're going to be

7   soliciting nominations for next year's award, so

8   start thinking about your library or the library in

9   your area that you think is deserving of this kind

10   of recognition.

11   I have the great pleasure this afternoon

12   to introduce both a colleague and a friend, Dr. Jose

13   Marie Griffiths, who's a Professor and Dean of the

14   School of Information and Library Science at the

15   University of North Carolina at Chapel Hill.

16   I first met Jose when she became a

17   Commissioner of the National Commission on Libraries

18   and Information Science while I was there as the

19   deputy director and had the opportunity to work with

20   her on several projects at the commission.

21   At that time she was the CIO of the

22   University of Michigan. She subsequently went to

0080

1   the graduate school at Pittsburgh and then fairly

2   recently, lost track of the time, two years ago,

3   boy, it's been quickly, to the University of North

4   Carolina as the Dean and I have recently joined the

5   Board of visitors for her school, so we have that

6   additional connection now which is very nice.

7   With all that said, I will tell you that

8   I'm not the one who suggested her as a speaker,

9   although I should have thought of it, but Ric Davis

10   was at a meeting in North Carolina a few months ago

11   and heard her speak and said, wow, she'd be

12   wonderful and I said oh, of course, and so here she

13   is and we're really thrilled to have her here.

14   So I have one little piece of business.

15   We want to know how many UNC graduates, library

16   school graduates are in the -- aha, look at that,

17   we've got one, two, three on the council and then

18   some in the audience, so please be sure you leave

19   your name, address and phone number so the

20   development committee --

21   (Laughter.)

22   At any rate, please join me in welcoming

0081

1   Dr. Griffiths.

2   DR. GRIFFITHS: Thank you very much. I

3   have known about this group for many, many years

4   having spent 10 years here at, in Washington, D.C.,

5   during the 1980s, but I actually have to admit I

6   believe this is the first time I've actually been to

7   a meeting of the depository libraries, so I'm glad

8   to be here and I'm glad to meet you all.

9   When I first received a call asking me

10   to come and talk about, come and to be the key-note,

11   I wasn't quite sure what I should do, so I thought,

12   you know, Ric had heard me speak in the research

13   triangle area, I talked somewhat about futures

14   there. I'm engaged in a fairly large-scale ILMS

15   related funded project on the future of the work

16   force.

17   Judy and I have had discussions about

18   the future of work force. I've had similar

19   discussions with librarians and library directors

20   and others around the country, and so what I'm going

21   to mix today is a little bit about the future from a

22   technological perspective and some of the issues and

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1   concerns that I think we had as a profession as we

2   move forward.

3   How many of you are familiar -- you

4   know, I can, I've got these wonderful screens here

5   which means I don't need my glasses, but I can't see

6   the keyboard on the laptop, so excuse me for just a

7   minute while I get my finger poised. Okay. No,

8   that didn't work. Let me try this one.

9   How many of you are familiar with the

10   latest work that the National Science Foundation has

11   put out on cyber infrastructure. So a few of you,

12   good.

13   Well those of you who know that, I'm

14   going to talk about it a little bit. Those of you

15   who aren't aware of it, it is an important

16   initiative that I think you need to be aware of.

17   I also want to talk about fundamental

18   roles of librarians and information professionals

19   through the ages because I think sometimes in our

20   rush to embrace particularly in the schools of

21   library and information science and our rush to

22   embrace the new technologies, we sometimes forget

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1   what some of our fundamental roles and

2   responsibilities are, have been and probably always

3   will be. They may morph a little bit, but

4   predominantly there's a lot to be celebrated about

5   the role and value of librarians in this world and

6   that's part of what I went to North Carolina to do

7   while we look at moving forward.

8   I want to look at how these roles will

9   continue to be critical in the digital age. A

10   little, talk a little bit about what's going to

11   change and what's going to stay the same.

12   Quite a lot will stay the same, although

13   it may be on a different stage. The role and

14   responsibility will be the same. Skill sets might

15   be a bit different. A little on trends and how

16   librarians are responding and then future key

17   issues. So it's sort of a pretty broad overview of

18   the future.

19   I also should say I don't do these

20   pretty pictures, I have somebody who does,

21   illustrates my words very nicely, but she puts these

22   wonderful pictures together and I don't have to

0084

 1   worry about it, so I take no responsibility for the

 2   visuals here.

 3   So cyber infrastructure. Cyber

 4   infrastructure is an initiative that Federal

 5   agencies in particular have been looking at but

 6   heavily over the last several years as information

 7   technology has evolved at such a pace and at such a

 8   rate that we can now not only do some of the things

 9   we've done before using technologies, but we

10   actually have created new and interesting ways to

11   communicate, to create content, to share

12   information, to disseminate information and we

13   really are not at the moment operating in an

14   optimized way.

15   Basically we are seeing silos of

16   activities, Bruce mentioned this earlier on this

17   afternoon, silos of activities that are not

18   necessarily interoperable. And so one of my themes

19   in speaking to groups like yours is, in fact, we

20   have to shift our perspective from a siloed

21   approach, almost, almost a systems approach, except

22   Bruce said systems of the future, but I had, was

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 1   taking a narrower view of systems into an

 2   infrastructure approach and if we think

 3   infrastructurally, then we begin to do things a

 4   little bit different.

 5   You can imagine what it would be like if

 6   each house and each organization had to run its own

 7   power supply. I mean, you know, we just plug in and

 8   it's there and we take it for granted that it's

 9   there and it's something we only worry about when

10   it's not on, when we have a power failure. We need

11   to start thinking about information in that way and

12   how we make digital information because that's where

13   the real potential is available in a more

14   infrastructure approach.

15   I do believe that the future in driving

16   us forward will be E science, E business,

17   E Government, we can put whatever term we want

18   there, E culture and global competitiveness are

19   going to be critical drivers of moving us forward in

20   this age and not so much the serials prices and the

21   kinds of discussions that we have predominantly in

22   academic institutions, although it's not exclusively

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1   there, they're not going to be the real drivers for

2   change. The real drivers coming are much bigger and

3   it's because the United States is losing position in

4   many sectors relative to the rest of the world and

5   we need to pay attention to where we're losing

6   position.

7   We need to support the discovery

8   dissemination and preservation of knowledge. This

9   has always been the strength of the United States.

10   It's what those of us who came from other countries

11   to work here were looking to work with. You had the

12 resources, you had the infrastructure in those days

13 that didn't exist in Europe, certainly at the time

14 that I came to this country, and it's the reason why

15 I came over here to work the -- the ability to work

16 with very large-scale information systems just

17 simply didn't exist in Europe at the time. Does

18 now, but it didn't at the time.

19   And I wanted to talk a little bit and

20 give you an idea of how this infrastructure can

21 play. In, in space physics, upper atmospheric

22 physics, I'm a physicist by background, so this is

0087

 1 something I'm very comfortable talking about. You

 2 can imagine people want to look at the upper

 3 atmosphere and see what's going on and so they have

 4 telescopes and instruments in remote places that

 5 aren't covered by clouds, so that they are in

 6 Greenland and Arizona and funny places and places

 7 where you can access the sky. And those instruments

 8 used to be where people went to do their research,

 9 okay.

10   Now and for some time we've been able to

11 control those instruments by the Internet remotely,

12 and so now we can connect almost anyone in the field

13   to those instruments very easily.

14   What the upper atmospheric physics

15   community did was to start working collaboratively

16   to plan the kinds of observations they wanted to

17   see, they call them campaigns. Okay, when they

18   decide to switch certain instruments on, point them

19   to certain places in the sky, gather data for a

20   period of time, a fixed period of time, analyze the

21   data and then see what was happening.

22   And that was a cycle that now could be

0088

 1   facilitated by new technology as you can imagine.

 2   You know, we can have, change the instruments

 3   remotely, we can beam up the observations, beam them

 4   down from the satellites to a location and, you

 5   know, make others see it, give access to other

 6   people.

 7   What happened was now you saw groups of

 8   people rather than working independently with a set

 9   of data or a set of observations started to work

10   collaboratively with a set of observations. In

11   other words, people could be online at the same time

12   looking at the same observations, discussing how to

13   analyze them, what the analyses meant, what the

14   implications were for theory, et cetera, et cetera.

15   So this kind of experimentation went on

16   for some time and then the feeling was, gosh, you

17   know, we experimentalists who are working directly

18   with the observation equipment, when we publish our

19   results, the theoreticians then take over, take the

20   experimental results and then figure out what was

21   happening and then develop the next step forward in

22   theory.

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1   And there's a time lag between

2   theoretics, the next proposal of theory and the next

3   experimentation. And what the technology enabled

4   was the bringing together into the same conversation

5   the theoreticians and the experimentalists, this is

6   a very rich and elaborate conversation. This didn't

7   happen overnight, it took many years for them to

8   come to this point.

9   But the net result of their coming

10   together and collaborating in this kind of forum,

11   working together on what should the next experiment

12   be, what did it lead to in the way of theoretical

13   development actually began to reduce the cycle time

14   of theoretical development in upper atmospheric

15   physicists and then the upper atmospheric physicists

16   having worked this way for some time and now feeling

17   comfortable with each other felt that they could

18   then move forward developing a framework for future

19   development of their field and collectively go

20   forward for funding.

21   So we began to see the experimentalists

22   and the theoreticians not working against each

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1   other, but actually working collaboratively together

2   to make things happen in their science. And we're

3   seeing similar things now beginning to happen, you

4   know, high energy physics is beginning to work this

5   way with everything, you know, the super conductors

6   being located in Switzerland and no longer have all

7   of the facilities here in the United States. We're

8   seeing similar initiatives in bioinformatics. We're

9   seeing similar initiatives in distributed clinical

10   trials in the medical field, all enabled by a better

11   capability of technology that has allowed people to

12   re-think how they interact and how they work with

13   each other.

14   So, that's the kind of change that we're

15   looking to see as a result of cyber infrastructure.

16 We've seen vast improvements in, I'm sure you've all

17 seen a slide like this, vast improvements in

18 computing power, storage capacity, algorithm

19 development, networking, instrumentation that's

20 actually, I mean for those people who work with very

21 large instruments now, the instruments are

22 everywhere, you know, cameras and audio and

0091

 1 biometrics instrumentation and so on. And we're

 2 seeing improvements in data and text mining

 3 techniques. All of this is accelerating very

 4 rapidly.

 5   Cyber infrastructure is an opportunity

 6 to take advantage of these trends and developments

 7 and we think -- how we think the overall

 8 infrastructure needs to, needs to work. And this

 9 is, I'm presenting you NSF's current view of cyber

10 infrastructure and it's a four-layer model.

11 Basically the bottom layer has the basic

12 technologies of computation, storage and

13 communication, I mean that wouldn't surprise any of

14 us and it's there, we're beginning to take those

15 facilities for granted.

16   Above it we have the networking, the

17   operating systems and the middle where the security,

18   the authentication, not document authentication, the

19   people authentication and the glue that begins to

20   hold systems together.

21   The next layer, can you read that, we

22   have from the left to the right high performance

0092

1   computation services, data information, knowledge

2   management services, observation, measurement and

3   fabrication services, interfaces, visualization

4   services and collaborative services. Lots of things

5   there in that layer that we are all about. A lot of

6   the content and a lot of the services that we deal

7   with on a day-to-day basis are in that third layer.

8   The only comment I'll make about the NSF

9   view is NSF's view of cyber infrastructure is very

10   much focused on where NSF is planning to place its

11   resources and so the only difference of opinion is

12   in the high performance computation services, that

13   the infrastructure has to contain more than just

14   high performance computation, it actually has to

15   include all computation.

16   NSF is focused on funding the high

17   performance piece of that, so that when, if you look

18   at this, and my slides would be on my Website, I

19   think they already are, the high performance

20   computation really should be expanded to say high

21   performance media and low performance. I mean

22   there's all kinds of performance levels of

0093

 1   computation in that picture.

 2   And then the fourth layer we have

 3   community specific knowledge, requirements for

 4   research -- environments for research, thank you,

 5   environments, it's even here. Let me put my glasses

 6   on, I can read it off the screen. It's sad when we

 7   get older.

 8   Community specific knowledge,

 9   environments for research and education, in the

10   middle, science gateways and science portals and

11   then on the right-hand side customization for

12   discipline and project specific applications.

13   Again, the kinds of things in this room that we're

14   responsible for that they should not be unfamiliar

15   to you.

16   So the first message is that this

17   movement towards an infrastructure approach, there's

18   two things, first of all, it places content, content

19 slap bang in the middle of the cyber infrastructure

20 piece.

21   I was at a workshop several years ago

22 that NSF funded to talk about the future of the

1 digital libraries program that NSF had been funding

2 for a number of years. And the very last question

3 that came up, because nobody really wanted to

4 address it, was does the content become part of the

5 infrastructure and I was the only person who stood

6 up and said it has to be. It has to be part of the

7 infrastructure.

8   So imagine a future where all potential

9 content is part of the infrastructure. We no longer

10 will have it siloed, it will be available or look as

11 though it's available just as easily as your power

12 is available by plugging into the wall. The idea by

13 plugging into the infrastructure, you would have

14 access to that content.

15   Now that's a long-term vision and we're

16 a long way from that. But in order to achieve that

17 kind of approach, it's going to have implications

18 for the way we do business, the way we organize

19 ourselves, and the way institutions, organizations

20   and businesses interact with each other.

21   Going back again to the comment that

22   Bruce had made on collaboration, partnerships,

 1   alliances and so on I think is very much part of the

 2   future that we're going to be working in and we need

 3   to think that way. We need to think beyond our

 4   immediate constituents to say these resources could

 5   serve a broader public than they currently serve and

 6   the infrastructure approach is a way of broadening

 7   out and looking across, across, beyond, beyond our

 8   own environment into others.

 9   So I think this is something that you

10   should be following. There is a vision statement up

11   on the National Science Foundation Website. I do

12   believe that as NSF gets, is slated to get

13   additional funding, if it does get additional

14   funding, I would see more funding going into this

15   area. There are other areas, of course, but the

16   very fact that the National Science Foundation

17   extracted out an office of cyber infrastructure from

18   within the computing and information science and

19   engineering directorate to its own division

20   reporting directly to the director of NSF is

21   significant and it's good news for everyone in this

22   room that that move actually occurred.

0096

 1   So it's doing, I think it will have an

 2   impact. Now it is not something that's just

 3   occurring within the National Science Foundation.

 4   The Department of Energy has already been working on

 5   an infrastructure approach and I worked on a

 6   committee with Walt and Science.gov was one of the

 7   products that emerged from that. The National

 8   Institutes of Health have a health, a health

 9   information infrastructure approach that's evolving

10   very rapidly or health cyber infrastructure

11   approach.

12   So this is just a different way of

13   looking at things, but it begins to allow us to see

14   how some things might be possible and that's one of

15   the reasons why I want to expose you to this idea

16   sooner rather than later because back in your own

17   organizations you might want to start thinking about

18   how what you do fits in with the broader

19   infrastructure approach.

20   So the cyber infrastructure contains

21   hardware, software, services, people and

22   organizations and this is a move away from, it's

 1   just the hardware and software and content and so

 2   on. The people who are going to make it all happen,

 3   the people who are going to deliver services of the

 4   infrastructure are all very important and

 5   organizations are very, very important.

 6   And of course in this sequence the

 7   hardest things to deal with are the last two, the

 8   people and the organizations, because I think, I

 9   think organizations perhaps even more than people

10   because even if people are willing and interested, I

11   see organizational boundaries one of the biggest

12   potential barriers we have to making progress in

13   really creating a strong information infrastructure

14   in the United States. We already have more problems

15   than some other countries.

16   Size is an issue. We have institutional

17   boundaries, we've talked about Government

18   boundaries. We have issues even within the Federal

19   Government, we have issues with local Government and

20   we have so many municipal and individual Governments

21   that it becomes difficult, it become more difficult

22   to do some things on a larger scale than we

1   otherwise might be able to do so.

2   So I think that this all means that if,

3   in fact, we're to move forward, we're going to see,

4   have to see more alliances and collaborations and

5   partnerships because no single entity can deliver

6   everything and these things will have to be

7   inter-connected and inter-operable in interesting

8   ways.

9   So, with that as background, the

10   fundamental roles of librarians and libraries

11   through the ages, you will know this I'm sure better

12   than I obviously as collectors and stewards and I

13   mean stewardship in a very proactive sense, not a

14   passive sense.

15   Trusted collectors and stewards of our

16   heritage, or of information of our heritage, and I

17   use the word trusted very deliberately because I do

18   believe that libraries and librarians are trusted

19   sources of information and that trust is something

20   that is built up over the years and it needs to be

21   nurtured and cherished and marketed, if I could use

22   that word sort of. It's very important that we

1 continue to maintain the level of quality, the level

2 of authentication, the level, authentication

3 accuracy that Bruce mentioned.

4   So trust is very, very important in our

5 future. It's been very, very important in our past.

6   The importance and implications of

7 collections are not always known at the time of

8 their creation. We don't know and with the

9 potential these days to collect almost anything,

10 it's going to become harder to decide how to collect

11 and what to collect and the tendency in a lot of

12 places is, well, we collect it because it's easy and

13 then we have issues of, you know, how do we maintain

14 collections.

15   But I honestly believe as we move

16 further and further into the digital age that the

17 role of selection for collections, that doesn't mean

18 you have to put them in one physical place, but the

19 idea of identifying collections of related materials

20 for particular groups of users and validating the

21 content in those collections is going to be a very,

22 continue to be a very, very important role for

0100

1 libraries and librarians, absolutely. I mean that

2   will not go away.

3   Collections have always included more

4   than just books, although very often people will

5   just associate the library with books. It doesn't

6   matter how many people walk into a library and see

7   other things, they still, by the OCLC report, still

8   continue to see it as a place for books and as I

9   understand that where the way the report went, a

10   place for all books.

11   So we have to continue to get the

12   message out and it's more than that. And then we

13   have the function that's the big challenge for us,

14   preservation and curation of the content,

15   particularly the digital content as it's going to be

16   as we move forward.

17   Big issues that I'm going to address a

18   little bit as I go through, so I don't want to spend

19   a lot of time on it, but preservation and curation

20   are absolutely critical as part of our role in

21   building and developing collections and stewarding

22   those collections for the long-term.

0101

1   Librarians are organizers of recorded

2   knowledge. That's part of the selection process

3   into collections is an organizing function, but also

4   adding value by classifying, cataloging and

5   describing the resources. It's an interesting

6   question as to whether we're going to be the only

7   ones doing that.

8   We are already no longer the only ones

9   doing that, so again, there's a question as to what

10 extent and how can we take advantage of collective

11 efforts to try and provide valid quality, trusted

12 entries into the intellectual content of these

13 collections. It's going to be very important. It's

14 not going away. I've been on panels since 1970,

15 something about will cataloging still be needed.

16 Well I think so, I mean I really do.

17   And I don't see how it can go away.

18 It's getting harder and harder for people to sort

19 out what's there and while we're going to see

20 changes coming, I think, if the people who really

21 rely on information content to be able to do their

22 work or get their education are going to have to

0102

1   come to the more formalized structured kinds of

2   resources that librarians provide. Maybe not only

3   librarians provide, but provide with valid input.

4   And then we're going to have to steward

5   both the selection and the collection of resources

6   into identified pools, if you like, I mean we talk

7   about the Tsunami of information just to be a little

8   consistent in the visualization there.

9   Enablers of access, we enable an equity

10 of access to recorded knowledge for all citizens.

11 Sounds very nice, but that's what we do, equitable

12 access, we tend not to turn people away. Here is a

13 quote that relates to some of the comments that

14 Bruce was making this morning.

15   Democracy is malleable, it's tempered by

16 the human behavior called free public access to

17 information. And so what we are doing in providing

18 access to information, and this will be particularly

19 focused on providing access to Government

20 information, I feel that that's absolutely an

21 essential role for libraries of the future and we

22 need to continue and fight for that.

0103

1   And then there's the development and

2   application of access tools and technologies

3   themselves. As people who are helping people gain

4   access to these collections of resources, you

5   probably have a lot of ideas on what works and what

6   doesn't work, what could work features.

7   So working with the developers, actually

8   engaging in the development, testing things out,

9   learning how to use these new tools and technologies

10 and making them available to our user communities

11 all very much a part of what I think the roles that

12 we've always played, and tools and technologies

13 doesn't all have to mean computers. In networking

14 it can mean everything from the application of a

15 simple classification scheme to something advanced,

16 super computing. It's all of the tools and

17 technologies that have come and gone.

18   And another role, educators, this is an

19 important role for the practicing library community

20 as well as those of us who are educating people to

21 be in that community. But educators about

22 information resources, it's hard to keep up, so

0104

1   where do we go, how do we find out what's new, about

2   how to access and use those resources, about when to

3   access one's self, this is sort of the part of user

4   education, when should they do something themselves

5   and when to ask the librarian for help. Users are

```
 6    sort of finding their way through that right now,

 7    but I think they could get some more guidance in

 8    that regard.

 9              And then I do think there is

10    contribution that libraries make and librarians make

11    to value and economic growth and I don't want to

12    belittle that when it relates to the whole metrics

13    question.  Work impacts, how does the use of

14    relevant information content impact people's work,

15    how does it impact their education, whether that's

16    formal education or their informal and continuing

17    learning as we go forward.  There are personal

18    impacts on how we do things, how we prefer to do

19    things, the sources that we go to in a preferential

20    way and then those impacts have impacts in the

21    economy generally and job creation and the

22    information industry that we encourage.

0105

 1              And so there are huge contributors to

 2    value and economic growth on the part of both

 3    libraries and librarians and it's interesting that

 4    the number of forums that I'm in where people can

 5    talk about the importance of information,

 6    information content, information technology without
```

7   recognizing the value of the trained professional in

8   that equation.

9   So, it is important and you need to

10 recognize that and we need to leverage that more in

11 making the case.

12   So, if those are the roles and that's a

13 sort of subset, you know, an extracted high level

14 set of roles, how will they continue to be critical

15 in the digital age. Well, we are seeing a new wave

16 of young people coming into the University and into

17 the work force. They are brought up on the Web and

18 the endless flow of marginally-organized

19 information, that's CNN, MTV, ESPN, et cetera, a

20 flow that makes almost no distinction between the

21 important and the trivial fact and speculation,

22 authority and gossip. Students have little patience

0106

1   with the formal organizational structure of the

2   library and the authority of the librarian.

3   Now, that's a statement by John Lombardi

4   at the University of Florida. We see some of this

5   with the waves of freshman coming in and of course

6   each group is a little bit different, but in the

7   end, once people are out in the work force, we're

8   not yet fully seeing this shift away from the

9   organizational structure, but we are seeing a shift

10 towards more kinds of collaborative environments in

11 which sharing information is the norm.

12   Young people don't see the kinds of

13 boundaries that we see. We've dealt a lot with

14 structures in our world and they don't see

15 structures, they just do, okay, they just connect

16 and they share information and they send stuff

17 around and heaven forbid when they come up for

18 security clearances what is going to show up in

19 their background. And, you know, we try and tell

20 them don't put anything on the Web or in an E-mail

21 you wouldn't want to see on the front page of the

22 newspaper or you wouldn't want delivered to your

0107

1   mother or something like that to try and get people

2   to think about it. But they are young people and

3   they are fearless and they think it won't happen to

4   them.

5   But as collectors and stewards, we still

6   have need for comprehensive collections and trusted

7   sources, so the idea of designating this is a

8   trusted source, it's up to date, it's valid, it

9   comes from the copyright, that was another notion

10   here, how do we market.

11   (End of Track 5.)

12   (Beginning of Track 6.)

13   DR. GRIFFITHS: How do we market these

14   things and say they are trusted. There's a huge

15   need for validated collections of digital materials,

16   huge, and it's growing and the pace of that growth

17   is such that we can't keep up with it, so, hence, my

18   thought that the only way we ever really will keep

19   up with it is to leverage some collective effort

20   involving not just the library community but

21   potentially the user community. And I think OCLC is

22   starting with this, its new efforts to engage some

0108

 1   of their end users of their services to add some

 2   meta data.

 3   As long as we continue to have both

 4   digital and non-digital materials and, we should at

 5   least try and make connections between the two sets

 6   of collections. Now at this point you'd have to

 7   look at weighing the cost to do that against the

 8   cost to digitize those non-digital collections and

 9   that's an effort that will have to go on.

10   But the problem, one of the things that

11 I found in academe over the last many years is how

12 many Doctoral students don't reference anything

13 before 1996, okay, because they go to what they can

14 get easily. And we have, I mean I feel like sitting

15 there with a flag, you know, saying there are other

16 materials, go look at them. And we tried, but it's

17 the general sense is that they don't and the general

18 sense is often faculty don't force them to go

19 further back, so they miss out on things and

20 consequently there is sort of a certain rediscovery

21 of certain key basic things.

22   And while redundancy is good in some

0109

 1 contexts, in other contexts it's not very good, I

 2 mean it's a waste of resources.

 3   So we have to relate these digital and

 4 non-digital in some sense or at least make people

 5 aware that there are resources that might be very

 6 relevant to their need that do exist in more

 7 traditional forms.

 8   And then the whole move to digital

 9 creation and preservation which is, we've never, in

10 a sense we've been running behind these new formats

11   for many, many years or decades, actually, and now

12   we suddenly have this huge wave of effort and now

13   how are we going to deal with digital creation and

14   preservation, big, big areas for us to look into and

15   be concerned with.

16   As organizers of knowledge, in the

17   digital world we have the challenge of incomplete

18   sources, lack of verification, lack of usable

19   indexing, search engine inconsistencies and

20   limitations. Most people who use Google don't

21   really know how it works. Most people actually

22   probably don't care how it works. Most people never

0110

 1   go beyond the first or second page of a list of

 2   things.

 3   So the concern is do people really know

 4   what's happening. As I say, in some environments

 5   maybe it doesn't matter but in other environments it

 6   really does and we need to make people a little bit

 7   more aware of what's going on and we certainly

 8   ourselves need to be aware of what's happening with

 9   different search engines and different capabilities

10   so that we can explain to other people how that

11   works.

12   As enablers of access, our libraries are

13   going to continue to be a significant access point

14   for people, physical as well as digital. Certainly

15   for digital. The key question is whether they know

16   they're accessing stuff that you've made available

17   for them. The branding of the library is something

18   that needs to be thought through. How are we going

19   to let people know. I mean I love the little Intel

20   inside little ding and we all know that the

21   boom-boom is Intel inside. Somehow we have to have

22   library inside and make people know because that's

0111

 1   when, because they think they're getting it off the

 2   Web, or Google.

 3   Okay, so that's something we need to

 4   think about as a profession, how are we going to

 5   brand the fact that we have a role here and that our

 6   piece in this value chain is very important.

 7   And in a sense I've used the term

 8   knowledge prospectors. Librarians have to be

 9   knowledge prospectors for people getting them access

10   to relevant and small nuggets that exist in this

11   vastly growing area and the idea of prospecting is

12   very different from the idea of a browsing of a

13   pre-formed collection.

14   So, if we're going to sort of serve

15   people, we are going to have to go out and help them

16   find it and bring it back and I see an interesting

17   movements forward in the ability to create

18   specialized on-the-fly collections, if you like, to

19   serve particular purposes for maybe a particular

20   clientele, but actually that could be broadened out

21   to clientele that aren't necessarily in your normal

22   user community, if that makes sense.

0112

 1   And then we're seeing this increasing

 2   demand have done for a long, long time for analysis

 3   and synthesis and levels of interpretation that

 4   people need and we're seeing some move to provide

 5   that kind of, that level of interaction. Sometimes

 6   by having librarians move from a central library out

 7   from a central organization of a library into

 8   product development groups, research groups, grand

 9   rounds, clinical, clinical environments to actually

10   be more proactive and behave as the information

11   analysts for a particular group and then those

12   people become very heavy users of the central

13   services that are provided by libraries.

14   As educators, librarians I think need to

15   teach people about the issues of identifying and

16   validating sources. How to effectively and

17   efficiently use technologically-based tools like

18   search engines and as libraries become more digital,

19   more effort is placed as needed in the education of

20   the user community. I know we say that, you know,

21   young people are coming along with all these skills,

22   but certainly in the academic environment we say

0113

 1   they have a lot of knowledge about a lot of

 2   technologies, but it's very shallow, it's very

 3   shallow. They don't have a lot of deep knowledge

 4   about how technologies work. And then we need to

 5   teach people to effectively and efficiently use the

 6   information resources.

 7   Contributors to value in the economy, I

 8   just wanted to let you know, I think some of you are

 9   familiar with some of the work that Don King and I

10   and others have done in the area of value.

11   I think in the 1990s we published the

12   statistic that said one librarian saves the

13   equivalent of five people, that is in terms of

14   access time. If people were to do all their own

15   searches, it would take them that much longer and

16   that's the librarian's value is to attack that time

17   people spend trying to find and access information

18   and the recent Out Sell report indicated that people

19   are spending more time accessing, so you've got more

20   of a target to address and to save people time.

21   There are other ways people save time,

22   but that's probably the biggest and most obvious

0114

 1   one. And then librarians consistently deliver more

 2   relevant content because we're able to use those

 3   tools more effectively and go to the valid ones and

 4   more efficiently because you're doing it more of the

 5   time whereas people who go occasionally to use

 6   certain resources, they just have to figure it all

 7   out but more efficiently and more effectively than

 8   end users can themselves. And that's been

 9   consistent in every environment that I've ever

10   looked at.

11   And then just to give you a sense of

12   what the kinds of things you can go in, recently did

13   a return on taxpayer investment study in the State

14   of Florida, just completed one in the State of

15   Pennsylvania, came up with very similar results.

16   Basically a return, an economic return of $6.54 for

17   every dollar invested in public libraries, an annual

18   economic return in Florida of almost 3 billion

19   dollars and new job, a new job outside of a library

20   created for every, just under 6,500 dollars invested

21   in a library simply by virtue of the fact that

22   libraries themselves are purchasing services,

0115

 1   employing people that are then using information and

 2   providing information to people in education and the

 3   workplace and the health service and so on.

 4   So, there are studies, certainly I'm not

 5   the only person who's done them, there have been

 6   many, but that body of knowledge is growing and is

 7   being used and is something that as you look at the

 8   future, you might want to have some metrics in that

 9   arena, metrics of output and outcome that will

10   actually say what contribution you make to, in

11   effect, the value chain for delivery of information

12   content to your user communities.

13   So what will change and what will stay

14   the same? Well the first thing we have to realize

15   is that change and progress aren't the same. We

16   need to be cautious about change. People often say

17   that when I move to an organization, then things

18   change and I hope really that we're making progress,

19   not just change for the sake of making change.

20   So, we want to look at progress and to

21   do that you need to have, identify for your

22   organization what progress really means, what would

 1   constitute progress as opposed to just reorganizing

 2   and restructuring or renaming or whatever.

 3   One of the areas that's changing is this

 4   notion of collective intelligence, this collective

 5   effort that we see. Tom O'Reilly -- Tim O'Reilly,

 6   Tim O'Reilly, actually, said this in, this is the

 7   innovation that will most alter the way we live in

 8   the future and we see examples of it in Wikipedia at

 9   a meeting recently at Arizona State University for

10   where the first time I heard Wikipedia quoted as

11   the definitive source. Never happened before. I

12   mean I know there have been all the arguments about

13   how accurate it is, but somebody stood up and said

14   this is the, this is the definition of informatics,

15   it's in Wikipedia and everybody nodded and said

16   fine.

17   And then the last speaker of the day

18   said, yes, that's a very good definition of

19   informatics, I put it up. And suddenly everybody

20   said, ah, you know, slightly different view then.

21   But I thought that was an interesting

22   move forward that this was, you know, brought up by

0117

 1   an academic as a definitive source.

 2   Amazon, I think Amazon probably has done

 3   a lot more than any other sort of collective

 4   intelligence site in that we're familiar with, in

 5   changing the way we look at how we do things and

 6   what's interesting is libraries could have done

 7   something similar. I wish libraries had, but Amazon

 8   has allowed us to provide these opportunities for

 9   user feedback and in a way that most people don't, I

10   guess there are a few people who don't like to have

11   those reminders coming, you've recently bought this,

12   you might like to buy that.

13   But for the most part, I found people

14   are now very accepting of that, that something -- so

15   we've given up a little bit of our private

16   preference information that's used then to feed

17   services back and while any of us might have first

18   have bristled about this, although we're all book

19   oriented, aren't we, so we probably liked it, we, I

20   find that that line is getting finer. It's a very,

21   there are sometimes I'm willing to allow people to

22   deliver that kind of service to me and there are

0118

1   other times when I say oh, you know, that's getting

2   a little bit close, I don't know that I want

3   somebody monitoring this quite as closely as that.

4   And Flicka, the sharing of photographs,

5   U tube and all those kinds of things where even more

6   silly things are happening and being put up on the

7   Web. Serious things as well, but more inappropriate

8   behaviors on the part of young people I think, and

9   certainly every time -- I have a 16-year-old

10   daughter and every time she and her friends get

11   together, they're watching these movies on Flicka

12   and so on, having a good time.

13   Information and economics. I think

14   information and knowledge will continue to be an

15   economic driver. In addition to existing economic

16   impacts, we'll see new impacts as a result of

17   digitization of more and expanded resources. In

18   other words, the opportunity hasn't fully been

19   extracted yet. We haven't really seen what can

20   happen.

21   As more and more content is made

22   available, the opportunity to create, if you like, a

0119

 1   broader library and information industry around how

 2   we make that available is significant.

 3   I put in, I see, I see, and this is my

 4   view, more of a move to infrastructure over

 5   individual systems. That means when we do build

 6   systems, we have to make sure that we can get the

 7   content in and out, that we can inter-operate, that

 8   we can share, that we can share beyond immediate

 9   organizational boundaries and that we move somewhat

10   in concert with standard approaches and standards

11   implementation. And then collaboration will become

12   the predominant mode of work.

13   We already collaborate more than we've

14   ever done, certainly librarians are collaborating

15   with people that they don't always see. You're

16   collaborating with people who come in, have an

17   interaction and then you, you deliver them service.

18   If any of you are delivering service 24/7, you are

19   probably delivering to people on other continents as

20   well in ways that you might not have done. But

21   collaboration is going to purveyed everything we do.

22   In the academic world we have these

0120

 1   strong disciplinary boundaries and that's our

 2   constraint, okay, everything is optimized towards

 3   the disciplines and the way they've been structured

 4   ever since the early days of the academy. And the

 5   way we've worked around that is to create centers,

 6   inter-disciplinary centers that works well as long

 7   as there's funding for inter-disciplinary centers.

 8   And the problem is when the funding goes, the

 9   centers go because a center created outside of the

10   mainstream mode of operation of an institution isn't

11   mainstreamed and, therefore, it has no real

12   opportunity for sustainability.

13   NIH is finding this with some of its

14   translational work, some of its futuristic work,

15   that the work is good, but it hasn't transformed

16   anything. And so agencies, funding agencies are now

17   beginning to look at how they can ensure that more

18   transformation of organizational structures is going

19   to occur as a result of the kinds of resources that

20   they're funding.

21   So I think generally people would say

22   yeah, I agree, collaboration is good,

 1   multi-disciplinary points of view, perspectives are

 2   good, even Meyers Briggs would say that, you know,

 3   you need to mix, mix it up a little bit, but there's

 4   an overhead to doing that that needs to be

 5   acknowledged. And we're going to have to sort of

 6   look at how we use resources in a way that allows

 7   those kinds of, kinds of collaborations to actually

 8   move forward and deliver progress.

 9   So, what's happening in libraries and

10   how are they responding? Well the library is the

11   location of the collection. The physical location

12   of the collection is less relevant in a digital

13   world, okay. I mean you could, a collection could

14   come from anywhere, you can access collections

15   anywhere, so instead of, you know, having to go

16   always into the library, we can access things

17   elsewhere from arrangements made by libraries, if

18   you care who has the copy that they find online.

19   And in the other way it's also more

20   relevant as it does draw people to the physical

21   collection. I think British library found this when

22   they first digitized some of their collection, made

1   some of their rarer materials available in digitized

2   form via the Web. People now discovered that those

3   resources exist and what happened, visitorship to

4   the British library went up.

5   So, you know, the very thought that they

6   had originally started with was trying to sort of

7   avoid people coming to, to see the physical things

8   that were pretty rare and, you know, fragile and

9   needed to be kept in certain conditions was drawing

10 people to them. So it has both, because the more,

11 it's like the long tail, right, the more we make

12 available, the more we say it's available, the more

13 we'll identify the long tail, the people out there,

14 the niche markets that we wouldn't otherwise have

15 identified.

16   But the library still has relevance as

17 place, a very strong relevance. It is a neutral

18 location and just about any environment where you

19 operate and it's an environment you can now come and

20 interact and whether they interact by coming in and

21 using computers, it's away from their normal place

22 and they like to come and they like to interact.

1   So we've had the discussion on campus as

 2   to whether the, oh, I should tell you there's a

 3   little bit of a difference. I understand that the

 4   undergraduate library is extraordinarily popular

 5   among our students. It's open 24 hours a day and

 6   it's a place where you can go and you can meet

 7   people. So it's a very social place in addition to

 8   the fact it's where the undergraduates can go and

 9   get their materials related to class. But the

10   undergraduates see the graduate library as a scary

11   place and scary is the word they've used to describe

12   it because it's seen as the serious library, okay,

13   where the real library work goes on.

14   So what we're trying to find out is

15   where the students going in and using the

16   undergraduate library are going there because

17   they're going, they sort of want to mix and mingle

18   and find a date or whatever, or they're really doing

19   some serious things as well or it's comfortable

20   enough because we've put a lot of technology there

21   that they feel it's like their place and they can go

22   there and do things as well as meet people.

0124

 1   And then how are they going to make the

2   transition from sort of almost a play-time library

3   as they would see it into more serious scholarly

4   resources. It's quite interesting.

5   So, we're monitoring this in the

6   academic world, those of you from academe would

7   probably be familiar with this, but it's, it's just

8   intriguing. But nevertheless, they're still going

9   and we're still seeing a lot of traffic to the

10 graduate library because, of course, our graduate

11 students are there, the faculty are there, visitors

12 and researchers from outside come in and use it.

13   So we haven't seen any reduction in the,

14 in library as place and it's very interesting

15 because I spent the 1980s here in Washington and

16 some of you may remember the old video disks that

17 came out just like this? Well, I received a lot of

18 questions in those days about whether we actually

19 needed libraries because wouldn't we be able to

20 carry the entire collection of the Library of

21 Congress around in our pocket. That was what I was

22 asked then. I would say I don't think any time

0125

1   soon. Go ahead and build your library or your

2   addition or whatever it is.

3   We're still not yet seeing a real drop

4   off in, in buildings in all sectors, but I think the

5   role of the library is being thought through as a

6   benefit in organizations, as a place where certain

7   things can occur, particularly individual learning

8   and professional development kinds of learning, as

9   well as other kinds of interactions.

10   So I think we, we may change the way we

11   design library places, libraries as place, certainly

12   we don't have to have necessarily quite the stack

13   area in the long-term, but I don't think the library

14   as place is actually going to disappear, quite

15   frankly, and we're about to build a new building

16   with a new library, so I feel very strongly about

17   that.

18   The new information world has to

19   involve, the world we deal with has to involve more

20   than just libraries. It already does, but this is

21   going to be even more the case. We deal with the

22   information industry, we deal with the publishers,

0126

1   but it has to include the other environments where

2   there are people performing functions the same as

3   you do that may or may not be called librarians,

4   that may or may not have any formal education in

5   library science.

6   In fact, in 1982 I believe there were

7   ten times more people performing the kind of work

8   that librarians perform than they were qualified

9   degreed librarians and we, that's a study that was

10   done by Tony Devins. And that study is going to be

11   revisited next year and we're going to get an update

12   to see how many people are out there performing

13   purely information-related functions, collection,

14   organization, retrieval, et cetera, on behalf of a

15   particular, particular sets of users.

16   So hopefully, you know, about a year,

17   18 months from now we'll have an idea of how much

18   the functions have grown.

19   And then one dilemma we have in the

20   educational world is to some extent everybody is

21   becoming somewhat of a librarian. My daughter has

22   to manage her music downloads on her I-Pod and, you

0127

1   know, she's always fiddling with them and creating

2   another, another grouping for a particular set of

3   friends that she wants to share it with. So she's

4   constantly classifying and reclassifying in

5   different ways, to some extent everybody is, because

 6   we all do a certain amount of work ourselves.

 7   So the question we have as an academic

 8   institution is what does everybody need to know

 9   about this field and about the kinds of things that

10   go on in it, what are the issues and what are the

11   concerns and to what extent we have, we focus on

12   professional levels of education and then also

13   doctoral levels of education, because we have that

14   responsibility as well.

15   So there's an interesting divide now, it

16   used to be, you know, it was clear the librarian

17   performed the work, people came to the library and

18   the librarian provided service.

19   Now it's not quite so clear. Those

20   boundaries are blurring and we have this

21   indistinction between when people function on their

22   own and when they come to the library. And with all

0128

 1   the digital tools we have, while we may see, I think

 2   the statistics say librarians are doing a less, a

 3   lower proportion of the searches. Well I'm not

 4   surprised, because now almost everyone knows how to

 5   do some level of searching, how effective it is is

6   another matter, but everybody can put words into a

7   search engine and get something out, whether they

8   use it or not. But I don't believe we've seen a big

9   drop-off in requests for the librarian to provide

10   help and support and searching support.

11   So what typically happens is that we've

12   just got a broader community of more informed users

13   who can now begin as they do some of their own

14   searching to understand when they're in trouble,

15   when they're not and can begin to articulate a

16   little bit more clearly, because they have some

17   sense of what a searching engine is looking for of

18   what their needs are.

19   So the dilemma, I mean the classic

20   dilemma for libraries is that we are responsible for

21   an every accumulating resource, nothing quite ever

22   disappears, this ever-accumulating resource of

0129

1   possible knowledge and that the user dilemma is that

2   they have to define what they don't know so that you

3   can help them find it, okay, or something. I mean

4   they know some of the time, but for most of the time

5   they don't know and how do you define something you

6   don't know. And that's the classic dilemma that we

7   have both as professional and as user.

8   So some examples of responses. Bruce

9   talked about the Google initiative, so I'll start

10 there. Google with its many initiatives and its

11 huge resource base, I think is an interesting

12 company to talk to these days as we try and work out

13 where they're going and how they're going to see

14 their long-term future.

15   But I want to bring to attention the

16 open content alliance as well. Because the open

17 content alliance is, is looking at similar areas,

18 but in a more open way. It's focused not on, it

19 will provide full text of any content that it

20 digitizes, it will provide it back to you, it will

21 provide it to researchers and so on and it allows

22 indexing by anyone who wishes to contribute to

0130

1   indexing. How it will tag that indexing as to who

2   contributed it, I don't know, but it's worth taking

3   a look at I think.

4   The EU digital library effort is another

5   one that's going on in parallel as their immediate

6   reaction to the Google library announcement, so I

7   think there are several of these mass digitization

8   efforts that are worth taking a look at.

9   And as organizations and entities take a

10   look, you should decide which ones meet the kinds of

11   needs that you have, but I think these are

12   discussions that one should engage in sooner rather

13   than later. This is an environment in which you

14   don't want to be behind the curve, you want to be in

15   the curve and not come late so that everything, you

16   know, you no longer are able to move.

17   And I think the way to move is not

18   necessarily institution by institution, but perhaps

19   through alliances and collectives and cooperatives

20   of institutions, but certainly they are all open

21   right now to having discussions because they're not

22   sure of the future either and I think it's worth

0131

1   being very clear about what you would want to get

2   out of any of these initiatives and how you would

3   want it to work.

4   So I was heartened to hear Bruce's

5   comments on the discussion and his first reaction to

6   an approach was go away.

7   I was online one time, just actually had

8   some discussion, I had been to a meeting about the

9   Google initiatives and talked to the Google people.

10   I had been meeting with Bruce DeKale, I had been

11   talking to Bruce DeKale and somebody said hey, this

12   is the Google initiative, it's X amount per page and

13   immediately somebody in India said we'll go 50

14   percent on that. We'll offer it. And I sort of

15   laughed and I almost said well actually there's

16   another initiative already, you know, much lower

17   than that.

18   So there's some interesting things going

19   on. How much is warranted, I don't know. Lots of,

20   lots of rumor out there, but I think it's worth

21   having serious discussions with these various mass

22   digitization efforts.

0132

 1   Key issues. The digitization process,

 2   it's expensive, it's labor intensive. We're dealing

 3   with huge, potentially huge volumes of materials.

 4   This is the classic problem of a GPO or a national

 5   archives or whatever.

 6   We really, it's, it's an area where

 7   perhaps we would, as I say, do better collectively

 8   than individually and if we could envision, for now,

 9   just imagine that we're able to digitize as much as

10   we want, you know, for a reasonable price.

11   The issue is that physical location of

12   that digital collection can be almost anywhere,

13   right, I mean you'll want to have mirror sites and

14   so, and as Bruce said, plenty of redundancy so you

15   don't lose it, but people no longer have to be

16   co-located with the collection. Even people who are

17   responsible for working with the collection to

18   organize it and index it and make it don't have to

19   be co-located with the collection.

20   So you've now removed within the

21   long-term constraints of co-location to digital

22   content. That begins to suggest some interesting

0133

 1   possibilities and I put it out in one article a

 2   number of years ago in the academic library

 3   community. Nobody responded. They either didn't

 4   read it or they weren't concerned.

 5   But the idea would be supposing we took

 6   the collective efforts of the technical services

 7   people in libraries and applied them to this massive

 8   effort. We might actually stand a chance, but we

 9   can't see it because right now most people only

10   think within the bounds of the resources you have

11   available in your own institution.

12   And the second thing is if, in fact,

13   we're able to do that and we remove the need to be

14   co-located with the collection to deliver user

15   services, there's an opportunity then for librarians

16   to move out into the user community and work more

17   closely with groups of users and perhaps deliver

18   more tightly-bound services to support the needs of

19   those particular groups and move them in a sort of

20   more proactive way than waiting for people to come

21   for service.

22   So I put that out as just where I think

0134

 1   we could go with this. We're not there because we

 2   don't have all the stuff digitized, but it could

 3   very much change the way we operate and it is an

 4   infrastructural way and the impediments are

 5   institutional boundaries, institutional senses of

 6   ownership, institutional senses of worth relative to

 7   ownership and so on, very complex issues of

 8   identity, particularly institutional identity that

 9   are going to be very hard to overcome.

10   So I go back to that list where I had

11   hardware, software, et cetera, the first view of the

12   technical issues while we still have some challenges

13   with mass digitization and digital creation and so

14   on, the real issues are at the people and even more

15   importantly at the institutional level. That's

16   where I see the boundaries.

17   We need new tools. Digitization and

18   indexing of texts, we're working on manuscripts, by

19   the way, with the Open Content Alliance. We decided

20   that they were doing books and books were sort of

21   pretty well underway, but we're dealing with fragile

22   manuscripts from southern historical collection to

0135

 1   see how good the scanning technology is in dealing

 2   with those.

 3   We need to be able to reduce costs,

 4   increase efficiency. We need more sophisticated and

 5   automatic indexing of future resources or automated

 6   support, computer-aided indexing of other resources

 7   including audio, visual material, 3-D construction,

 8   animation, data and accompanying meta data as well

 9   as texts. So, the world is much, much more complex

10   than it has ever been.

11   Work force issues, we all face

12   anticipated retirements. It affects every sector.

13 They are quite significant. People haven't been

14 retiring as quickly as was predicted. Nevertheless,

15 as somebody asked me the other day, I said

16 eventually the people have to retire, they're not

17 going to live forever and then we have a crunch. So

18 the crunch that's been predicted for some time is

19 actually going to be a worse crunch or our ability,

20 particularly our ability as schools to actually, and

21 our capacity to actually deliver enough graduates to

22 fill positions.

0136

1   So we are, we are working on it. If any

2 of you received a letter from me to fill in a survey

3 and you filled it in, thank you very much. We're

4 doing this work force study for ILMS. We are, the

5 special libraries environment, 6,000 special

6 libraries were surveyed. We're going out to every

7 public library, so if you're in a public library,

8 you will get it at some point. We're going out to

9 every academic library, so you will get it in the

10 Spring and we're going out to 6,000 K through 12

11 school libraries as well. And we're going out to

12 many other sectors beyond the libraries, but we will

13 be projecting and looking at what's happening, what

14   kinds of skills are needed and so on.

15   We are beginning to see the technical

16   skills being important, but since we have an aging

17   issue, we also have an issue in management and

18   leadership. So this higher level skills, getting

19   people from mid-level positions into leadership

20   positions is going to be important as well.

21   We'll have to be looking at the training

22   and re-training, re-skilling of existing staff

0137

 1   and --

 2   (End of Track 6.)

 3   (Beginning of Track 7.)

 4   DR. GRIFFITHS: -- and also the training

 5   and recruitment of people with new skill sets. As

 6   Bruce said, you brought in people with totally

 7   different skill sets, different from the traditional

 8   to come in and mix with the traditional and if it

 9   can work at GPO, I guess it can work everywhere, so

10   that was also very, very good news. Right.

11   And I wanted to do a little plug here.

12   At the University of North Carolina, we've seen this

13   coming. We know that we have to re-think and evolve

14   our academic programs, you know, we know what it's

15 been traditionally and we've done very well as we

16 witness all the graduates in the room, but what is

17 the future of this environment.

18   And so we created an organization called

19 the knowledge trust which is a, sort of an umbrella

20 organization under which we're conducting a number

21 of different activities and we use that term very

22 carefully, it's actually a service marked name, the

0138

1 knowledge trust. You can go to the knowledge trust,

2 www.theknowledgetrust.org, so the knowledge trust,

3 all one word, org.

4   And the way we think about it is that

5 really the profession as a whole is responsible for

6 the world's recorded knowledge, okay, that's, you

7 know. It's a very big, ambitious thing, but in a

8 sense we are, we are entrusted with this record of,

9 you know, human activity and accomplishment and

10 creativity and so on. We also see the knowledge

11 trust that the world librarians, archivists,

12 curators, other information professionals who have

13 been entrusted with the care and stewardship of this

14 broad, the world's recorded knowledge, in effect.

15   And then to get down to brass tacks, it

16   really is a commitment of the University of

17   North Carolina to look at the development of

18   educational programs for the 21st Century knowledge,

19   information knowledge professionals, librarians,

20   information and knowledge professionals, with the

21   librarianship squarely in the center and celebrated

22   for what its provided, but recognizing that people

0139

 1   will be going out into new specialized roles with

 2   specialized responsibilities in a broader array of

 3   environments.

 4   So we're already seeing this, more and

 5   more of people with MLS degrees are going into

 6   non-library environments and part of our work force

 7   study will be looking at where those people are and

 8   what they're doing and there's greater demand and in

 9   some respects there's a greater opportunity for

10   remuneration in some of those environments.

11   So we have, we feel that it's a

12   responsibility of leadership to actually re-think

13   and think through where we go next, what's the next

14   level at which we need to deliver services and

15   programs.

16   We also wanted to, and a forum within

17   which we could recognize the value of library --

18   librarians and information professionals and

19   celebrate what they do and last week we did have our

20   first knowledge trust honors ceremony where we

21   honored some librarians and information

22   professionals who were doing some very exciting

0140

1   things and that's all on the Website and so I won't

2   go into it.

3   But the third thing very practically,

4   we're building a new building and same things go on

5   everywhere and if we're going to build a new

6   building, we better make sure, because it's going to

7   be a building, it's going to be our 100 year

8   building, I'm sure, we had better be sure that we

9   know what we're going to be before we design the

10   building. And so we're going through this process

11   right now, so the whole issue of the future of the

12   work force is very relevant personally and

13   institutionally at my institution.

14   Others are going through it, but that's

15   one of the reasons we created the knowledge trust.

16   Copyright and privacy issues. The new

17   challenges as a result of digitized materials and

18   challenges to traditional copyright protection,

19   we're seeing this not only in, in traditional

20   materials, but in software as well where we see sort

21   of vacuuming of software patents and the opportunity

22   to challenge both copyright and patent law in that

0141

 1   area.

 2   Privacy issues are becoming increasingly

 3   complicated. And not every -- and, you know, it's

 4   hard to deal with in some respects. You realize

 5   that, you know, nothing is private and yet on the

 6   other hand, it's still, it's still niggles when that

 7   happens. And nowhere will it be more evident than

 8   in the medical environment, the health environment.

 9   We move towards personalized medicine, and if we

10   move towards towards personalized medicine, then

11   somebody really does have, you're really going to

12   have to protect the information around each

13   individual.

14   Organizational changes, this is where I

15   think we're going to come to a screeching halt

16   unless we start looking at organizations right now.

17   The digital world does potentially break down

18   traditional boundaries, but in reality it hasn't

19   happened yet.

20   We've seen more partnerships, but we

21   haven't seen enough. It requires new types of

22   structures to support new types of collaboration and

0142

 1   shared endeavors and like the one I mentioned with

 2   the upper atmospheric physicists who have now

 3   reorganized the way they conduct their science and

 4   because they are sort of focused on that one

 5   mission. So if you're very focused mission, mission

 6   oriented, it's easier to do than if you're a very

 7   diffuse kind of organization like a University.

 8   We live in a moment of history where

 9   change is so speeded up that we only begin to see

10   the present when it's already disappearing. That

11   was R.D. Lang wrote that.

12   And I'll leave you with one quote,

13   "Change has considerable psychological impact on the

14   human mind. To the fearful it's threatening,

15   because it means that things may get worse. To the

16   hopeful, it's encouraging because things may get

17   better and to the confident, it's inspiring because

18   the challenge exists to make things better."

19   So I think we can all say we know that

20   the future is going to bring change. How we deal

21   with that and how we perceive change is very much an

22   individual thing, but I think for me it's an

0143

 1   exciting environment and there are lots of

 2   opportunities for us to play a proactive role in

 3   helping to construct the kinds of changes that we'd

 4   like to see rather than to react to the kinds of

 5   changes that others might wish to impose upon us.

 6   So I would hope that I would see you

 7   energized and engaged in trying to create the kinds

 8   of changes and the kinds of futures that you think

 9   would work. Thank you very much.

10   MR. SUDDUTH: Questions from council?

11   MS. DAVIS: Hi, Jose.

12   DR. GRIFFITHS: Hi, Denise.

13   MS. DAVIS: I'm going to give an example

14   of something that happened and it leads into my

15   question. I've heard the story a number of times

16   and many of you may have heard it as well, but a

17   couple of years ago Florida's State library put on

18   their Website a number of digital images that they

19   had and one happened to be an image of Jim Morrison,

20   the deceased musician when he was at one of the

21   Florida Universities as a young man.

22   And when the world found out that that

0144

 1   was on their Website, it took out the State of

 2   Florida infrastructure for days, not a day, but days

 3   and the reason it happened is because the State

 4   library controls the infrastructure and they just

 5   couldn't deal with the capacity.

 6   They've since resolved that problem, but

 7   regardless, State Government came to a halt in

 8   Florida as a result of this. And it, as I think

 9   about situations like that and although the content

10   is wonderful, I think about communities in the

11   United States that have less than adequate access to

12   the Internet either in terms of speed of access or

13   the technology that sits in their buildings and the

14   technology that sits in the homes of many Americans.

15   And I guess my question for you is as

16   we, as we consider this, how, how would you suggest

17   that we balance the access to free information?

18   DR. GRIFFITHS: That's a very good

19   question and it does continue to be a concern.

20   We have a digital divide in this country

21   even know, even though many of the

22   telecommunications companies would say we don't. We

 1   do. We have areas that are very underserved in

 2   terms of connectivity. It's, it's places where even

 3   the local public library quantity really get good

 4   connectivity and I think that we have to push the

 5   notion of everybody deserves equal access to public

 6   information.

 7   And I would hope that we could begin, I

 8   mean in the way in which the telecommunication

 9   companies and the cable companies were able to begin

10   to move their franchises in was by delivering

11   services to certain institutions, to schools, the

12   public library, City Hall, wherever, and not local

13   businesses, but I think we are otherwise going to

14   turn ourselves into, in effect, a very advanced

15   country with third-world areas all around us in our

16   country and, you know, it, the precursor to an

17   infrastructure approach is that the infrastructure

18   exists in the same way everywhere.

19   So maybe we need something similar to

20   the rural electrification project for telecom and to

21   push in that area. But it is a problem and it's the

22   same problem that other countries have had when

 1   first of all only the capital city was connected and

 2   only the main University in the capital city and so

 3   on.

 4   So, if in fact we're going to move

 5   increasingly to a digital environment, then that's

 6   got to be a precursor that that level of

 7   infrastructure exists and we're going to have to

 8   make it clear that the cost of doing so is worth

 9   bearing. And that's hard, I realize, at a time

10   when, you know, train service doesn't go anywhere,

11   you know, it only goes to some places, it does go

12   somewhere, but not everywhere and other kinds of

13   infrastructural services have been left to the

14   individual municipality, individual household and so

15   on.

16   It's a concern. There's a tremendous

17   amount of infrastructure, however, that does exist.

18   You know, traffic lights, fiber optics traffic

19   lights, for example, that's very underutilized and

20   could carry traffic so that there are structures,

21   but it's again getting across the institutional

22   organizational boundaries to take advantage of it.

1   MR. AKEROYD: Jose, you've spent a lot

 2   of time talking and emphasizing digitization and I,

 3   I remember in the late '80s, in the early '90s many

 4   of us were concerned a lot about the slow fires

 5   phenomenon in dealing with preservation of paper

 6   materials. And all of a sudden that's disappeared

 7   from the landscape. Everybody is focused now on

 8   digitization projects. We're doing it, I think just

 9   about everybody here is doing it to some degree or

10   another.

11   And I wonder about your perspective on,

12   is digitization, that it's a technology that kind of

13   overwhelmed or took over the awareness of the need

14   for dealing with the slow fires phenomenon and I

15   wonder is that going to happen, too, are there

16   technologies out there in the offing that are going

17   to trump this one and are we all of a sudden, before

18   we solve one problem, you know, what's the next one

19   and are we going to get consumed by that as well?

20   DR. GRIFFITHS: Well, I think there's

21   always going to be another one coming and I do think

22   that we, we didn't solve the last problem and we're

 1   actually moving further away from being able to

2   solve the present one.

3   So, you know, I talk sometimes and I

4   mean, you know, and say we're, you know, we are

5   losing our memory, I mean America is losing its

6   memory and our ability to keep things for the

7   long-term and because it's easy to, so many things

8   are now born digital and it's such a mismatch that

9   we aren't really spending the time and effort to

10   sort out what's really worth keeping and what isn't

11   worth keeping.

12   And we see that already, you know, when

13   a University, well, when Bruce James retires or the

14   University president retires, the archives of those

15   people are no longer quite as structured, as neatly

16   organized and people don't really know how to deal

17   with them. We look at Websites that disappear all

18   the time, I mean Web links. And so we don't have a

19   very secure environment. We have a very fragile

20   digital environment and from an information content

21   perspective, that's, that's not good.

22   So I worry about the fact that I see,

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1   well at the University of Michigan, I'll use a

2   personal example, when I went there, I discovered

3   that the whole University of Michigan computing

 4   environment was run out of a building that had

 5   residential power, that had a roof that, a roof that

 6   leaked, that were run on servers underneath peoples'

 7   desks and were run by people who, you know, sort of

 8   wanted to fiddle around.

 9   The production environment and the

10   development environment were running on the same

11   servers and it took me two and a half years to rest

12   those servers away from the developers and put it

13   into an appropriate environment.

14   So I worry that we think we've solved

15   the problem, I mean we don't think it, but others

16   think the problem is solved. Others think the

17   problem of dissemination is solved because it's on

18   the Web. It's on the Web today, it may not be on

19   the Web tomorrow.

20   So we have to sort of think through some

21   of the traditional environments. We learned a lot

22   during the 1990s from the main-framers who knew how

0150

 1   to run a very stable, secure environment that worked

 2   well and we need to take those kinds of lessons and

 3   understand what it is to operate a robust digital

4   information environment before we really think that

5   we're even close to dealing with the problem. But

6   the even bigger problem that's coming are all these

7   devices that are collecting input everywhere that we

8   may not be aware of.

9   I mean I gave a talk at SLA and I

10   discovered I don't know how many people in the room

11   were recording the talk. And first my reaction was

12   oh, you know, nobody asked me, but then it was just

13   individuals doing it, you know, and the number of

14   times we must each have been photographed by people

15   or been caught in the background of somebody's

16   photographs or video cameras, I mean it's out there.

17   And so the question I think for the

18   profession is how can we ensure that we don't, we,

19   we sort of have to say where the, where the formal

20   information is, where the validated information

21   content is and that's what we'll build and continue

22   that trust so that as trust is the biggest thing we

0151

1   have to offer, I think, and the tools and know-how

2   to say what's valid, what's relevant, what's

3   authentic, what's accurate, what's up to date is the

4   value that we deliver to the user communities, with

5   services built on that.

6   But if we don't have that content

7   validated, then our services -- we're building

8   services on a weak infrastructure. And so I do

9   think that technology will keep coming and it's the,

10   it's the dilemma of the librarian that has to deal

11   with every format you know that's ever been and try

12   to inter-operate from one to another.

13   MR. HEMPHILL: Dr. Griffiths, this is

14   Pete Hemphill.

15   To what degree do you think the

16   educational infrastructure is keeping up with the

17   cyber infrastructure?

18   DR. GRIFFITHS: Well, coming from an

19   institution that is about to change everything from

20   the ground up because we have out-molded everything

21   and we have systems that are almost older than I am,

22   we're not. It's, in the same way we don't have very

0152

1   secure environments. We don't have very robust

2   environments because we've been very open, we're

3   very distributed. It's very hard to maintain a very

4   robust environment in there, but what we do have is

5   a lot of people who have played with and moved the

6   technology forward a bit, so what we do have is a

7   lab environment, if you'd like to take the whole

8   institution, I don't mean a single lab, the

9   institution is a lab to try things out and see how

10 it works.

11   But we, ourselves, are investing a lot

12 of resources in creating the environments of the

13 future and trying to demonstrate what that would be

14 and as, I mean you know from a personal point of

15 view as we look at a new building, we're going to

16 have to look very carefully at what kind of lab our

17 building is going to be.

18   I mean it's a living lab of some kind,

19 but what do we want to portray, not only for the

20 students who come, but for the profession who might

21 wish to come and visit.

22   So I think we have a responsibility

0153

1   there as well to model a future.

2   MR. HEMPHILL: Well, I think what

3   Council is hoping is that you could take the vision

4   document that was produced and people take that back

5   to their institutions as a guideline of what

6   Council, anyway, sees happening in the 21st Century

7   to help drive the academic institutions to help keep

8   up with the cyber infrastructure.

9   DR. GRIFFITHS: Yeah, I mean it's a

10   critical part of our future. I would hope that we

11   can ensure, that, ensure that all the schools move

12   forward in a similar way and we're certainly talking

13   with each other about our need to move forward and

14   keep delivering people with appropriate skills and

15   giving you an environment in which you can come back

16   and refresh your skills. And certainly it's

17   recognized in a number of the larger schools who

18   have more resources because they do more research

19   that that's, that that's the future that they have

20   to create.

21   MR. SUDDUTH: Any other questions from

22   Council?

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1   We have a couple of minutes, any

2   question or two from the audience? If not, thank

3   you very much.

4   DR. GRIFFITHS: Thank you.

5   (Applause.)

6   MRS. RUSSELL: I think that concludes our

7   sessions for today. We'll start in the morning with

8   coffee out in the foyer at 8 a.m. and the first session

9   will be back in this room at 8:30 a.m. tomorrow morning,

10   so have a nice evening and we'll see you in the

11   morning.

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13   (End of October 22nd, 2006, Meeting.)

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4   FALL FEDERAL DEPOSITORY LIBRARY

5   COUNCIL MEETING AND CONFERENCE

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8   OCTOBER 23, 2006

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 1    PANEL MEMBERS:

 2    Susan Tulis

 3    Mark Sandler

 4    Denise Davis

 5    Evelyn Frangakis

 6    Peter M. Hemphill

 7    Marian F. Parker

 8    Denise Stephens

 9    William Sudduth

10    Judy Russell

11    Ric Davis

12    Bob Tapella

13    Richard Akeroyd

14    Ann Miller

15    Tim Byrne

16    Geoffrey Swindells

17    Katrina Stierholz

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 1              MR. SUDDUTH:  Okay, I hope everybody had
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2   a good evening and we'll get started this morning.

3   I want to wait just a couple of minutes

4   while we get some other, the rest of the people in

5   here and while we're waiting for that, I want to

6   make a couple of announcements.

7   Again, a reminder, lunch today is lunch

8   with your regional. Your regional should have

9   contacted you beforehand or posted notes out on the

10   bulletin board outside. If you want hand notes and

11   have me make announcements like DC, Delaware and

12   Maryland libraries will be having lunch at the

13   Capital City Brew Company at 12:15 pm.

14   As I said, I can make announcements

15   after the break as long as we don't get too many of

16   them up here.

17   Another thing is regarding the tours on

18   Wednesday, it had been mentioned that you could

19   still sign up. No, you can't sign up for those

20   tours. Because of security clearances, you had to

21   sign up before you got to DC, so if, if that's

22   causing a problem, then get with one of the GPO

0004

1   staff and let them know, but it was mentioned in one

2   meeting that you could still register for tours and

3   you, that was an error, so. And I won't mention who

4   said that.

5   It weren't me, though. But it's hard

6   to, you know, it's all a security thing.

7   Okay. Usually what we do on Monday

8   morning before we get our, the update from GPO,

9   SUDOCS and all that is we do a little council

10 aerobics. And I don't feel so bad about it this

11 morning because of all that cake that everybody has

12 ingested, so it's going to be good for you to get

13 the sugar through your system so you don't crash in

14 about an hour.

15   So, let's start with geography, who here

16 is from west of the Mississippi, stand. Stand up,

17 that's what the aerobic part is. Welcome.

18   And as you are sitting down, the rest of

19 you can stand up and say that you're east of the

20 Mississippi, unless you're from the Pacific, okay.

21   All right. I'm going to go a little

22 quicker now, public libraries, okay. And State

1   libraries. Very good. Academic libraries. Okay.

2   Law libraries. I do that to see how many go up and

3   down. And any other libraries, special libraries.

4   See, we have to do that.

 5   And I think this is a question that I

 6   don't remember, I think Dan Barkley started it and I

 7   like it and we've asked it every year, I like asking

 8   it, how many of you have full support from your

 9   library to attend? Wow, very good. I'm jealous.

10   Some support? Okay. And those diehard

11   dedicated who are doing this all on your own.

12   Thank you, Dan. And others.

13   Okay. Let's see, we've done aerobics.

14   Again, if you haven't met GPO staff, I'd like the

15   GPO staff to stand and look around and if you have

16   not met them all, take the time and meet them all

17   because they all each have something that they can

18   help you with, and this is a good time and one of

19   the important networking things that you can do

20   while you're here.

21   All right. And, let's see, today we

22   have, this morning's session is an update from GPO,

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 1   Superintendent of Documents and Operations. After

 2   the break this morning we'll have the update from

 3   Program Management Office, including Mike Wash,

 4   master integrator, and that's I think going to be

5   kind of a panel presentation.

6   And so let's get started with that and

7   we're going to start with Judy.

8   MRS. RUSSELL: Thank you, Bill.

9   Well good morning everyone. Can you

10   hear me? Let's see if I can slide this computer out

11   of the way so I have someplace to put down my papers

12   here. No, fine, it will be fine.

13   Well, good morning and welcome. I'm

14   really pleased to join Bill in welcoming you once

15   again to our nation's capital and to the 69th

16   meeting of the Depository Library Council. That's a

17   lot of meetings we've had, isn't it.

18   I'm really delighted that so many of you

19   have made the effort to be here. As of Friday, we

20   had over 490 people registered for the meeting and

21   then we had 30 on-site registrations yesterday. I

22   assume we'll have some more today, so we have a

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1   really excellent turn-out and based on these

2   aerobics, we have a good representation of library

3   types and sizes in different parts of the country.

4   So I think we are grateful that you've all taken the

5   time to come and be with us.

6   I say this every time, but I'm no less

7   sincere in saying it that I am very conscious that

8   even with this large a turn-out, that many of our

9   colleagues were not able to be here and that I urge

10   you to take the information that you gather here

11   home from the conference and share it with others in

12   your institution and in your community. It's very

13   important that we engage the entire depository

14   library community and in fact the entire library

15   community in these discussions since other libraries

16   throughout the country rely on depository

17   collections and services.

18   Many of the libraries that can't come

19   are the very ones who most need this information

20   because they aren't able to get to the national

21   meetings, so you all have a charge when you go home

22   to find a few people who were not here and inform

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1   them about what you learn.

2   We will be posting the GPO update, the

3   presentations and other hand-outs and we are

4   recording these sessions so that we can make them

5   available as pod casts, but your permanent

6   engagement will be the most important means of

7   making sure that we are communicating effectively

8   about the issues and ideas that are discussed here.

9   People just really remember and relate to things

10 much better when it's an in-person thing, so much

11 better when it's an in-person communication.

12   We've already heard from Bruce about the

13 progress that GPO has made in a whole range of

14 things, including its initiatives related to public

15 access to Federal information and we've been

16 enlightened by Carol Tullo's description of how the

17 U.S. unlocking the potential of public sector

18 information. I found it very interesting the

19 parallels that were there as I'm sure you did.

20   But not surprising. We've been

21 challenged by Jose Marie Griffiths to, in her

22 remarks on the cyber infrastructure and the future

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1   roles of libraries in that new environment and I

2   think all three speakers have given us a lot to

3   think about. And I'm sure that many of the ideas

4   that they touched on yesterday will be part of our

5   dialogue over the next few days and that these

6   themes will be repeating.

7   We've also had the opportunity to

8   celebrate the accomplishments of our newest Federal

 9   depository library of the year. For those of you

10   that were not here yesterday, I would like to

11   announce that the Benton Harbor Public Library was

12   chosen this year for this honor and I want you to

13   join me in a minute again in congratulating Fred

14   Kirby and Jill Rauh on their excellent job that they

15   are doing. The Benton Harbor Public Library really

16   exemplifies the real contribution that a depository

17   library with minimal resources and considerable

18   dedication can make in a community.

19   And I want to read you just one

20   statement from the nomination because I think it's

21   very telling and the statement is that in not asking

22   what source might be useful but what Government

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 1   source might be useful the library ensures that

 2   Federal Government resources are used to their full

 3   potential to help the local community.

 4   And I often say that people come into

 5   the library looking for information but they don't

 6   necessarily know that they need Government

 7   information, so that attitude of trying to be sure

 8   that they think about whether Government information

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 9   can help that user is a very important part of why

10   we have this program and why it works.

11             So please join me in congratulating Fred

12   and Jill again for their excellent work.

13             (Applause).

14             With me this morning is Ric Davis who's

15   the Director of Library Services and Content

16   Management.  He's going to give you an update on

17   major projects that support the FDLP and the

18   cataloging and indexing program.  He will be

19   followed by Bob Tapella, who is GPO's Chief of

20   Staff.  Bob's going to give you an update on key

21   initiatives from other parts of GPO.

22             And as always, we have a full agenda, so
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 1   you have lots of choices in addition to the council

 2   sessions, there are agency updates, GPO operational

 3   open forums and a variety of other educational

 4   programs.  There are also some of the excellent

 5   tours on Wednesday that Bill mentioned.

 6             And first-time attendees are reminded

 7   that council is an advisory body and as such, its

 8   purpose is to advise the Public Printer and the

 9   Superintendent of Documents.  This is done primarily
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10   through the dialogue that you're going to observe

11   during the council sessions.

12   And that's why you saw if you were here

13   yesterday that Bill will first call on council for

14   questions and comments before turning to the

15   audience. We always reserve a portion of the time

16   in each session for audience participation and we

17   provide a variety of other means for members of the

18   community to share their points of view with GPO and

19   the council members during the breaks and other

20   times. We really welcome that input and we actively

21   seek it, but it is the council sessions are meetings

22   of an advisory body and should be understood as

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 1   such.

 2   This is my eighth and final meeting with

 3   the council as Superintendent of Documents. Bruce

 4   and I have met with the council in Reno, St. Louis,

 5   Albuquerque and Seattle and four times here in

 6   Washington, although I was only here in spirit last

 7   year because my mother was in the hospital.

 8   These meetings have been important

 9   milestones in my tenure as Superintendent of

10   Documents providing an opportunity to assess our

11   progress, discuss our options, debate the issues and

12   set a course of action.

13   There were 15 individuals already

14   serving on the council when I became the

15   Superintendent of Documents and four additional

16   classes have been appointed including the one that

17   begins their service with this meeting, although

18   we've actually been putting them to work since the

19   Seattle meeting, so they've been well indoctrinated

20   already.

21   These 35 individuals have invested their

22   time, their energy and their expertise in a dialogue

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1   with GPO and the depository community on the future

2   roles of GPO and the Federal depository libraries

3   and public access to Government information.

4   I would like to ask the council members

5   who have served with me who are in the audience to

6   stand and then I would like you all to join me in

7   expressing our thanks to the ones here and in the

8   audience who have worked with us in the past four

9   years. So can we have some people stand in here.

10   (Applause)

11   The primary theme in all of these

12   meetings and in many other meetings that I have

13   participated in since becoming Superintendent of

14   Documents has been planning for the future and this

15   council meeting will be no exception.

16   During the next few days we'll continue

17   the exploration of issues and opportunities that we

18   must address to make sure that the Federal

19   Depository Program is as vital to the nation in the

20   next 100 years as it has been for the past

21   200 years. Our common goal throughout this dialogue

22   has been to reaffirm the important mission of the

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1   Federal Depository Library Program and to seek to

2   ensure that there needs to be a viable and vital

3   program for permanent public access that

4   acknowledges and utilizes new technologies to

5   support democracy and inform our users.

6   We continue to build on the foundation

7   of common principles, acknowledging that the Federal

8   Government has the obligation to disseminate and

9   provide broad public access to its public

10   information as well as to guarantee the authenticity

11   and integrity of that information, and furthermore,

12   that the Government has an obligation to preserve

13   its information and assure permanent public access,

14   not just contemporary public access.

15   Our common vision is to serve the public

16   by increasing access to and usefulness of published

17   Federal information, to provide not just information

18   but as the cartoon that's going to pop up here in a

19   second, I hope, hmm, well, there it is. As this

20   cartoon shows, clarification.

21   I saw this cartoon at the ARL meeting

22   last week, but others have used it as well as a

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 1   humorous way to emphasize the role of the library

 2   and its expert staff to assist users who frequently

 3   find good enough information through Google and

 4   other search engines, but often need the expertise

 5   of our library staff to make that information

 6   meaningful and useful when it really matters.

 7   And that's been a lot of our discussion

 8   over these past years, is how to shift our focus

 9   more to service to those users and less to the

10   collections that we manage, not that the collections

11   are not important, but that increasingly those

12   users, even when they don't know it, need our

13   assistance and our clarification.

14   In the future even more than it does

15   today the public is going to insist upon timely,

16   continuous, permanent no fee access to published

17   information from its Government. The public will

18   rely on deposit libraries for services that

19   facilitate the informed use of published information

20   in all available formats and to provide access to

21   the tangible collections and the public will expect

22   24-7 access to a comprehensive collection of online

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 1   published information. The future digital system

 2   that's now under development will ensure that such a

 3   collection curated and published Federal

 4   information. The future digital system that's now

 5   under development will ensure that such a collection

 6   curated and authenticated by GPO is available for

 7   permanent public access.

 8   During the next session, Mike Wash, our

 9   Chief Technical Officer, will update you on our

10   progress in the development of this world-class

11   system to ingest, manage, deliver and preserve

12   digital content. It's an enormously important part

13   of our future.

14   By law and by tradition, the Federal

15   Depository Library Program has the mission to

16   provide for perpetual, free and ready public access

17   to the printed and electronic documents and other

18   published information products of the Federal

19   Government through the partnership between GPO and

20   our participating libraries.

21   I want to paraphrase GPO's strategic

22   vision and say that while this mission will remain

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 1   essentially the same in the future, the introduction

 2   of digital technology has changed the ways that

 3   Government information products and services will be

 4   created and how they will look and function to meet

 5   the ever-changing needs of the Federal Government

 6   itself and the way the public users of Government

 7   information now prefer to access and use it. And I

 8   think Jose's remarks yesterday were helpful also in

 9   looking at our program in that broader context of

10   how libraries overall are changing to perform for

11   the users in the cyber infrastructure.

12   It's the re-focusing of the Federal

13   Depository Library Program to meet the changing

14   requirements for access to published information of

15   the Federal Government that we continue to address

16   as a community.

17   We've made significant progress in the

18   past four years, not only has GPO issued its

19   strategic vision for the 21st Century, but together

20   we've reviewed and discussed dozens, sometimes it

21   seems like thousands of briefing papers and white

22   papers on a variety of topics of importance to our

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 1   future.

 2   Tomorrow morning the council will

 3   conduct a session on its vision document culminating

 4   over 18 months of work by council members and others

 5   in the community. It's been a labor of love and an

 6   enormous effort to pull together all the threads of

 7   this complex and rapidly changing environment and

 8   they are to be commended for their efforts.

 9   This document will be an important part

10   of the foundation as we continue to work together to

11   design, build and manage the Federal Depository

12   Library Program of the future. As always, we have a

13   lot to cover in the next two and a half days and I'm

14   looking forward to some lively and informative

15   discussions.

16   Many of these topics will continue to be

17 on the agenda for the spring meeting in Denver which

18 is scheduled for April 15th to 18th and I hope that

19 many of you will be able to attend that meeting as

20 well.

21   There may be a new Superintendent of

22 Documents with you in Denver, but whether or not my

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 1 successor is in place, Ric and his very capable

 2 staff are well prepared to continue our progress on

 3 the near term initiatives that are already planned

 4 or underway as well as to continue the dialogue with

 5 council and the community to determine what else

 6 needs to be done to ensure the future of permanent

 7 public access to Government information.

 8   With that I'm going to turn the

 9 microphone over to Ric. We'll take your questions

10 and comments after Ric and Bob complete their

11 presentations.

12   Thank you very much for your attention

13 this morning and for your participation during the

14 next few days and especially for your support and

15 assistance during the past four years.

16   (Applause)

17   MR. DAVIS: Good morning everyone. I

18   first want to take the opportunity to welcome all of

19   you to this year's Fall Depository Library Council

20   meeting. It's really good to always see familiar

21   faces and also a lot of new ones out in the

22   audiences. I am Ric Davis and I'm the Director of

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 1   the Library Services and Content Management group at

 2   GPO. I'm entering my 15th year of Government

 3   service and I'm very fortunate that most of that

 4   time has been spent working with all of you on FDLP

 5   issues.

 6   As you know, the Federal Depository

 7   Library Program is integral to keeping the American

 8   public informed about their Government and I want to

 9   commend all of you for your work and dedication for

10   this service.

11   There are a lot of exciting initiatives

12   underway in library services and content management

13   and I'd like to share some of those with you today.

14   I encourage you to take this information as well as

15   the handout that's available in your packets and

16   share it with those in the library community as

17   well.

18   As many of you know, we recently went

19   through an extensive reorganization at GPO and I'm

20   pleased to say that we've now filled out all 12 of

21   our senior managerial positions and other staff

22   positions in library services and content

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1   management. We have several positions still to

2   fill, particularly in our Web content area, but by

3   and large the reorganization is completed.

4   In addition to the reorganization, we've

5   also taken a very innovative and disciplined

6   approach to project management. We've spent a

7   significant amount of time reviewing all of our

8   initiatives and applying the principles of project

9   management to them.

10   Each project is now examined clearly in

11   terms of the stakeholders, the objectives, the

12   scopes, the resources and for each new initiative,

13   scope statements, project charters, risk management

14   plans and communication plans are carefully

15   developed and our staff members monitor the progress

16   of these initiatives by following and modifying

17   these plans.

18   The project management approach helps us

19   better monitor our progress with each initiative,

20   discover potential problems early on and stay on

21   track with project goals. This approach is also

22   assisting us as we collaborate with all of you and

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 1   our library partners, other Federal agencies and

 2   business units at GPO.

 3   Before I begin to address specific

 4   initiatives within library services and content

 5   management, I'd like to remind everyone that the GPO

 6   operational forums will be held tomorrow. The first

 7   one will be at 8:30 a.m. and the second will be at

 8   3:30 p.m.

 9   These sessions will give you an

10   opportunity to ask specific technical and

11   operational questions related to the FDLP and our

12   services. In the past we've typically only done one

13   of these sessions at conference, but each time we do

14   one, we have standing room only and people are

15   actually out the door, so we've added on another

16   session this time.

17   In referring to another session of note,

18   GPO is working to devise a data migration strategy

19   to ensure that the content of the CD ROMs that we've

20   distributed to depository libraries remains

21   accessible for the future. There will be a session

22   on CD Rom data migration this afternoon at 3:30 p.m., a

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 1   panel will present information on projects to ensure

 2   continued access to content of CD ROMs underway in

 3   several depository libraries.

 4   Now I'd like to say a few words about

 5   some specific initiatives beyond what's in your

 6   hand-outs.

 7   We've assembled a cross agency team at

 8   GPO to collaborate on a re-design of the FDLP

 9   desktop, GPO Access and GPO.gov. This is part of a

10   large-scale effort to improve the functionality and

11   user friendliness of all of our GPO online services.

12   This team is working together to modify GPO's

13   existing services so that they are as intuitive as

14   possible.

15   Adam's GPO online services open forum at

16   10:30 a.m., an FDLP desktop re-design will be

17   demonstrated for you as well as a re-design of the

18   browse topics feature on GPO Access. The desktop

19   re-design was developed in an effort to improve the

20   ease of use and functionality of the current site

21   and we look forward to collecting your thoughts and

22   impressions of the re-design. The browse topics

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 1   re-design continues GPO's and Oklahoma State

 2   University's successful partnership to create

 3   topical path finders to electronic Federal

 4   Government information. The new and improved browse

 5   topics includes an updated list grouped by subject

 6   and allows users to search by key word across all

 7   topics.

 8   Regarding our efforts to more fully

 9   develop a disaster recovery site at GPO, GPO has

10   awarded a contract in the past two weeks to Creative

11   Information Technology to forward GPO accessed data

12   to the disaster recovery solution. The critical

13   feature of this contract is that it will migrate

14   applications to a consistent data set building on

15   the disaster recovery plan we already have in place.

16   Not only are we working on various GPO

17   Access upgrades, we are also working to improve the

18   way we collect and compile statistics. Bruce talked

19   about that, but we are also working to improve the

20   way we collect and compile statistics. Bruce talked

21   about that a little bit yesterday in his speech and

22   I'd like to talk a little bit more.

1   A working group has been developed in

2   the library unit and weekly meetings are held for

3   the discussion of implementation issues and updates.

4   Team members have been assigned defining terms and

5   metrics calculations and a reporting mechanism has

6   been developed. Additionally, a database has been

7   developed to capture metrics and statistical data is

8   being captured from each unit. We plan to make

9   these metrics reports publicly available and hope to

10   release them very soon.

11   You may also have noticed a large number

12   of boxes coming in lately from our depository

13   distribution unit. I'm pleased to say that we're

14   completely caught up on the backlog that had existed

15   of what needed to be distributed. We are also in

16   the process of bringing in four additional staff

17   members who are currently out at our Laurel

18   warehouse facility to help with operations and we're

19   in the process of backfilling one of our key

20   critical positions in the Distribution Operation.

21   We've also made some exciting progress

22   in our digitization demonstration project. You

1   heard a little bit about that from Bruce yesterday,

 2   as well. GPO is currently conducting a

 3   demonstration project for the digitization of legacy

 4   publications, priorities for digitization include

 5   legislative and regulatory material that expands the

 6   coverage of the most popular GPO Access databases.

 7   We will conduct evaluations of this work

 8   that is being done by our digital media services

 9   group at GPO based on standards set by the library

10   unit in coordination with the library community.

11   This will be done in December and we'll subsequently

12   share the results. The key objective of this is to

13   validate our digitization specifications and

14   demonstrate quality, accessibility and permanence of

15   content based on those specifications.

16   Library Services and Content Management

17   have also participated in a number of outreach

18   efforts of note. I want to mention this morning.

19   Robin Haun-Mohamed is not with us this morning, but

20   recently Robin presented on the International

21   Conference on the preservation of digital objects at

22   Cornell University. She, along with Gil Baldwin

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 1   from the chief technical officer's organization,

2   spoke on the preservation of Federal digital

3   publications staff and our planning and development

4   group also attended the first meeting of the Great

5   Western Librarian Association and the Center for

6   Research Libraries Federal technical reports task

7   force held in Chicago.

8   The task force is conducting a pilot

9   project to digitize and provide access to Federal

10 technical reports. GPO was asked to share

11 information on both our digitization demonstration

12 project as well as our cataloging efforts.

13   Library Technical Information Services

14 have also given several presentations on the catalog

15 of Government publications and also the integrated

16 library system. Something that's very important to

17 me that I hope many of you have had a chance to look

18 at already is in relation to our outreach on a new

19 distance learning tool that's on the horizon. GPO

20 recently conducted a test of a live online training

21 session using OPAL, O-P-A-L, which stands for Online

22 Programming for All Libraries. OPAL is an

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1   international collaborative effort by libraries of

2   all types to provide Web-based programs and training

3   for library users and library staff members.

4   A number of librarians participated in

5   the staff and GPO staff are evaluating the group's

6   comments and suggestions to engage in further

7   collaboration with all of you as we make decisions

8   about Web-based training tools and modules for the

9   future.

10   The value of such a tool would be

11   enabling depository staff and others to participate

12   in educational events which they could not otherwise

13   attend either during the live session or later using

14   training archives.

15   Events under consideration in the future

16   include Depository Library Conferences for those who

17   can't attend as well as our annual Inter-agency

18   Seminar. Also relating to outreach, GPO extended

19   its partnership with Case Western Reserve University

20   and the Census Bureau through 2011. This

21   partnership ensures that electronic information

22   products from the 2000 Census of Population and

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1   Housing are permanently accessible under the FDLP.

2   Many of you have recently inquired about

3   the status of our Federal Depository Library

4   handbook. Work is continuing in chapters on GPO

5   organization, public services, preservation,

6   housing, staffing, partnerships and also disaster

7   recovery were posted for comment on the FDLP

8   desktop.

9   GPO staff are currently reviewing the

10   comments from these and final chapters are being

11   completed. Additional chapters including regional

12   services and Federal libraries will be posted for

13   comment in the near future.

14   Next I wanted to briefly update everyone

15   on GPO's pilot project on the automatic harvest of

16   information from the Environmental Protection

17   Agency. This was a collaborative effort between the

18   Chief Technical Officers organization and Library

19   Services and Content Management along with EPA and

20   two vendors.

21   Our goal for the pilot was to learn

22   about available technologies and methodologies for

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1   automated Web discovery, harvesting and assessment

2   of U.S. Government publications. The pilot recently

3   concluded and we are very pleased with the amount of

4   knowledge and experience that was gained based on

5   our explanation of the characteristics and

6   parameters of online scope in scope publications,

7   rules were established that first identified

8   publications and then we evaluated them to determine

9   if the EPA publications were in scope of the FDLP.

10   Accuracy in identifying these in scope

11   publications improved greatly between the first, the

12   second and the last crawl that we did of the EPA

13   Website. We have numerous ideas on how to improve

14   the accuracy rate and will continue to investigate

15   automated harvesting in the future. There's also a

16   council session this afternoon at 1:30 p.m. on this to go

17   into more detail and I encourage you to attend that.

18   Regarding our integrated library system,

19   as you know, we released the first release of this

20   back in March and we're near release on more

21   significant enhancements. There are two parts to

22   these enhancements, one for new titles and one for

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1   new electronic titles. These both provide dynamic

2   pre-defined searches to retrieve newly-catalogued

3   titles by specific time periods. The library

4   directory is also under development, which is part

5   of the --

6   (End Track 1 on CD.)

7   (Beginning Track 2 on CD.)

8   MR. DAVIS: -- locate libraries

9   administrative module. This will allow libraries to

10 input and edit their depository library information.

11 Libraries in the public will also be able to search

12 directory information and this also includes the

13 implementation of MetaLib or federated searching

14 capabilities.

15   I want to thank you all for your time

16 and attention today and again encourage you to

17 attend as many of our educational programs as

18 possible.

19   I will now turn it over to Bob Tapella,

20 our Chief of Staff.

21   MR. TAPELLA: Good morning. Yesterday

22 Bruce -- well let me begin, I'm Bob Tapella, GPO

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1   Chief of Staff.

2   Yesterday Bruce spoke briefly about the

3   fact that the vitality of GPO is absolutely critical

4   to the vitality of the Federal Depository Library

5   Program. And I'm pleased to report this morning,

6   although my CFO will not allow me to give actual

7   numbers, that GPO has entered its third straight

8   year of profitability and the trend line is going

9   well. And what that means is that we will have

10   investment capital going forward and as Bruce also

11   mentioned yesterday, it is GPO that is funding the

12   future digital system thus far.

13   Congress was nice enough to allow us to

14   use prior year funds, but those are retained

15   earnings because GPO has been improving its

16   efficiency. And as we are talking about the future,

17   Bruce also mentioned yesterday the planning and

18   strategy board and that is a group of sort of our

19   second tier of senior executives, it's mostly

20   deputies. It is chaired by Mike Wash, surprisingly

21   enough, and that planning and strategy board is not

22   only responsible for making decisions and

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1   recommendations on where GPO invests its capital, it

2   also is responsible and has been now, we're going

3   into our third year, of having a budget for GPO

4   which our managers must manage within.

5   This year, and we're now, what, two

6   weeks into the fiscal year, the budget for GPO this

7   year is 888 million dollars and of that about

8 15 percent comes from direct appropriations.

9 What some folks don't realize and right

10 now we're under a continuing resolution and Congress

11 has not yet made final decisions on budgets, they're

12 going to be coming back in a lame duck session

13 beginning November 13th and at risk for us is not

14 only our S&E appropriation and our Congressional

15 printing and binding fund, but our customers are

16 Federal agencies and while we have a very aggressive

17 schedule for our budget of 888 million dollars,

18 that's dependent on our customers buying our

19 products and services.

20 And under a continuing resolution, Jim

21 Bradley, who runs our customer services agency or

22 department, is very concerned that other agencies

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1 may cut out some of their printing and binding.

2 You know they say travel first -- is the

3 first thing to be cut, training is number two,

4 printing is number three. We're not in a crisis

5 mode yet, but I think it's very important for all of

6 you to think about the budget impacts for GPO. Even

7 though only a small portion of our direct -- or a

8 small portion of our actual budget comes from direct

9   appropriations, now that's kind of the bad news.

10   The good news side is as I spoke with

11   you in Seattle, FedEx, Kinko's contract, GPO Express

12   is going gang-busters. We are not yet at the volume

13   levels that we had hoped at this point in the

14   project, but the trend line is just going the right

15   direction. And what we are finding is that agencies

16   are finding it to be a convenient and very helpful

17   service offering and in fact last year -- excuse me,

18   last week FEMA announced at a press release at how

19   important the GPO Express program is to them in

20   meeting their current challenges and have talked

21   about the amount of money that they've saved by

22   using the GPO Express program over the last six

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 1   months. And I think as I spoke in Seattle, this is

 2   going to be absolutely critical for all of our small

 3   jobs that we're currently processing for our Federal

 4   agencies.

 5   The second area that I'd like to talk

 6   about is an area called security and intelligent

 7   documents. Now that in the strategic vision, we

 8   talk about the fact that we anticipate within the

 9   next five to seven years that half of all GPO

10   revenue could be coming out of security and

11   intelligent documents. That area produces the

12   United States Passport and we are working with the

13   State Department in collaboration on rolling out the

14   first electronic passports. And that's really what

15   an intelligent document it is. It is a paper

16   document that has an electronic chip in it to make

17   the document either more secure or more usable.

18   As part of that process, we are

19   significantly expanding the amount of investment

20   that we're making in security and intelligent

21   documents. We are, I believe this month we will hit

22   a 200,000 mark for the number of electronic

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 1   passports produced this month and the State

 2   Department anticipates a full roll-out of electronic

 3   passports by the end of March. That's very good

 4   news for GPO. It's actually a very profitable part

 5   of the GPO business and it will allow us to continue

 6   to re-invest in that area of the business.

 7   As we are moving in that business, we're

 8   also looking at things such as Government ID cards

 9   which are both printed and electronic and I think I

10   announced at an earlier meeting, and I don't

11   remember which one, that T.C. Evans, when he left

12   the superintendent of documents operation, came to

13   work for the chief of staff's office doing strategic

14   initiatives. He is now leading one of our efforts

15   in what's called HSPD 12, Homeland Security

16   Presidential Directive Number 12, which are the

17   inter-operable Government ID cards and he just

18   started that assignment a couple weeks ago and it

19   could be another one of our significant growth

20   businesses for GPO.

21   As we move forward as well, we have PKI

22   and that's very important to Mike Wash and our

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 1   future digital system. It's also a significant

 2   business opportunity for GPO and that is moving

 3   along full steam ahead and we are working on some

 4   pilot programs in that arena and we're very excited.

 5   You know, it was, it was a little

 6   over -- a little under four years ago that Judy

 7   Russell entered GPO for I guess the second time and

 8   I was fortunate enough to have an office next to

 9   hers. And since Judy and I have similar work habits

10   and tend to be there late into the evening, we would

11   regularly see each other and would ponder the

12   future.

13   And she'd always keep her door when she

14   was working late open to the hallway and I'd

15   regularly wander in and we'd talk about just where

16   GPO is going, both in general terms as well as where

17   she wanted to lead the Federal Depository Library

18   Program.

19   And one of the things we talked about

20   was, you know, does Title 44 need to be reformed.

21   And we both came to a conclusion that, yeah, it

22   probably does, but at the end of the day, is that

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 1   where we want to spend our effort.

 2   And Judy make a proclamation in the

 3   early days that what was probably the most vital

 4   thing to the work she was doing was building

 5   partnerships and relationships with two other

 6   branches of Government, with the individual

 7   agencies. And she said, you know, it's really not

 8   about the law, it's about GPO being able to talk to

 9   our sister agencies, explain the importance and the

10   vitality of the program and convince them that, yes,

11   they ought to play with us.

12   And it's sort of, I use that as a slight

13 introduction to the person that I'm going to be

14 introducing next and this individual actually has a

15 background in security documents and imaging

16 systems. Her name is Ellen Herbst and for those of

17 you that don't know Ellen, Ellen is the Director of

18 the National Technical Information Service under the

19 Department of Commerce and Ellen's been on the job a

20 little over a year and has been meeting with GPO

21 regularly during that past year. And I'd like to

22 bring Ellen up right now because she'd like to make

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 1 an announcement.

 2   MS. HERBST: Good morning. Thanks, Bob,

 3 for that introduction and thanks to all of GPO for

 4 this opportunity to speak to you and especially Judy

 5 Russell who we've been working with.

 6   It's a pleasure to be here at my first

 7 depository library conference where all the possible

 8 ways to access our Government's information are

 9 being shared and discussed and this morning I want

10 to add the National Technical Information Service to

11 this discussion.

12   The mission of NTIS as part of the

13 Department of Commerce's Technology Administration

14   is to support the nation's economic growth and job

15   creation by providing access to information that

16   stimulates innovation and discovery. This is

17   accomplished through two major programs. The first

18   is information and collection and dissemination to

19   the public and the second is services for Federal

20   agencies.

21   In support of its mission, NTIS

22   maintains a permanent collection of approximately

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 1   3 million scientific and technical reports that are

 2   produced by or for Government agencies and that are

 3   useful to U.S. business and industry.

 4   Many of these resources have not in the

 5   past been made available through the Federal

 6   Depository Library Program. Now the responsibility

 7   for providing this content to the depository

 8   libraries lies with the publishing agency and not

 9   with NTIS as an aggregator. NTIS is exempt from

10   FDLP obligations by the provisions of Title 44,

11   United States Code, Section 1903 because its

12   products and services, and here I quote, must

13   necessarily be sold in order to be self-sustaining.

14   NTIS receives no appropriations and must

15   recover all of its costs from sales. Nevertheless,

16   I'm here today in the spirit of our mission and the

17   mission of the FDLP to tell you that NTIS is

18   interested in exploring how it can participate in

19   the depository program by providing access to its

20   electronic content.

21   Now unfortunately we cannot --

22   (Applause).

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 1   Thank you. Thanks.

 2   Unfortunately we can't provide access to

 3   print or microfiche products free of charge because

 4   of our statutory mandate to be self-sustaining;

 5   however, NTIS wants to work with GPO to provide the

 6   FDLP with access to as comprehensive as possible a

 7   collection of published Federal information.

 8   As a first step, we are working with GPO

 9   to identify what NTIS content is not already

10   accessible to depository libraries and to ascertain

11   the percentage of overlap between our collections.

12   Once this is determined, a pilot project

13   will be initiated to provide depository libraries

14   access to NTIS electronic content. Now while the

15   technical details of the pilot are not worked out,

16   we want the pilot to focus on a couple of areas and

17   accomplish a few things.

18   First, to include all depository

19   libraries as participants during the pilot. We'd

20   like to be ready to implement in January of 2007.

21   We believe the pilot should last for 6 to 12 months

22   and will use a subset of records in the NTIS

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 1   database.

 2   The pilot will provide access to

 3   bibliographic records and abstracts, when they

 4   exist, for a fixed period of time, perhaps the most

 5   recent three to five years and provide access to

 6   those records that contain links to full text online

 7   content. And we believe the pilot should focus on

 8   what we call the PB collection. PB is an acronym

 9   for Publications Board that was used by the

10   predecessor agency to NTIS and is still used today

11   to indicate reports that NTIS has added to its

12   collection on behalf of Federal agencies.

13   The focus of this pilot is on the PB

14   collection because it is estimated that this

15   material which represents approximately one-third of

16   the NTIS collection is most likely to contain

17   content not currently available to depository

18   libraries. The other two-thirds of the NTIS

19   collection contain publications from the National

20   Aeronautics and Space Administration, the Department

21   of Energy and the Defense Technical Information

22   Center, which are already available through the

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 1   FDLP.

 2   During the pilot, information will be

 3   gathered and reviewed, including any impact on the

 4   financial stability of NTIS. Some adjustments may

 5   have to be made in the pilot if a negative financial

 6   impact is realized since we cannot undermine the

 7   financial stability of NTIS.

 8   NTIS and GPO both expect that the pilot

 9   will validate the assumption that NTIS can

10   participate in the FDLP with its electronic content

11   without suffering an economic loss that would

12   violate its legal requirements.

13   Now I would very much like to hear the

14   thoughts and ideas of this community on how best to

15   approach this pilot and I will be around for a good

16   part of the meeting and welcome your input.

17   Thank you very much.

18   MS. RUSSELL: Somehow I knew you were

19   going to be pleased about that announcement. Thank

20   you very much, Ellen.

21   Bill, do you want to start our question

22   and answer period for us?

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1   MR. SUDDUTH: Council?

2   Are there questions from council?

3   MR. WARNICK: Well I'll, is this

4   working? Yes. Ellen, yes, that's a very welcomed

5   announcement, thank you.

6   The, of course NTIS has a very, very

7   difficult business plan because unlike any other

8   information operations in the Government of which

9   I'm aware of, there's no Congressional appropriation

10   and the partnership with GPO has to be

11   self-sustaining I guess in that light.

12   So is, is there a business plan, any

13   ideas about how NTIS is going to return money to

14   itself by this collaboration? Or is that something

15   yet to be worked out?

16   MS. HERBST: Thanks, Walt, you always

17   ask the interesting questions.

18   As Walt mentioned, there is no

19   appropriation base for NTIS and most of our

20   funding -- all of our funding comes from two

21   sources. One is the sale of information, mainly in

22   physical media form, paper, fiche, CDs, et cetera,

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 1   although there are subscription products as well

 2   that are electronically based. And the other source

 3   of funding for NTIS is the work we do for other

 4   Federal agencies, mainly doing things like Webifying

 5   their information dissemination and helping them in

 6   other ways with dissemination.

 7   There's been no discussion whatsoever

 8   between GPO and NTIS of any money issue because I

 9   think what's driving NTIS is a belief that getting

10   our electronic content out and exposed in more

11   venues is both helpful to everyone's mission and

12   will also in the long-term help sustain the NTIS

13   mission.

14   Now, the pilot is designed to test that

15   theory and that's why we need to focus on the

16   electronic content initially, since that's the

17   lowest cost form of dissemination we have.

18   MR. SWINDELLS: This is sort of a side

19   issue and I've never understood why you don't make

20   your complete index available for free online

21   because it would seem to promote people actually

22   buying your materials and that's one of the things

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 1   that I know has been a constant to the depository

 2   community, simply to have the full index, not just

 3   the last few years.

 4   MS. HERBST: Right, and we are actually

 5   working towards that. We, too, are going to be

 6   re-designing our Website with an eye towards

 7   improved search and making more of the database

 8   available online.

 9   We have database records in electronic

10   form back to 1964 and we're actually also

11   contemplating what we do with the information

12   pre-1964 and how to get that up online, but that's

13   going to be something we tackle later. Right now

14   we're working on how to improve our Website to

15   enable access online.

16   MR. SUDDUTH: Any, any more questions

17   from council?

18   Okay, then we can go to the audience.

19   Again, I remind you that when you come to the

20   microphone, give us your name and your institution

21   and if questions do come back up from council, I

22   will defer back to council -- oh, wait, okay.

0047

1   MS. PARKER: Sorry, this should be

2   quick.

3   Ric, you mentioned complete re-design of

4   the whole Web presence for GPO, everything. Can you

5   tell us a little bit more about that and a time

6   frame that you're working in.

7   MR. DAVIS: Thank you, Marian. Is this

8   on, hello?

9   Thank you Marian, very good question.

10   I think that one of the things that you

11   may have noticed in the past, all of us as users of

12   GPO Access is that we've often lacked an integrated

13   design between GPO.gov, GPO Access and some of the

14   other components of our site. And I think that one

15   of the major things that we're trying to do, and

16   this is a precursor to some of the earlier releases

17   that you'll see with the future digital system, is

18   to try to really establish a consistent look and

19   feel throughout the site so that it's easy to

20   navigate. And again, I think one of the, the very

21   first components that we're starting on with this is

22   the FDLP desktop, which is near and dear to everyone

 1   in this audience.

 2   Like all of you, I am a frequent user of

 3   the FDLP desktop but also probably like all of you,

 4   I have a very hard time finding information on the

 5   FDLP desktop, especially when I only have about two

 6   minutes to find it.

 7   So what that's led to is probably way

 8   too many bookmarks on my personal Web page just for

 9   that one part of the site. So that, that is one of

10   the key drivers and, you know, we're going to be

11   doing, we've assembled a team of -- at GPO, it's one

12   of the best cross-functional teams that I've seen

13   since I've been at the agency, not only in terms of

14   designers, but also people who understand what, what

15   we call the governance model or, you know, how the

16   site, both the agency site and GPO Access are

17   actually structured and need to be structured in the

18   future.

19   So, you know, the session that we're

20   having today to give you a chance to evaluate the

21   early parts of the FDLP desktop is just a start.

22   We're going to do a lot more

1   collaboration before we release anything, but we're

2   going to be going through a lot of beta testing in

3   the next several months.

4   MS. PARKER: And the follow-up on that

5   is is that session for council or for an education

6   session?

7   MR. DAVIS: Yeah, this particular

8   session is an educational session.

9   MS. PARKER: And when can we have one?

10   MR. DAVIS: What we'll also do is we'll

11   make any of this information available online

12   through beta testing as well so that council and

13   others have a chance to look at it.

14   MS. PARKER: Fabulous, thank you.

15   MS. MILLER: This is Ann, I have a

16   follow up to Marian's, follow-up to her question.

17   In part, as part of this beta testing, I

18   mean I guess that's why we're going to look at it,

19   but usability studies, because the current one as we

20   all know would not actually pass a usability study,

21   so, you're planning on doing, like, you know, asking

22   a few people who are in this audience who might need

1   to use it on a regular basis to really thoroughly

2   test it?

3   MR. DAVIS: Yeah, some things that we've

4   tried in the past, we've tried a lot of different

5   options in terms of improving usability and doing

6   usability testing and we're certainly open to ideas

7   for the future, but, you know, in addition to

8   putting the information up on the site, we've, we've

9   done things unfortunately kind of limited to here in

10 DC beyond doing them at conferences of having

11 people actually come over to a usability testing

12 lab, using the two-way mirror concept with, you

13 know, recorded key strokes and recorded screen

14 monitoring to actually see how people interact with

15 the site.

16   Likewise, we work closely with the

17 Department of Education on Section 508,

18 accessibility for those with disabilities and other

19 things.

20   So we're going to be doing a number of

21 different things, but there are probably things that

22 we're not even aware of about how we could test and

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1   as part of our survey process, we're very open to

2   ideas to make sure that all voices are heard in the

3   process.

4   MS. MILLER: Well I just would like to

5   point out that there are a lot of depositories in

6   the DC areas and you could probably just go to one

7   of their regular depository librarians and do it,

8   rather than talking to people who might be so in to

9   the biz that they don't actually, I mean in terms of

10   Web design. I mean the thing is is that when

11   someone like me who's been doing this for 13 years

12   can't find something on that site, that's a problem,

13   so, it. So you just need the real depository people

14   to look at it.

15   MR. DAVIS: And I think that's a very

16   good point and, you know, something that we've done

17   in the past and I know Ann, you participated in

18   these along with others, we call them evening focus

19   group sessions and we had selected members like

20   yourself and others from the community come in and

21   do that testing and I know that's something we'll

22   continue to do as well.

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1   MS. PARKER: Ric, the time frame on

2   this?

3   MR. DAVIS: We've had thus far all of

4   three meetings, but like a lot of things, we're

5   going to, we're going to progress rapidly on this.

6   Beyond the three meetings, again, we've done

7   extensive work the last couple of months on the FDLP

8   desktop design, that is the first phase.

9   The second phase is to factor this out

10   to GPO.gov and GPO Access as a whole. I, it's hard

11   right now to really give an exact time frame and in

12   my own mind I see this as a, you know, a four- to

13   six-month effort in terms of getting this out, but

14   we have to factor in not only the re-design, but

15   we're also looking at improved functionality, so

16   that will be a key part of the process in terms of

17   defining the time frame.

18   I mentioned during my speech that, you

19   know, any project we do at this point we don't take

20   on haphazardly, we come up with a very detailed

21   project management approach with milestones, we make

22   sure we've actually got the resources to do them.

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1   For those things we don't have resources for, we

2   contract out and we're going to apply that principle

3   to this as well.

4   MS. PARKER: Great, thanks.

5   MS. FRANGAKIS: I have a question for,

6   couple of questions for Ric.

7   If we, if, Ric are we going to have an

8   opportunity to get any more information about the

9   pilot project for the digitization during this

10   meeting?

11   MR. DAVIS: I don't think we're going to

12   have a particular educational session on that. We

13   will be able to discuss it in more detail in the two

14   operational open forums. I think those are the two

15   sessions where we can go into some more detailed

16   discussion about what we're looking for as part of

17   that evaluation process.

18   MS. FRANGAKIS: Okay, for just some, for

19   quick purposes here, can you give us a time frame

20   for this project, for the pilot project or the

21   demonstration project?

22   MR. DAVIS: This demonstration project

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1   was something that was approved by our oversight

2   committee, the Joint Committee on Printing. It is a

3   six-month evaluation project. It's scheduled to end

4   in December and at that point we're going to be

5   presenting a summary report of our activities and

6   the evaluation back to our oversight committee and

7   our plan is to further share that information with

8   the depository community and then we'll have

9   discussions with them on next steps beyond the

10   demonstration phase.

11   MS. FRANGAKIS: Is there a plan in

12   progress for ramp-up once you look at your lessons

13   learned from this?

14   MR. DAVIS: We've been following closely

15   our, you know, our priorities for digitization that

16   we've set forth with the community and we would be

17   building upon that plan for ramp-up beyond the

18   demonstration project phase.

19   MR. SUDDUTH: Any other questions from

20   council?

21   MR. BYRNE: I have a question for NTIS.

22   For the, for the material that you would be sharing

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1   with depositories, is this going, you talked about

2   it being -- it would be linked to the digital, is

3   this going to be material that resides on NTIS

4   servers or is it at agencies and is this -- or is

5   this material that is not being provided by the

6   agencies in digital format now and that NTIS is

7   digitizing.

8   MS. HERBST: Well, the first caveat is I

9   get myself in trouble when I talk technically, so

10   I'm going to skirt the specific answers.

11   Frankly on where the information is

12   going to reside, part of the pilot is going to be

13   what makes the most sense for the users. The

14   collection -- the NTIS collection resides both on

15   NTIS servers, but obviously it's all information

16   that has come from other source agencies.

17   Now I can't speak to whether all that

18   information still resides there, but all of the

19   collection at NTIS is backed up on NTIS servers.

20   How we will present that during this pilot is part

21   of the discussions that we're having and frankly one

22   of the areas I'd like some input on from folks.

0056

1   MR. SUDDUTH: Any other questions?

2   Okay, then we will go to the audience.

3   MS. WEST: My name is Amy West,

4   University of Minnesota. This is also a question

5   about NTIS.

6   One thing I was wondering about is

7 whether either in the pilot project or presumably

 8 beyond you're going to be looking at materials that

 9 would be in scope for NTIS but are not necessarily

10 showing up in the NTIS database?

11   And an example would be FAA technical

12 reports which are being made available in full text

13 and if they are in the NTIS database, there seems to

14 be a substantial lag between the time they show up

15 on the FAA site and NTIS and it, from my

16 perspective, would be wonderful to be able to gather

17 those things back and get them recorded so that we

18 at least know that they are there --

19   (End Track 2 on CD.)

20   (Beginning Track 3 on CD.)

21   MS. WEST: -- were at one time, so if

22 that can be part of the project of the future, that

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 1 would be super.

 2   MS. HERBST: The pilot will involve that

 3 which NTIS already has in its collection, because we

 4 want to stay focused on providing access to what we

 5 have and determine what are the issues with that

 6 before moving forward.

 7   To your point about what's in the

8   collection, NTIS operates, one of the mandates it

 9   operates under is the American Technology

10   Preeminence Act which says that source agencies that

11   have relevant type of information deposit it with

12   NTIS, scientific and technical, with technical being

13   defined fairly broadly.

14   Things have changed over the years and

15   whereas in the past we would work directly with an

16   individual in an office or an agency and receive

17   information in paper, we, like others, are using the

18   Internet to collect more and more of the reports.

19   In fiscal year 2006, 95 percent of what we received

20   in came in electronically, either sent by the source

21   agency or we collected it on harvesting.

22   Part of our strategic initiative is to

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 1   increase the amount that we get into the collection

 2   each year. 10 years ago it was averaging about

 3   50,000 titles a year. It had dropped to as low as

 4   30,000 a couple of years ago and with increased

 5   efforts in electronic gathering, we're back up to

 6   about 40,000 in fiscal year '06 and our plan is to

 7   continue to increase that number.

 8   Thanks.

9   MR. SUDDUTH: Ann.

10   MS. MILLER: If you're harvesting it

11   from the Web for NTIS, this is sort of for both Judy

12   and you, shouldn't that be a part of GPO's mandate

13   to harvest and catalog that material? Why is it

14   going to NTIS?

15   MRS. RUSSELL: That's one of the reasons

16   Ellen and I have been talking is she doesn't have an

17   appropriation and we do, there are areas obviously

18   significant subject overlap between our initiatives

19   and so we're looking for places where both agencies

20   can gain by collaboration.

21   Certainly if we're harvesting things

22   that are within scope for them and can deliver them

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 1   to them with a cataloging record, then they can add

 2   source terms and other kinds of things, but it would

 3   help them in terms of efficiency. And certainly if

 4   they're finding things that we haven't found through

 5   our technique, so that's part of what we're trying

 6   to learn is where we can help one another and

 7   collaborate as agencies for more comprehensive

 8   coverage.

 9   MS. MILLER: But if it goes to NTIS,

10   it's no longer freely available to the American

11   public.

12   Shouldn't it be freely available to the

13   American public?

14   MRS. RUSSELL: Well, as Ellen was very

15   careful to say in her statement, that isn't really

16   NTIS' responsibility. That is the responsibility of

17   the publishing agency to make it available to GPO

18   for the FDLP.

19   So we're sort of going above and beyond

20   what's actually required in the statute, recognizing

21   that in order to do its own mission, NTIS is doing

22   some of the same kinds of things we're doing to try

0060

 1   to identify this content rather than waiting for

 2   things to be provided to, to them or to us.

 3   So, we, we both have the common problem

 4   that there are statutes there that tell agencies

 5   that they should make it available to us, but that

 6   doesn't necessarily mean it happens as efficiently

 7   or comprehensibly as we would like. So we think

 8   that there's real advantage to working together.

 9   MS. MILLER: Well, I'm trying to figure

10   out how there's an advantage to the American

11   taxpayer here, because if, if it's, if it's freely

12   available, and it should be freely available, then

13   the poor sap who actually finds it on NTIS as

14   opposed to the GPO FDsys or whatever we're calling

15   it is the one who's going to end up paying for it

16   because he doesn't know it's in the other place and

17   that's our opportunity to say, gee, you shouldn't

18   have to pay for that, that should be on the GPO

19   service.

20   MRS. RUSSELL: Well, remember what Ellen

21   said, that a significant amount of their revenue is

22   from people who are asking them to produce a

0061

 1   tangible copy for them and to distribute a tangible

 2   copy.

 3   MS. MILLER: Okay.

 4   MRS. RUSSELL: So, when someone is

 5   linking to a document and I don't know enough about

 6   your finances so that may be something you need to

 7   address, is is there currently a fee if somebody

 8   links to an electronic document through your site?

 9   MS. HERBST: First, I want to reiterate

10   what Judy said, we're working with GPO and this is

11   the first of what we think are going to be many

12   initiatives. I think we're all interested in not

13   duplicating effort, so I expect we'll be doing more

14   of these types of projects together.

15   I also want to reiterate that we harvest

16   from a source agency and if that information's up on

17   their Website, then obviously it's free to the

18   public.

19   Our pricing, our pricing model is

20   physical media based first, so if someone wants a

21   physical copy, there's cost associated with it.

22   There are subscription models where someone says I

0062

 1   want everything new every two weeks that's in a

 2   certain topic and that's for a fee. We do have a

 3   download policy that allows the first several pages

 4   to be free.

 5   One aspect of the NTIS collection, in

 6   2006 the average report printed or sent out in

 7   physical form was 138 pages, so because of the

 8   nature of the collection being technical and

 9   scientific, we tend to have titles that are much

10   longer and while we do allow people to download

11   longer reports for a nominal fee, we find that a lot

12   of people don't, that they, once they realize how

13   large it is from the abstract, they go ahead and

14   purchase a physical form of it.

15   MR. HEMPHILL: This is Pete Hemphill.

16   And in part to answer your question and

17   maybe I can lend a little insight from private

18   industry that private industry, for example, we

19   would purchase NTIS data in bulk and process it in

20   bulk and cross-link information to it in bulk and we

21   would get that information from NTIS, whereas I

22   think GPO is more of an individual one- or

0063

 1   two-delivery type situation and we didn't mind

 2   paying for NTIS information because it was very good

 3   information in one place where we could go get it.

 4   It's just a matter of how you deliver it I think

 5   that would be the difference.

 6   MRS. RUSSELL: We have lots to learn in

 7   our collaboration, so stay tuned.

 8   MR. SUDDUTH: Bernadine?

 9   MS. HODUSKY: Bernadine Abbott Hodusky.

10   I'm happy to hear that NTIS and GPO are cooperating.

11   That was one of my dreams when I was at the Joint

12   Committee on Printing, but I've been working with

13   the Environmental Protection Agency staff and they

14   tell me that they have 50,000 EPA reports that

15   they're going to digitize. And they've digitized

16   about 9,000 so far and I am concerned that that

17   digitized information will be both available through

18   GPO depository program as well as NTIS because I

19   think multiple sources is good as back-up. I'm, I'm

20   concerned that they're not really working I think

21   with either agency in this project and I'd like to

22   see that happen.

0064

1   I also would like to encourage you to

2   combine your catalog. I think it is absolutely

3   wasteful of tax dollars to have two separate

4   catalogs and it should be merged. And I think that

5   would do more to promote NTIS' sale of publications

6   than almost anything that you could do, is to have

7   all of your data in GPO Access in the monthly

8   catalog, on the online monthly catalogs.

9   So I urge you to work toward doing that.

10   MS. McKNELLY: Michele McKnelly,

11   University of Wisconsin, River Falls. We've got a

12   little Wisconsin thing going here.

13   Ric, I'd like to ask you about the OPAL

14   software because I was one of the people who

15   participated in the demonstration and for those of

16   you who didn't because there were only about

17   20 people on it, I've used a lot of Web-based

18   training tools and this was the best one I have ever

19   seen.

20   And so my question to you to quote

21   Evelyn's terminology is what's the ramp-up for this?

22   MR. DAVIS: Thank you, Michele, I'm glad

1   to hear that reaction. That expressed the sentiment

2   of myself and a lot of others who looked at it. We

3   had about 50 participants in the survey and I think

4   what we want to do now is we're going back and

5   analyzing all of the comments.

6   We want to validate that this is the

7   tool that we're going to go with if -- it sounds

8   like, you know, based on everything we're hearing we

9   might have hit one out of the park with this first

10   one. At the same time we want to be slightly

11   cautious in looking at one or two other tools very

12   quickly, very quickly meaning next 60 days and

13   seeing, just making sure there's nothing else out

14   there that's better or that there are no gaps that

15   this one failed to exist.

16   But I think looking at Lance back there

17   and some of our other staff and planning who were

18   very instrumental in bringing that up, Nancy Fijay

19   and others, we're looking to bring this up in the

20   next couple of months unless there are any issues

21   that come up and that's part of the reason we have

22   the archive up, as well, in case there are any final

0066

 1   comments. But I really appreciate your thoughts on

 2   that.

 3   MS. McKNELLY: Well I certainly hope

 4   when the ill-named FDsys comes up that this type of

 5   software can be used to make training and make

 6   people out in the community aware of what it is and

 7   what it isn't is -- what it isn't because that's

 8   going to happen pretty quickly and there are a lot

 9   of people out there who still, like me, don't get it

10   and really want some very specific information so

11   that we can field questions about it.

12   MR. DAVIS: Thank you.

13   MS. HARPER: Beth Harper, University of

14   Wisconsin Madison. Talking about pilot projects,

15   what is the -- well I know kind of what the status

16   of LocsDocs is, we were one of the participants, but

17   I'm wondering when there will be a report on that?

18   At this meeting or future -- what has GPO discovered

19   in doing LocsDocs?

20   MR. DAVIS: We have some information in

21   the update handout, but I'm also asking our resident

22   LOC expert to speak to that.

0067

 1   UNIDENTIFIED SPEAKER: We're finishing

 2   up the report and hope to have it out fairly soon

 3   and we need to have some external discussions about

 4   what to do as far as moving forward, if we're doing

 5   it in the best possible way or if there are better

 6   ways to implement in the future.

 7   MS. SMITH: Lori Smith, not from

 8   Wisconsin. Southeastern Louisiana University.

 9   I have a question and a plea. My

10   question is is there an update on the proposed

11   changes to the item selection process?

12   And my plea is if there's anything GPO

13   can do to convince the major ILS vendors to give us

14   the power to get usage statistics for hot links from

15   their software, please write them letters, whatever.

16   I think most depositories now, the majority of our

17   use is through people with, using the hot links and

18   our online catalogs and most of us I think can't get

19   statistics on that.

20   So it's hard to justify maintaining

21   depository status without good statistics showing

22   that the public is using the depository materials.

0068

 1   And I appreciate what GPO does with, you

 2   know, the PURL accounts, which I think were not

 3   entirely accurate last year, but I think the real

 4   answer is for us to get that circulation kind of

 5   information from our OPACS. So if there's anything

 6   you can do to convince them, please help us.

 7   And again, back to the item selection,

 8   that was my question.

 9   MR. DAVIS: I'm going to ask Laurie Hall

10   or Linda Resler, if they're here, to make a quick

11   comment on that. Laurie, do you want to make a

12   comment?

13   (Not speaking in microphone).

14   MR. DAVIS: Come to the mic, Laurie.

15   MS. HALL: The plea to other vendors is

16   something we have to be very careful about doing, so

17   just so you know that. Cindy also has the

18   information that was posted about the item, right,

19   so where's Cindy? Is she here? Cindy? No?

20   (Laughter)

21   She has, she has information about the

22   essential title, so maybe I'm confused as to what

0069

 1   you're actually asking, so there's two things in the

 2   question. I picked up the issue about the PURLS

 3   and --

 4   MS. SMITH: What I'm talking about is

 5   the proposed changes to item selection, for

 6   instance, the electronic stuff we would have less

 7   choice, it wouldn't be by item anymore, it would be

 8   by like agency. There were several proposed changes

 9   in the way we would select items. That's what I'm

10   asking about.

11   (Not speaking in microphone)

12   MRS. RUSSELL: We completed the survey

13   and gathered the comments and posted the comments

14   about the item selection. What we had said at the

15   time was that in order to change what we do with

16   item selection, we need different software and in

17   fact that was one of the reasons we did the survey,

18   because looking ahead to how we get off of our

19   legacy systems, we needed to have some idea of what

20   we wanted the next generation systems to do.

21   So, the next steps are really dependent

22   on how we proceed in getting software to replace

0070

 1   Access, DDIS and so forth.

 2   Suzanne, do you need to add something to

 3   that?

 4   UNIDENTIFIED SPEAKER: (Suzanne).

 5   No, sorry, that was, I did have my

 6   coffee this morning, but those are two different

 7   disparate things. I was thinking about the

 8   essential titles versus what we were, you know,

 9   trying to do with item selection doing a one-to-one

10   correspondence and yes, the move from DDIS which is

11   now being discussed as part of the FDsys

12   implementation and, you know, moving from that

13   legacy software, moving into the ILS so that now,

14   thank you, I remember those things, but Suzanne

15   might have some other.

16   MRS. RUSSELL: So we've done the input

17   gathering and now what we have to do is look at what

18   the options are to, to take advantage of the inputs

19   you've given and as we progress further, we'll be

20   able to come back to you with maybe more refined

21   options and things.

22   But at this point, just to look at the

0071

 1   posting that was made and the summary results and

 2   that's kind of where we are.

 3   UNIDENTIFIED SPEAKER: Right, and we

 4   continue on our same vain of trying to do one-to-one

 5   correspondence so we don't have, you know, one item

 6   number with multiple systems. We're trying to

 7   develop the, continue on the one-to-one as we move

 8   forward.

 9   MR. SUDDUTH: Fran?

10   MR. BUCKLEY: Ric, you mentioned some

11   disaster recovery plans, but what about the mirror

12   site or a complete back-up system for everything

13   that's on GPO Access?

14   MR. DAVIS: Thank you, Fran, let me give

15   you a few more details on that GPO has been

16   operating under a contract with Iron Mountain

17   Services for the last several years rolling

18   everything back on tape back-up so that we can

19   restore systems in the event of a disaster.

20   What's been more of a challenge in

21   recent years is we want a complete redundant

22   fail-over and we want that, you know, before FDsys,

 1   we're not waiting on this, we're moving forward.

 2   What we, what's been a real challenge for us is our

 3   old legacy WAIS software, wide area information

 4   server, software that you're all familiar with.

 5   What this contract is going to do that we awarded

 6   two week ago is it's going to parse and migrate all

 7   of this WAIS information to a standard open format

 8   and migrate all of that for disaster recovery,

 9   real-time fail-over and it's also going to make it

10   easy to flow into the releases of the future digital

11   system.

12   So the award of this contract was long

13   anticipated. There was a contract prior to this

14   that migrated some, but not all applications. WAIS

15   has proven to be quite a challenge, but we have the

16   contractors on board, they're sitting in the library

17   unit working in partnership with our library staff

18   and the chief information officer's organization,

19   this is a four- to six-month contract and that's our

20   plan for getting it done for a complete fail-over.

21   MRS. RUSSELL: We do, the data has been

22   put up on the system, it's just been put up without

0073

1   the re-formatting that will make it easier to

2   retrieve.

3   So there is a fail-over system in place,

4   but it isn't as, as functional and robust as we

5   would like it to be. So there is lots of redundancy

6   in the data. There is an active fail-over with the

7   unre-formatted data, but the, as Ric said, the, the

8   objective is to get it done so that we have it with

9   the data that has actually been re-formatted which

10   will add meta data to it and make it an, actually

11   improve the ability to retrieve it and then that

12   will also help that data go to the future system.

13   MR. BUCKLEY: If I could follow up,

14   though, what you're talking about in terms of a

15   fail-over system disaster recovery, is that going to

16   be a live back-up, though, so that we don't see

17   these instances where GPO Access isn't available

18   when technical work is being done and so forth?

19   MRS. RUSSELL: Yes, it absolutely is

20   something that would be a live back-over or a live

21   fail-over once completed.

22   MR. SUDDUTH: Katrina?

0074

1   MS. STIERHOLZ: So does that mean you're

 2   going to be off the WAIS platform entirely in four

 3   to six months?

 4   UNIDENTIFIED SPEAKER: In your dreams,

 5   Katrina.

 6   MR. DAVIS: That's a very good question,

 7   Katrina, one I've long been waiting for myself.

 8   What we're doing is this, this disaster

 9   recovery option that we've been talking about is

10   by -- I don't want to get too technical for this

11   discussion, but the information that was created for

12   WAIS a long time ago was using GPO locator codes.

13   By doing this migration and parsing of the

14   information, it's going to move it to more of an XML

15   type open format.

16   What that's going to do is a couple of

17   things. It's going to allow us to immediately use a

18   search capability that is much more opened than what

19   we're able to use with WAIS and migrate it quickly

20   to the releases plan with the future digital system.

21   So we're not making a selection right

22   now to replace WAIS prior to FDsys, this is part of

0075

 1   FDsys and it's part of what you'll hear about in our

2   next discussion in terms of when that planned

3   release is.

4   But this is an absolutely necessary step

5   to be able to migrate it forward to FDsys. We've

6   got to have open standards and open information and

7   open formats to be able to use it with the new

8   search engine.

9   MR. SUDDUTH: Any other questions from

10 the audience? Okay.

11   MS. SOLOMON: Hi. Judy Solomon from

12 Seattle Public Library. Just one comment about

13 NTIS.

14   There's a lot of small libraries in the

15 United States that are Federal depositories that

16 can't come to these meetings. If you could do some

17 really good publicity for this, it would be really

18 great.

19   Thanks.

20   MRS. RUSSELL: We do have a handout of

21 Ellen's remarks which will be given out after the

22 session and we will make that available as part of

0076

1   the report on the meeting and certainly as soon as

2   we have clarified a little more of what the pilot

3   will be like, we will be shouting from the rooftops

4   about it because we really do want, as Ellen said,

5   to get all the depositories or as many as we can

6   participating.

7   So we're not trying to do a pilot where

8   we get 20 or 30 and give them access, but to design

9   a pilot that would let everyone participate. So we

10   will make sure that that information gets out.

11   MS. HALE: Kathy Hale, State library of

12   Pennsylvania.

13   You have just made a lot of engineers

14   very happy throughout the country, I believe. You

15   do have a model, I believe, from a lot of newspapers

16   throughout the country that they will put on table

17   of contents or abstracts and then if you want the

18   full document, that you can pay for that, bring your

19   money up for it.

20   So I think you do have models in the

21   business community in order to bring this to

22   fruition, but thank you very much, I think you've

0077

1   made a lot of people happy.

2   MR. SUDDUTH: Seeing nobody else at the

3   mic, council, any last questions?

4   Okay. Then we'll come back again at

5   10:30 a.m. You've earned an extra two minutes to your

6   break, but we will start promptly at 10:30 a.m.

7   (Short recess taken).

8   MR. SUDDUTH: I'm going to go over a

9   couple of announcements, also give the others who

10   are outside the room a chance to come in, but I do

11   want to get started and I'm going to start with

12   announcements that have been handed to me.

13   A lot of these announcements have to do

14   with lunch or dinner with your regional. The

15   Missouri librarians will be meeting at 12:15 p.m. in the

16   lobby.

17   Just another reminder, DC, Delaware

18   and Maryland libraries will be having lunch at

19   Capital City Brew company which at 12:15 p.m.

20   The Florida and Georgia depository

21   librarians are going to meet at Capital City

22   Brewery, 5:30 p.m. tonight, so they're not going to be

0078

1   going to lunch, they're going to be going to dinner

2   this evening, that's Florida and Georgia.

3   And then Tuesday night the CIC documents

4   librarians will be meeting at 6:30 p.m. at the top of the

5   escalator which is at the hotel entrance and that's

6   all the announcements I have.

7   What I would like to remind everybody is

8   that when you do come to the microphone, when you do

9   come to the microphone, please state your name and

10 your institution. And as I said, the, there are

11 hand-outs for the next presentation, I'll give you

12 another half a minute to scramble up here and get

13 copies and otherwise we're going to start within the

14 next minute.

15   Okay. It's my pleasure to introduce the

16 next session. The next session is going to be the,

17 is going to be a panel discussion and has to do with

18 the program management team and the master

19 integrator, the, again, what we all know is the

20 future digital system and it's my pleasure to turn

21 it over to Mike Wash who is the Chief Technical

22 Information Officer.

0079

1   MR. WASH: Good morning. What we'd like

2   to do today is similar to what we've done over the

3   last several conferences, is provide you with an

4   update of our, our digital contents system,

5   sometimes known as future digital system or FDsys,

6 as troubling as that is at times. But what we want

 7 to do today, particularly, is introduce the Harris

 8 Corporation.

 9   Harris is the master integrator working

10 with us as a partner to do the development and the

11 build and the deployment of the future digital

12 system and you will get an opportunity throughout,

13 you know, the next hour to meet Harris and some of

14 the key personnel with Harris and they'll tell you a

15 little bit about what they're doing on this program

16 and what a, a master integrator is.

17   So, today it's really four sessions

18 here, we're going to have a brief review of what the

19 future digital system is and things that have

20 happened since April when we were last together.

21 I'll cover that.

22   Then Harris Corporation is going to talk

0080

 1 somewhat about their role and the work that we've

 2 done with them over the last couple of months. Then

 3 Selene Dalecky is going to come up and talk about

 4 the activities that we see going forward.

 5   So, the next six months or so of

 6 activities of what we intend to have accomplished

7   and what the schedule is and the time frames. And

8   then we'll open it up for questions from that point.

9   So an overview, some information that we

10   actually started sharing with this community about

11   two years ago, just what is FDsys. The thing that

12   we call FDsys. It's really a world-class

13   information management system that will allow us to

14   participate in the digital world and provide

15   information out on a permanently accessible basis.

16   We've, we've stated from the beginning

17   that we wanted the system to be a rules-based policy

18   neutral system that could be flexible and

19   extensible. Basically what that means is we're not

20   setting policy with the system. We want it to be

21   very flexible so that it can adapt to whatever the

22   requirement is of GPO to be able to take in digital

0081

1   information and serve digital information out and it

2   also needed to be able to work well within the

3   business units within GPO. We have certainly the

4   library program, we have the sales program, we have

5   digital media services.

6   There's a number of different types of

7   focus activities within GPO. This system needed to

8   really be an enabler for all of those as best we

 9   can, so in the work that we've done, you know, since

10   we started creating our concept and the requirements

11   for this system, we've been very interactive with

12   other aspects of GPO working very hard to try to

13   make sure that we could anticipate the needs of the

14   system and get those incorporated into what we call

15   the requirements for the system.

16   And then modular and adaptable is also a

17   very key element. Again, take the technology aside

18   for a second and realize the rate of change of the

19   information world that we live in today. Search

20   technologies are rapidly evolving and changing, for

21   example. We want to make sure that a system like

22   the GPO information management system will be

0082

 1   capable of accepting new technologies as they become

 2   available so that we can plug them in and unplug

 3   them as required to meet your needs and others

 4   needs, you know, that are going to be using the --

 5   (End Track 3 on CD.)

 6   (Beginning Track 4 on CD.).

 7   MR. WASH: -- the future digital system.

 8   So that founding principle of the system

9   is also very important because we know that there's

10   going to be rapid changes in technologies and we

11   don't want to get locked into the technology of

12   2006. We want to be able to make it so that this

13   system can change as technology changes.

14   From an overview perspective, you know,

15   just the things that the future digital system are

16   expected to do, it's going to automate the

17   collection and dissemination of electronic

18   information.

19   The next one is the electronic markings

20   for what we sometimes call digital signatures in

21   today's technology phrases will indicate that the

22   information is authentic and it will be able to

0083

1   identify versions of documents that have been, been

2   revised. So we want to make sure that the system is

3   capable of doing version control and capable of

4   identifying that the information is authentic and

5   that type of technology needs to be incorporated

6   into the system.

7   Information will be permanently

8   available in electronic format. It's a pretty tall

9   order when you think about the changes in

10   technology. Again, that's happened even in the last

11   decade or two, the way content has been created or

12   information or documents in publications have been

13   created change very, very rapidly and for us to

14   create a system that will make information

15   permanently accessible, it's quite a challenge to

16   make sure that we do the planning in anticipation of

17   technologies so that we can keep up with those

18   changes over time.

19   Information will be accessible for Web

20   searching, viewing, downloading and printing. You

21   know, Bruce yesterday was trying to project when

22   printing would start to go away and he, he indicated

0084

1   it will, he couldn't say when.

2   We don't want to have this type of

3   system create the type of environment that would

4   force printing to go away. Instead this system has

5   to work very closely with printing needs. The world

6   of printing today is changing in the way people use

7   printed material and the system needs to be capable

8   of supporting changes in the way people use print,

9   whether you use print like today where there's

10   documents that are available in a library or in the

11   future if documents are going to be downloadable and

12   printable and used, you know, for a brief period of

13   time and then recalled again and printed again when

14   you need it in the future, much like small office

15   type of environments are today where you print a

16   document, you use it and the next time you need it,

17   you find it, you print it again and you use it.

18   Whatever the methodology's going to be

19   going forward with information, we want to make sure

20   the system is capable of supporting that.

21   And then lastly, document masters, and

22   that would be the authentic version of the

0085

 1   information will be available for conventional and

 2   on-demand printing, so whatever the system or

 3   whatever the users or partners like the library

 4   systems need, we want to make sure that the system

 5   is capable of really supporting that.

 6   Our status, actually when, when I was

 7   with this community back in April in Seattle, the

 8   day that I provided an update was actually the day

 9   that our request for proposal sent out for bid, it

10   was April 3rd. That proposal was a rather lengthy

11   document that included all of our requirements and a

12   lot of contractual language that kind of makes your

13   head hurt to read it, much less write it, but it

14   went out, it was like 500 pages or something crazy

15   like that.

16   It went out in April and that really

17   launched us into really the last phases of the

18   search for what we call a master integrator. And

19   the master integrator, which you'll hear more about

20   in a few minutes, is really the group of people

21   working with GPO to design, develop and deploy the

22   system.

0086

 1   So we had to choose carefully. We had

 2   to be very critical and make sure that the partner

 3   that we were out looking for would be the right

 4   partner for us to get this job done and get it done

 5   the way we wanted it to deliver the types of

 6   requirements that we had worked so hard to create.

 7   In August, August 2nd, we awarded to

 8   Harris Corporation and that was after the RFP went

 9   out in April, there was a period of time that lasted

10   until about May 24th, I believe it was, when the bid

11   was out for, or the proposal was out for bid and

12   then from late May to August was the period of time

13   that we went through the proposals that came in and

14   did our final selections.

15   And lastly, you know, Harris showed up

16   for work a week later with a group of people and the

17   good news is they haven't left yet. And, you know,

18   it's kind of funny, you know, but when you think

19   about it, I kind of relate working with an

20   integrator or a development team like getting

21   married, you know.

22   The early stages of it when we were

0087

 1   going through the review of the proposal process,

 2   you're getting all excited about what could be and

 3   your anticipation is really growing and then you

 4   award and you have the first couple of meetings and

 5   it's all exciting, it's kind of like you're in the

 6   stage of holding hands.

 7   Then, you know, about a month or so

 8   later you start to realize, okay, we've got to make

 9   this work and, you know, not that that's bad, but,

10   you know, if any of you are married, you know, like

11   after that first month or so you kind of say we've

12   got to make this work.

13   But it's been a very great, a good

14   transition with Harris, I've got to say that.

15   They've come in to GPO and they studied us probably

16   as much or more than we studied them. Knew things

17   about us that we probably didn't know much about and

18   likewise with them. But the relationship has gone

19   great, so far, and, you know, the anticipation is it

20   will continue to go great. They've moved into GPO,

21   so this is a co-location type of activity so it's

22   not they're over there in another building in

0088

 1   another State and we're here trying to communicate

 2   via phone and Internet.

 3   Instead, you know, they've moved in with

 4   us so that there's this cohabitation type of thing

 5   going on. They've also kind of learned a lot about

 6   a culture that's kind of been developed around this

 7   program at GPO. Bruce yesterday talked about how,

 8   you know, within the leadership at GPO there's

 9   people that have some, some lengthy Government

10   experience and those that don't have much Government

11   experience, like the relationship I have with Scott

12   Stoval. He's got a lot of Government experience, I

13   have almost none, two and a half years or so now

14   which is probably a lot.

15   But still, I don't consider myself to be

16   an expert of all the things that go on within

17   Government. But what that has done with this

18   program is that it has allowed us to create an

19   environment and a culture within the future digital

20   system program office that is different than a lot

21   of cultures I think within Government and certainly

22   within GPO.

0089

 1   We have some of the brightest people at

 2   GPO working on this program that are very task

 3   oriented, they are very delivery focused and they,

 4   they were ready and primed for when Harris came in

 5   on August 9th to start this job and it's been an

 6   incredible integration activity just for the last

 7   couple months watching the GPO program management

 8   office and the Harris development team come

 9   together.

10   So I'm really glad they haven't left

11   yet.

12   Back in April, and even dating back to

13   last October of this session, I introduced the idea

14   of us going through a process of creating multiple

15   releases for the future digital system. If we were

16   to try to create all the functionality at once and

17   turn the thing on and hope that it worked, the

18   likelihood is it wouldn't.

19   So what we've done instead is we've

20   carved out elements of the program and elements or

21   sections of the requirements and we've put those

22   into a step-wise type of releases. Like sometimes I

0090

 1   refer to it like building a house, you start with

 2   the foundation, you build a basement, you do the

 3   first floor, you do the second floor and finally you

 4   do a lot of the enhancements to your house. That's

 5   the way we're doing the future digital system, so

 6   that we're going to start out with elements of

 7   functionality and move into higher and higher

 8   capability over time.

 9   So our anticipated releases, you know,

10   back about a year ago, were three releases in what

11   we called release one, which is the core

12   functionality where we talked about a submission

13   release and then a content access and delivery

14   release and then final core functionality, but what

15   we have done now and a lot of this came through when

16   we were reviewing the proposals of the integrators

17   that came in looking to really get awarded with this

18   job is we really came down to two releases within

19   our core functionality.

20   The first release is an internal pilot

21   and you'll learn a lot more about that in a few

22   minutes of what's involved in that and the timing

0091

 1   for that. And then finally our release 1C is the

 2   external launch and the core functionality of the

 3   system. And then we anticipate ongoing

 4   enhancements.

 5   You think back to the comment I made

 6   about modular and expandable type of system. We

 7   know that there are going to be things that come up

 8   for a new functionality that needs to come along, so

 9   those enhancements for the future releases are the

10   things where new technologies can get put into the

11   system to do things that we know are going to be

12   required in a couple of years and beyond.

13   So with that, I would like to introduce

14   the first of the Harris staff, Karen Hoppel, who's

15   the program manager within Harris and what she's

16   going to do is outline some of the things associated

17   with what a master integrator does and actually from

18   this point forward, we can stop really calling it a

19   master integrator, we can call it Harris

20   Corporation, GPO's partner. It might sound a little

21   less technical, but with that, I'll turn it over to

22   Karen.

0092

1   Thank you.

2   MS. HOPPEL: Thanks, Mike. And not only

3   would it sound a little less technical, it will also

4   sound a little less formal and the relationship that

5   we've been developing with the GPO has been a very

6   open one and one in which we feel very able and

7   comfortable with making our suggestions known and

8   listening to the suggestions of our partners at GPO,

9   so I think it would be also more reflective of that.

10   I just wanted to touch on some of our

11   background and maybe why we are, have been so

12   honored as to be selected as the partner with the

13   GPO for developing the future digital system. We're

14   a company that's about 105 years old.

15   We actually started in the printing

16   business, believe it or not. We progressed or at

17   least modified a little bit of what we do now and

18   it's more involving communications as a whole and

19   that includes information processing like a digital

20   archives kind of system as we're doing here. And,

21   in fact, we do that both for the commercial and for

22   the Government space. We have about 13,000

0093

1   employees worldwide, so we're not a small company.

2   We are headquartered in Melborne, Florida, but have

3   over seven offices in the local DC area, so we're

4   very glad to be here having, you know, gotten here

5   in August and then plan to stay not only, you know,

6   for the next year or two, but as long as we're of

7   use to the GPO.

8   We've been building archives, large,

9   high volume kind of archive systems for over 10,

10   20 years and the content of those archives includes

11   both documents, meta data, geospatial data, census

12   data like the MAIF TIGER format, if folks are

13   familiar with that, and audio and video. We were

14   the runner-up on the national archives and records

15   administration's electronic records archives program

16   and we've been investing in laboratories and

17   research in the archives area, including search for

18   many years.

19   We're involved in the library community

20   in a number of ways and we are very honored to be

21   able to extend that participation now with this

22   program. We've been involved with the Fedora

0094

 1   project, we are a part of their preservation

 2   workflow and search committees. We're also involved

 3   in the, being some, doing some consultant work with

 4   the National Sciences Digital Library, as well as

 5   with the, with the integrated digital library

 6   system.

 7   So we, we really enjoy the interactions

 8   that we've had with the library community and look

 9   forward to being able to continue those and we look

10   forward to being able to apply the experiences that

11   we had to this very exciting program with the GPO.

12   And as Mike said, I'll give you a little

13   information of sort of what our role is relative to

14   the future digital system in working with the GPO.

15   We're responsible for designing, developing,

16   deploying and testing this system in conjunction

17   with the GPO. We're working hand in hand with them

18   to do that. We're collaboratively collecting the

19   technologies and products that will be used as part

20   of the system.

21   As we speak today, we have teams of

22   which there's a co-lead, one from Harris, one from

 1   GPO and those folks are off looking at the various

 2   technologies that we might need, for instance, what

 3   search application would be best for us to use and

 4   they are mutually working to develop the criteria to

 5   collect those products as well as going through that

 6   scoring and selection process.

 7   From that point we'll integrate the

 8   selection of those commercial products into an

 9   integrated system and be able to develop the

10   workflows that will control how the system works.

11   That's really the way that you implement the policy

12   neutral non-, you know, non-dictative, if you will,

13   ability of the system to allow it to comply to the

14   operations that are useful to the community and to,

15   and as opposed to being prescriptive.

16   We'll also conduct system testing to

17   know that everything is working well and ready to go

18   and then conduct training exercises, including

19   development of the materials and manuals that will

20   assist folks in being able to use the system. It

21   was nice to hear that there's a, that there's the

22   OPAL activities that you have going on and we hope

 1   to look at those and see if we can learn that it

 2   found a forum that really works well for

 3   communicating and potentially providing training on

 4   the system.

 5   And we well see it being very key that

 6   in order to be able to do this effectively, that we

 7   work in conjunction with the GPO and the community,

 8   stakeholder community at large. We have been

 9   working, as I mentioned, just very, very closely

10   with the GPO. This is a closer working relationship

11   than I've had ever in my career; and Mike is not too

12   far off when he says it's sort of like, at least

13   getting engaged, I'm not sure about married yet, I

14   think we'd want to date a little while. No.

15   But, no, not at all. Actually, we've

16   found the folks that we're working with to be very,

17   very helpful to us. They bring a domain experience

18   that is just vital to us being able to make sure

19   that we can apply the right technologies to the

20   mission. Without that understanding that they

21   bring, you know, we would build the wrong thing.

22   We also are going back into the GPO's

1   business units to look for the subject matter

2   experts that will really, that will really also add

3   to the accuracy with which we can develop the system

4   to be what is needed.

5   And further than that, we need to engage

6   and starting as we have been here now two months to

7   engage the stakeholder community at large, obviously

8   through forums like this conference as well as other

9   mechanisms that Selene will talk about a little bit

10   for the opportunity for beta testing on the system

11   so that again, at all levels we know that the folks

12   who are going to have to use this system are getting

13   the best thing that will make their jobs most

14   efficient and enable them to really step forward in

15   the future when I imagine that everything is, or at

16   least all of the, all of the electronic publications

17   we know are safe and, and available forever, so.

18   With that, our next speaker is John

19   Fore. He's our software architect and he promises

20   not to get, to get too far into engineering, if you

21   will, but to focus on how we really see the system

22   working and how it will enhance what you guys need

1   to do with it.

2   MR. FORE: Thanks, Karen. My name is

3   John Fore, I'm the software architect for the Harris

4   team on the future digital system and I'm going to

5   explain to you briefly how the system will work

6   according to the design that the GPO and Harris have

7   developed.

8   Even though I've been a software

9   engineer for 23 years, my first job was actually

10 working at a library, I was working to convert our

11 local library from a paper-based system to an

12 electronic system. I also grew up near Dublin,

13 Ohio, and I think about half my family either work

14 at a library or work at OCLC, so this, this project

15 is really near and dear to my heart.

16   I've also worked on the electronic

17 records archive project and have been working in the

18 digital archiving field for over four years now.

19   So, what you see in this picture is a,

20 is an overview of the elements of the future digital

21 system and the future digital system will be based

22 on the Open Archival Information System model, or

0099

1   OAIS model. The GPO and Harris are using this model

2   to guide the development of the system. It's a

      3   standard that dictates best practices for a digital

      4   archives system, so by following it, it helps you to

      5   ensure that your archive will work properly and will

      6   protect the information that you're storing. And

      7   each box on this diagram represents an element

      8   within the system and within the OAIS model.

      9   The blue arrows in between the boxes

     10   represent information flowing from one part of the

     11   system to another and the icons representing people

     12   indicate parts of the system where people are

     13   involved in working on the system. The other boxes

     14   are fully automated.

     15   So, if you start on the left most box

     16   labeled producer, we have the people who are

     17   creating the publications, which is the Government

     18   agencies and the U.S. Congress and they will create

     19   publications that are, are, should be disseminated

     20   to the public. And they will submit them to the

     21   future digital system using a Web-based interface,

     22   as well as other interfaces, and with each

      1   publication they will supply the content of the

      2   publication as well as meta data or information

3   about that content and at the same time as they're

4   submitting a publication, they can also order

5   printed copies of the publication for their use.

6   Information can also be collected for

7   the future digital system by scanning or converting

8   physical documents and it can be harvested from

9   agency Websites. So those are the three ways that

10   information can be collected and submitted to the

11   system.

12   It will go into the next box labeled

13   ingest and in this, in this box the future digital

14   system will automatically validate the content in

15   the meta data package that comes in to make sure

16   that the meta data is complete and correct and that

17   the document hasn't been corrupted in transmission.

18   If there are any problems with the package, then a

19   GPO user will work with the agency to correct that

20   so that only valid information that's authentic gets

21   into the future digital system.

22   Next it will go into the data management

0101

1   element of the system. In this element the

2   authentication marks will be added to the document.

3   It will be indexed by a search engine and any

4   preservation actions that need to be done to it over

5   time will be orchestrated by the data management

6   element.

7   The content and meta data will be stored

8   in the archival storage portion of the system where

9   it will be protected and stored to provide the

10   permanent access.

11   In the access portion of the system, GPO

12   users will catalog each publication using marked

13   records and standard cataloging techniques, also

14   create reference tools and finding aides to help

15   people find documents within the system.

16   Then finally, on the far right the

17   consumer represents end users of the system which

18   could be the public, it could be the FDLPs, it could

19   be Government people, they will be able to search

20   for documents in the future digital system by using

21   meta data searching as well as by content searching

22   and they'll be able to retrieve and view authentic

0102

1   copies of the publications that are stored in the

2   future digital system.

3   So, moving on, I'm going to show you a

4   technique that we're using to store and manage and

5   preserve these publications across time that's

6   called an information package, or a content package.

7   There will be one content package for

8   every publication in the future digital system and

9   the purpose of the content package is to collect all

10   the information we need about that publication so

11   that we'll know what it is, who created it, how it's

12   stored, allow us to find it in the future and to

13   preserve it.

14   And to help keep track of all this, we

15   will have an XML wrapper as part of this package

16   that's like a table of contents that tells

17   everything in the package, what everything is that's

18   in this package that we need to store and it will be

19   in XML so that it's in a non-proprietary and open

20   format so that you can look at that and understand

21   what that publication is and where it came from and

22   what we know about it.

0103

1   So the actual content, itself, will be

2   stored in the content section of the package and we

3   can store what we call a rendition, which is an

4   expression of the publication in a certain format.

5   For example, a rendition might be the

6   original core or end design or Microsoft Word files

7   that the originator created the publication in and

8   this rendition can be a complex set of digital

9   objects. As I'm sure you know, most core

10 publications consist of images and text and other

11 pieces, so the future digital system will be able to

12 store compound documents and keep track of what is

13 in each piece of that rendition so that the original

14 publication can be, can be maintained.

15   Now within the content package is a meta

16 data section and each rendition will store important

17 meta data that allows us to use and preserve that

18 publication, the first being representation

19 information. This tells you how the information in

20 that publication is stored and how to access it, so,

21 for example, it could say this is a core 6.0

22 publication and we would know what software you need

0104

1   in order to access that or it may be more detailed,

2   depending on the format of the information.

3   We also will store descriptive

4   information about the publication. This is your

5   typical bibliographic information that tells what

6   the publication is and describes it. This

7   information is really important for searching so

 8   that we can find this publication in the future and

 9   know what it is. We'll also store preservation

10   information.

11   The preservation information records the

12   providence, so where did this document come from,

13   the context that it was created in, which is

14   important to understand the purpose of the document,

15   why was it created and what does it mean, any

16   reference identifiers, like ISBN number, and also

17   fixity information that is a computer technique that

18   allows us to make sure that the document hasn't been

19   corrupted while it's been stored in the system.

20   Then we'll have technical meta data

21   about the document. This records the, for example,

22   a jpeg would record the resolution in dots per inch,

0105

 1   the size of the publication, the color usage. This,

 2   this, with this information we can tell exactly the

 3   quality of the publication and how it's stored.

 4   Finally, we'll record administrative

 5   information about the publication to track the

 6   history of this publication within the future

 7   digital system.

8   So I know, I know this is kind of a lot,

 9   but this is what we feel and the community at large

10   feels is necessary to keep these publications

11   forever and keep them usable. We can also add

12   additional renditions of the publication to the

13   package so that, for example, the first rendition

14   might be the original core files that the

15   publication was created in.

16   The second rendition could be a press

17   optimized prescript file for printing the

18   publication and then you can have additional ones,

19   maybe a screen optimized PDF which is convenient for

20   users on the Internet to, to download and view.

21   And using, by, by tracking and storing

22   this information about a publication is a key to our

0106

 1   ability to preserve it and make it useful across

 2   time.

 3   So now I'd like to introduce Selene

 4   Dalecky from the PMO.

 5   MS. DALECKY: Thank you very much.

 6   (End Track 4 on CD.)

 7   (Beginning Track 5 on CD.).

 8   MS. DALECKY: Thank you very much, John.

9   As he said, I'm Selene Dalecky, I'm with the program

10   management office and I'll be batting clean-up for

11   this presentation.

12   So once again, we've gone back to the

13   releases by functionality and how GPO and, with

14   Harris, will be implementing the system capabilities

15   over a series of releases starting with Release 1B

16   in early 2007.

17   Okay. We start to show the

18   functionality in 1B that will be -- this is a slide

19   where we start to show 1B and this is the

20   functionality that we will release in an internal

21   pilot. It represents a core functionality of the

22   future digital system which means being able to get

0107

1   content and meta data into the system, being able to

2   manage the content and meta data within the system

3   and being able to have users find and retrieve this

4   content and meta data. And since FDsys is an

5   OAIS-based system, Release 1B will demonstrate the

6   capability to submit, manage and retrieve this

7   content and meta data in information packages.

8   So, in Release 1B in the internal pilot,

9   these are things we know we have to get right. This

10   is setting the foundation for the system and the

11   series of releases that will take place going

12   forward.

13   Release 1B is a pilot which means it

14   will not be open to the public, but we are planning

15   to involve various user communities in beta testing

16   it. For an example, we'll be turning to our Federal

17   agency customers to test the commission processes

18   for these content packages and we will be looking

19   for end users to beta test the access portions of

20   the system.

21   Okay. Release 1C will be our first

22   public release. It's scheduled to be launched in

0108

 1   the second half of 2007. We're going to be

 2   expanding on the core functionality that was

 3   developed and implemented in 1B by adding basic

 4   authenticity and integrity checks on the content and

 5   by extending the access beyond the initial beta

 6   testing group.

 7   Release 1C will also include the ability

 8   to exchange data with the GPO ILS, which means that

 9   bibliographic information coming into FDsys will be

10   sent to the ILS and conversely, any changes that are

11   made to information in the ILS will be sent to

12   FDsys.

13   Release 1C will also introduce the first

14   preservation processes, which is, will be the

15   process of refreshment.

16   In implementing the future digital

17   system, we have been following a process called

18   phases and gates. We've used it from the beginning

19   and we're going to use it throughout all of the

20   different release implementations. Each phase

21   contains clearly defined activities and

22   deliverables. At the end of each phase there's a

0109

 1   gate review and this gate review is, the purpose is

 2   to make a management decision on whether or not the

 3   program should proceed to the next phase.

 4   We've already competed -- or completed

 5   phases 1 through 3, actually 1 through 4A and for

 6   Release 1B, we've moved into phase 4B.

 7   One thing to note here is that gates 4A

 8   through gate 6 are going to be repeated for each

 9   release, so it's not going to be a total of six

10   gates. There's going to be multiple gates

11   throughout the releases and this is, this will allow

12   us more reviews so that we can keep checking at the

13   end of each phase before we proceed to make sure

14   we're doing the right things and rolling this out in

15   the best way.

16   Just like when Mike said that we're

17   doing multiple releases to make sure that we are

18   mitigating risk as much as possible, reducing the

19   risk as much as possible. The phases and gates

20   approach does the same thing.

21   Okay. So here's a little more detailed

22   view of our Release 1B and 1C timeline. For

0110

 1   Release 1B, we are in phase 4B, so we're developing

 2   the architecture and moving towards a detailed

 3   design, the detailed system design. You can also

 4   see from this chart that 1B and 1C do have overlap,

 5   so it's not going to be consecutive phases where we

 6   do all of 1B and then we, you know, put in the

 7   marker in the ground and then move on to 1C.

 8   We are actually going to be doing some

 9   of the activities concurrently and this will allow

10   us to compress the implementation timeline.

11   Okay. We have a number of upcoming and

12   ongoing activities in conjunction with the design

13   and development of the future digital system. We

14   have a series of trade study reviews that we'll be

15   doing for each of our releases. These will -- the

16   process that we're going to be using to select the

17   key technologies.

18   Right now we're concentrating on the

19   core functionality of 1B, which consists of a

20   content management system review, search application

21   review and enterprise application platform review.

22   And we do have more information on the trade process

0111

 1   on the GPO FDsys Website if you're interested in

 2   looking at that.

 3   We're also beginning to develop the

 4   future digital system work flows and use cases which

 5   will help to define the sequence of steps within the

 6   system and also will help us define how users will

 7   interact with the system. Right now we're focusing

 8   on the 1B work flows and use cases, but the work

 9   flows and use cases for 1C are not going to be far

10   behind.

11   We're continuing our outreach activities

12   through programs such as this and through meeting

13   with our various stakeholders just like we've been

14   attempting to do all along. We are also kind of

15   focusing right now on the submission side. We're

16   working very closely with our Federal agency content

17   originators to make sure that in 1B we have the

18   ability to have user -- or have content originators

19   submit information and then have the system be able

20   to ingest this information.

21   Let's see. We, okay, and then the beta

22   testing, I know we've kind of dangled a beta testing

0112

1   carrot a couple of times in the presentation, but we

2   are planning for 1B, even though it's an internal

3   pilot, we are planning to do beta testing with our

4   user communities. We are in the early stages right

5   now of beta test planning, but we will be working

6   with library services and content management on a

7   plan to work with the library community, so there

8   will be more information forthcoming on this and we

9   expect beta testing to take place in April of 2007.

10   We have just very recently released a

11   new requirements document, Version 3.0, it also is

12   available on the FDsys GPO Website. We've added

13   about 1,200 requirements if you want to take a look

14   at those. It's mostly driving the existing

15   requirements to make them clearer and testable, but

16   it's there and it's great reading, so I highly

17   encourage you to take a look at it.

18   Design activities are well underway for

19   Release 1B and we are very excited to be working

20   with Harris as you've heard before and it's been a

21   very exciting experience for us and we're looking

22   forward to the next few years. And of course more

 1   information is coming on beta testing and we expect

 2   it to happen in April 2007 and we will be looking to

 3   the library community for assistance with that.

 4   And finally, I've referred to the

 5   Website a couple of times, so here's the URL if

 6   you're interested in going to get more information.

 7   We do keep it updated with any new current -- or any

 8   new or upcoming activities. We have a section on

 9   stakeholder communication and we have it broken out

10   by the individual groups that we work with and we

11   have a questions and comments submission, ability,

12   too, so that if you're interested in finding out

13   more information and you don't find it on the site,

14   we're more than happy to respond to any questions or

15   accept any feedback that you have.

16   So, thank you.

17   (Applause)

18   MR. SUDDUTH: Questions from council?

19   MR. WARNICK: A simple question first,

20   the contract has been let, what was the value of the

21   contract? How much money?

22   MR. WASH: The, can you hear me now?

0114

1   The estimate that we have for FDsys

2   through Release 3 is just about 29 million dollars.

3   The way the contract has been awarded is we're

4   really awarding for Release 1 with options for

5   Release 2 and 3 and Release 1 is valued at about

6   16 million dollars.

7   MR. HEMPHILL: This is Pete Hemphill. I

8   have a number of questions, actually.

9   Based upon my previous experience

10   designing and building large-scaled systems such as

11   this, one thing is, as far as metrics and management

12   capabilities we heard Bruce talking about giving the

13   managers the power and enabling them to be able to

14   make decisions and to what degree has there been

15   reporting and data mining capabilities designed into

16   this system for things such as acquisition, knowing

17   how many documents you have processed, where, when

18   and how much?

19   MR. WASH: I guess I'll look to either

20   Gil or -- Gil.

21   MR. BALDWIN: Okay, I guess, I guess

22   that's a call out to me. The, one of the areas of

0115

1   FDsys development that I oversee is the data mining

2   capability and we do have a whole section in the

3   requirements on data mining. It's primarily a

4   Release 2 and beyond activity, so I think the

5   capabilities that Peter is referring to we have well

6   covered in the requirements and we look forward to

7   putting them into play.

8   MR. HEMPHILL: That's great, because I

9   spend a lot of my time building a system just to

10   manage all of the different information as you can

11   imagine, having all of this information and just

12   knowing how much of what you have was a challenge.

13   The second question I had was accepting

14   fees from FDLP partners, I noticed on the slides

15   where it was primarily Congress and agencies and as

16   we discussed yesterday with Bruce building

17   retrospective collections, you're going to need help

18   in providing that information. And I know a lot of

19   different institutions have already some of this

20   stuff scanned. I don't know if it's to the

21   standards of the, of the FDsys, but to what, to what

22   degree do you have the capability to feed

0116

 1   information from your FDLP partners into this

 2   system?

 3   MR. WASH: Kirk, can you take that one,

 4   Kirk Knoll.

 5   MR. Knoll: Good question, Peter. We

 6   hope to have partnerships and to work with other

 7   agencies or other libraries that have scanned and I

 8   have a dream of a standard where maybe all the

 9   scanning, you know, was standardized and all the

10   submission was standardized. But until that

11   happens, we have to work together and have

12   conversations to make sure that, that we do have

13   something similar that we could use and provide to

14   FDsys to provide access to that.

15   We will be working, you mentioned that

16   you saw a slide where we're working with the

17   agencies and Congress, but certainly the library

18   system has been a huge partner to this, up to this

19   point, I think you know that. If it was missed on

20   the slide, we've worked closely with the library

21   community and our team at GPO is, is heavily -- has

22   a lot of, I'm sorry, a lot of members from the GPO,

0117

1   Superintendent of Documents and Library Services, so

2   we have our hooks into the library community.

3   MR. HEMPHILL: Okay, and lastly, is

4   there going to be a feedback mechanism for

5   addressing quality issues that may come up that the

6   community out there may not be able to take care of

7   situations that may, may come up overall, because

8   many times if it didn't get caught by our QC

9   process, the end users were the ones that, that

10   caught that situation.

11   Is there a means or a method that's

12   being designed in this system to provide active

13   feedback to take care of those issues?

14   MR. WASH: Clarification, is it feedback

15   once we receive content from, like, a library

16   partner? Is that what you're referring to?

17   MR. HEMPHILL: Any partner, whether it

18   be agency, Congress, if you see something like an

19   image that comes up that's black.

20   MR. WASH: Oh, okay. One of the

21   elements that was in that chart that John Fore went

22   through was validation type of process when

0118

 1   information comes in and that's a really critical

 2   aspect in the requirements in some of the design.

 3   We call that early stages of ingest of the

 4   information coming into the system.

 5   And at that point in time is where

 6   information will be reviewed and if there's problems

 7   associated with it, it will be handled, or at least

 8   put into a location where some sort of activities

 9   can take place to make sure that it's corrected.

10   So I don't know if it completely

11   addresses your question, Pete, but we have that in a

12   validation stage.

13   MR. HEMPHILL: Well part of the issue

14   was that there was no, in our case, there wasn't a

15   single place where a customer or a patron could go

16   to inform us that there was an issue with a

17   particular document or a particular publication and

18   as a result, the people working on the systems had

19   fragmented information from various places and the

20   patrons didn't, or customers did not feel like they

21 were being responded to adequately because we had

22 this fragmented information that we were working

0119

 1 with.

 2   MR. WASH: You guys have anything to add

 3 to that? I think it's a really valid point and I'm

 4 trying to figure out if somewhere in our 3,000

 5 requirements we have that covered.

 6   UNIDENTIFIED SPEAKER: Well, one way we

 7 could go into that is through the beta testing and

 8 start identifying things through the beta testing,

 9 but a second thing we could do is through the GPO

10 help desk is to start identifying some of these

11 inaccuracies or problems we might have.

12   Don't know if that answers your question

13 fully, but.

14   MR. HEMPHILL: You might want to

15 consider an online capability for active feedback

16 from the community.

17   MR. WASH: Right, so I mean if somebody

18 in the community finds a problem with content, there

19 would be some way of communicating back with GPO

20 that there's a problem that needs to be resolved.

21   MR. SWINDELLS: I have a follow-up

22   question of Pete's, or very similar.

 1   Could we bring up the OAIS slide, the

 2   one with the stages, because it makes it easier to

 3   talk about. There we go.

 4   The two places where we have GPO users

 5   where I think potentially we could have FDLP users

 6   and that is in the ingest which Pete talked about,

 7   but that could also be a place that would link up to

 8   a fugitives documents submission, so you might not

 9   actually be ingesting, but just pointing toward or

10   something like that. But the other place is in

11   access whereas we roll this out, specific meta data

12   designed for different types of user communities

13   could actually be added by those communities.

14   And so I think that, and I, I can't

15   remember if that -- I think that was envisioned, but

16   it's been so long, so I just wanted to sort of ask

17   where that is sort of in the roll-out.

18   MR. BALDWIN: Hi, I'm Gil Baldwin from

19   the Program Management Office.

20   I think that what, what you're asking

21   about is encompassed in the requirements for the

22   cataloging and meta data operations that we have

 1   capabilities called out for users to be able to

 2   contribute meta data and that it be in processed.

 3   I do want to make one comment about the

 4   chart that's up here now, though, and of course this

 5   is an extremely simplified view of the OAIS model

 6   and John has only chosen to exemplify in each of

 7   these little boxes one type of users, where if you

 8   go to our documentation you'll find this broken out

 9   in a much more detailed kind of way so that there

10   are, you know, it shows that there are other people

11   that are participating in these different functions

12   and so forth, so.

13   Go ahead and take a look at that if

14   you're really curious about how different user

15   classes play into the system operation.

16   MR. WASH: Thank you, Gil. Walt.

17   MR. WARNICK: It's very encouraging that

18   Harris has had experience building large high volume

19   digital archives and information systems. My

20   question is are, is there any such system like that

21   that Harris has built that's open to the public and

22   if so, what is the name and what is the URL?

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 1              MS. HOPPEL:  Thank you.  Actually, the

 2  systems that we've built have been for other

 3  Government agencies and so they are not available to

 4  the general public, unfortunately, so they are like,

 5  for example, there -- MAIF Tiger database for the

 6  Census Bureau, you know, that's not really in

 7  general available to the public.  So, sorry about

 8  that.

 9              MR. WARNICK:  No, thank you, thank you.

10              MR. SUDDUTH:  Other questions from

11  council?  Katrina.

12              MS. STIERHOLZ:  Yeah, this made sense to

13  me for standard publications, but you also talk

14  about recognizing revisions in things and one of the

15  things that I think of is databases.

16              How are you going to or are you going to

17  handle databases that are not static and are you

18  going to bring those in and recognize revisions in

19  those databases and all the, you know, complications

20  that come with that?

21              MR. WASH:  Gil or Selene, could you

22  address that one?

0123

 1              MR. BALDWIN:  Of course you've asked one
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2   of the hardest questions for any content management

3   system and my colleagues have thoughtfully elected

4   me to come up here and try, try to do something with

5   it.

6   But one, our focus of course in this

7   system because of our statutory mandate is on

8   publications and to the degree that we can extract

9   entities that are recognizable as publications from

10   dynamic databases, then we will incorporate them and

11   deal with them in the future digital system.

12   I think where it's not possible to

13   harvest the dynamic database and manage it within

14   our system we will continue the practice of having

15   meta data pointers out to that database and you'll

16   have to use their inherent functionality to extract

17   the content.

18   MS. PARKER: This is Marian, did I hear

19   this right that you wouldn't consider a database

20   that is promulgated by a Government entity as a

21   publication of that entity?

22   MR. BALDWIN: I'm beginning to feel like

0124

1   President Clinton here splitting hairs over

2   definitions, but the, you have to go back to what

3   the statutory language is that talks about a

4   publication being something that is individually

5   published as a, as a single entity.

6   So of course, Marian, the databases that

7   agencies put out are official promulgations of

8   their, of their content and information, but they're

9   a bit out of scope for what we are trying to deal

10 with because of our statutory mandate.

11   MS. PARKER: Thanks.

12   MR. SUDDUTH: I'm going to ask a

13 question that I asked to a candidate that was in our

14 library a couple weeks ago and the answer I got back

15 was we're always trying to unbundle everything. And

16 I know that the information that we take in is, is

17 created by an agency, but is the system going to

18 look towards the future where an agency might say

19 here is the package of information, but we're okay

20 if you can divide it up so that it can be re-used in

21 different ways and is that looked forward to

22 possibly in the system?

0125

1   I mean I know you can't do it, but if an

2   agency gets to the point, let's say the stat

3   abstract says hey, here's 1,400 tables, but we don't

4   care if you let it go individually.

5   MR. BALDWIN: Yes, we could do that, we

6   have the capability.

7   MR. WASH: And if you look at the next

8   slide, if you just go to the next slide where

9   there's a -- whoops, well the next slide talks about

10   the packaging concepts and digital objects and that

11   was specifically laid out that way so that those

12   digital objects could be identifiable so they'll

13   have a unique identifier and a way of finding it so

14   that if there was a desire to re-use or re-purpose

15   information down to that digital object level, the

16   system would have the capability of providing that

17   out if agencies would allow that to occur.

18   MR. SUDDUTH: Other questions from

19   council?

20   Questions from the audience?

21   MS. WEIBLE: Hi, I'm Arlene Weible from

22   the Oregon State Library and I'm glad this slide is

0126

1   up because I wanted to ask a little bit more about

2   the meta data part of this.

3   I'm really excited by the depth of

4   information that is envisioned for the meta data for

5   these documents, but I'm curious about how that

6   information is truly going to get into the system.

7   It sounds like there's going to be at least,

8   certainly in the initial releases a real reliance on

9   the content provider giving that level of meta data,

10 things like providence and that kind of thing.

11   You know in my library, we work with an

12 archiving system that is for State Government

13 information and it is extremely difficult for us to

14 train those content providers to understand the

15 concepts of meta data.

16   And so I'm just curious if you could

17 talk a little bit more about how each one of those

18 boxes you envision being generated? Is it going to

19 be the content provider or is it going to be

20 automatically extracted?

21   MR. BARNUM: I'm George Barnum from the

22 Office of Innovation and New Technology. Yeah,

0127

1   Arlene, it's what we see is, is this meta data

2   building up in layers, so we don't really look for

3   it to all come from one spot. We certainly don't

4   any longer see ourselves absolutely in the middle of

5   that the way we have been with cataloging. You

6   know, where you all looked to us for the cataloging

7   and obviously you do lots of things to it once we're

8   done, but we're kind of in the middle of that.

9   That's not the model at all.

10   If you, this, this line-up is kind of an

11   abstract, you can, any of you who think about meta

12   data can, can call these out in different ways

13   depending on what you had for breakfast and, you

14   know, what you did last night. But these are a set

15   of abstractions that seem to communicate most of the

16   kinds of stuff that we're looking for. They do

17   overlap.

18   I think the thing to keep in mind is

19   that we, in the design, we recognized right away

20   that every function from end to end will either

21   create or use meta data, that it's absolutely

22   everywhere and so we needed to be able to ascertain

0128

1   to pick up and use again or to add to.

2   So, you're right, the burden on the

3   producer is great if, if we really expect that, for

4   example, all of the providence and all that sort of

5   thing is going to come from them. It will be part

6   of the challenge, I think, as the thing is absolute

7   built to find ways to make that as simple as we can

8   in the interface.

9   They now, producers, agency customers

10   now provide us a boatload of information when they

11   order a publication. If you've ever seen the

12   standard form 1, it's really long, there's lots of

13   information, so that's kind of an example of we're

14   already doing it, we have to find a better way to do

15   it so that they actually fill the form out right.

16   And then both the, the people, the GPO

17   users and the system, itself, will continue to layer

18   it up as we go along. And I'm talking a bit more

19   about the meta data model and how the schema and the

20   formats will work tomorrow.

21   So if you're interested in that, how we,

22   how we envision making all of the, of the meta data

0129

1   formats and schema work together, come and, come and

2   hear that tomorrow.

3   MS. WEIBLE: Can I just follow up a

4   little bit, so the way I'm understanding it is the

5   first two releases are not really dealing with the

6   harvested content, it's really going to be

7   submission content that, so, I mean, and that's

8   where my concerns about the meta data, you know,

9   because when you're harvesting documents, you don't

10 have the form to fill out.

11   MR. BARNUM: Right, right. And so you

12 have to sort of scrape up what's left, yeah, when

13 you bring it in and it's really hard.

14   MS. WEIBLE: Hard.

15   MR. BARNUM: Yeah, we, we recognize that

16 and actually Matt will talk a little bit about that

17 in his presentation on the harvesting pilot because

18 they've looked at that really closely on the

19 harvesting pilot.

20   MS. WEIBLE: Thank you.

21   MR. BROWN: Chris Brown, University of

22 Denver. I have a question concerning the WAIS, GPO

0130

1   WAIS database on the one hand and the CGP on the

2   other hand. You have content in WAIS databases and

3   then you have. --

4   (End Track 5 on CD.)

5   (Beginning Track 6 on CD.)

6   MR. BROWN: -- and then you have meta

7   data in the CGP and there seems to be a disconnect

8   for a number of years between, for example, GAO

9   reports and Y1s like House and Senate reports and

10   documents where you have the full text over here and

11   the meta data over there and could the FDsys make

12   these things talk to each other or is that in the,

13   is that a possibility?

14   Maybe George is the person for this.

15   MR. BARNUM: Not only can, but will.

16   MR. BROWN: Okay. That's a good thing.

17   MR. BARNUM: That's the plan, is to make

18   it all talk to one another.

19   MR. BROWN: Because there are about

20   several thousand where there's no links made.

21   MR. BARNUM: And I think in the initial

22   phases that's been one of our, one of our real

0131

 1   concerns is picking up all of the GPO Access

 2   material and sort of getting it as the sort of first

 3   case, so.

 4   MR. BROWN: Good. Barbie.

 5   MS. SELBY: Barbie Selby, University of

 6   Virginia, and mine is kind of a talk to each other

 7   question, also. I guess because it's OAI and all of

 8   that and everything talks to one another, but the

 9   NTIS that we heard about earlier this morning and

10   those kinds of things, you know, I guess some of the

11   arrows in this previous slide diagram, nothing goes

12   out to, you know, sort of other agencies to talk

13   outside of the system to other agencies content

14   management systems, the national archives, the NTIS,

15   whatever there happens to be out there.

16   MR. BARNUM: Well, again, I think it's,

17   you're a victim of how simplified that that diagram

18   is. In fact, yeah, that's part of, that's part of

19   being standards based. We can, we can output

20   packages that can be ingested into other OAIS-based

21   systems.

22   We can also publish, we will publish our

0132

1   standard, you know, our implementation of OAIS so

2   that other people can put together a submission

3   package that we can recognize so that, for example,

4   when we're receiving converted content that has been

5   scanned in a partner library, for example, you know,

6   the file layout will be known and we will be able to

7   ingest it.

8   So, yeah, that's part of the deal. And

9   let me also point out, Barbie, that we're also, we

10   are looking at OAI, in addition to OAIS, we've got

11   OAI in the mix for that ability to share.

12   MS. SMITH: Lori Smith, Southeastern

13   Louisiana University. I can't recall which speaker

14   it was yesterday that lamented that libraries had

15   not implemented tools for end user input like

16   Amazon.com has done.

17   Has there been any thought to allowing

18   end users to review documents or assign a four star

19   rating for the most useful things or that sort of

20   thing that you would be able to get, you know, the

21   list of the top 100 most popular documents in FDsys

22   or anything along those lines, because I think that

0133

 1   would be nice?

 2   MR. DAVIS: Ric Davis, GPO. Yes, that

 3   capability is built into the requirements and I

 4   think it's a very important value add that we're

 5   going to need as part of this system.

 6   MR. BALDWIN: And I would just add that

 7   those were captured in the section of the

 8   requirements that's called reference tools, it's

 9   primarily out release, capabilities, Release 3, so.

10   MS. DALECKY: Selene Dalecky and I just

11   wanted to add that I think it was in the Seattle

12 meeting we did a day in the life session for

13 depository libraries and this is one of the

14 scenarios that we had come up with, and so it's

15 something that we would like to do.

16   We've captured our requirements but we

17 would want to work with the community to figure out

18 how to implement that.

19   MS. WEST: Amy West, University of

20 Minnesota. I just wanted to make a comment because

21 I'm a little concerned that databases are being

22 defined out of the concept of publication. I

0134

1 realize that in some cases that's true, but most of

2 the evidence that I've seen, for example, the Mellon

3 report from 2003 that looked at the overall

4 Government publications domain showed that the vast

5 majority of material is in a database forum one way

6 or another. And while there isn't always a

7 one-to-one correlation between them, there sometimes

8 is.

9   For example, I recently discovered that

10 the overseas loans and grants which we have in print

11 is now available online as a database. But it's an

12 it. It has one point of access, it's from the same

13   agency, it's under the same title. I don't think

14   you can define that out as a discrete publication.

15   It has a boundary, its content's available in one

16   way and it concerns me a lot that that's not going

17   to be included within the scope.

18   And I don't mean to be contrary, I'm

19   just saying this represents a tremendous amount of

20   Government information and I think it does need to

21   be included in the future.

22   Thanks.

0135

 1   MS. LINDEN: Julie Linden from Young

 2   University.

 3   This question is for Mike Wash, it's a

 4   follow-up to your answer to Bill Sudduth's question

 5   about unbundling.

 6   I'm not sure I heard your answer

 7   correctly, did you say that FDsys will be able to

 8   unbundle those content packages down to the digital

 9   object if the agency allows it?

10   MR. WASH: The concept within the

11   packaging is that when there is a digital object

12   that can be called out, down to a level of

13   granularity in the requirements, we will be able to

14   structure and identify that data as an object.

15   That was what I was trying to say, is

16   that the capability will be there to have it

17   structured down to that granular level and then if

18   there's a need for and the agency is accepting of

19   having that accessible, the system will be able to,

20   to make that available.

21   So, from an information system

22   perspective, we wanted to have the capability of

0136

1   going down to what we call a digital object level.

2   MS. LINDEN: I guess I was hung up on

3   the if the agency will allow it part and I guess I'm

4   not understanding whether that's just sort of in the

5   structure of the digital object, you know, if the

6   agency has already structured the digital object in

7   such a way that it can be accessed at that granular

8   level or if it's more of a policy decision, we don't

9   want end users to be able to parcel this out at this

10 granular level?

11   MR. WASH: I think it's a policy

12 decision and what we're trying to do from a, the

13 system design perspective, we are trying to stay

14 policy neutral so that we're trying to get down to

15   the granular pieces of information and then if there

16   needs to be a, an agreement with an agency to make

17   that available, that's their policy and how we would

18   deal with it.

19   MS. LINDEN: So that's something that

20   will be set up in the submission package, is the

21   agency will be able to define that level of

22   granularity?

1   MR. WASH: I think so. I don't know if

2   we've necessarily thought that all the way through

3   yet of how the permissions would be granted. It's

4   more we wanted to make sure that we had structure

5   within the data to support it.

6   MS. LINDEN: I see. Okay, thank you.

7   MRS. RUSSELL: I think, Julie, that's,

8   that's kind of another piece of this, that's where

9   the library service content management group will be

10   working on the policies and the business

11   relationships, so I know that sometimes causes some

12   confusion in the community, the way that we're

13   structuring the capability versus the decisions of

14   how to use it, but I suspect that the default will

15   be to be able to do whatever we want and it will be

16   in a case where there's a reason for the agency to

17   preclude it that they will communicate that, rather

18   than the other way around.

19   But that comes in a different part of

20   the implementation in terms of looking at what's

21   being submitted by what agencies and what are the

22   relationships there that are external to the

0138

 1   mechanism of how we do it.

 2   Does that help?

 3   MS. LINDEN: Thanks, Judy, yeah, that

 4   answers my question. Yes, thanks.

 5   MR. SUDDUTH: Fran.

 6   MR. BUCKLEY: Fran Buckley. Could you

 7   comment on the relationship of this project with the

 8   national archives electronic records program?

 9   I mean their project was so involved in

10   setting up, you know, content packages and, you

11   know, meta data that they wanted agencies to submit

12   for their records.

13   MR. WASH: Gil is happy to take that

14   question.

15   MR. BALDWIN: Thank you. Thank you,

16   Mike. I really thought you were going to answer

17   that one in the context of a collaboration talk

18   about how we're working with the national archives

19   and other agencies so that our, the systems will be

20   able to exchange data and so forth.

21   But apparently you're expecting me to do

22   something different than that or you would have

0139

1   answered it, so give me a clue here.

2   MR. WASH: No, that sounds pretty good.

3   I think structurally we're, we're both using similar

4   types of models. The OAIS. That's a very common

5   way of doing large information systems, you know,

6   with archival interest. We also are, as a result,

7   very much package-oriented like this drawing that's

8   still up on the screen where just inherent in OAIS

9   is the need to structure information in packages.

10   Beyond that, you know, where, where GPO

11   is going today is we're creating our package

12   specifications and we're reaching out to the

13   National Archives to work with us. I think back in

14   the Spring I mentioned that we are hosting round

15   tables where the archives are invited, the Library

16   of Congress is invited and NIST is invited and they

17   sit with us and we talk about interoperability of

18   information which will lead us to a discussion

19   around packages of how information should be pulled

20   together so that they are interoperability -- with

21   the goal of interoperability.

22   So, we are in that process right now

0140

 1   realizing that these agencies and others, for that

 2   matter, are developing OAIS-based systems and

 3   interoperability is a goal.

 4   MR. BUCKLEY: Well a few years ago they

 5   were balking about trying to require, in fact,

 6   agencies to develop meta data to go along with the

 7   records that were being submitted and I was thinking

 8   well if they, if they moved along that path and that

 9   as agencies were more attuned to submitting meta

10   data, that would benefit your program, too, if they

11   then submitted meta data with their records for

12   this.

13   MR. BALDWIN: Yeah. One other thing I

14   think would help this discussion is that there's a

15   very key difference in scope between what the

16   national archives preserves and what future digital

17   system will preserve and manage, that we are

18   publication focused, whereas the national archives

19   is Federal record focused. And although at an

20   abstract level both the publication and a generic

21   Federal record which might include E-mail or

22   correspondence and such can be packaged, as an

0141

1   information package where you have the content and

2   meta data together, really the scope of what we're

3   doing is pretty different, so we're taking a

4   technically similar approach to things and we

5   studied NARA's ERA requirements in the early stages

6   of formulating our own and of course you are aware,

7   also, that the national archives recognizing GPO as

8   an archival affiliate, so that I think again

9   building to this common standard will assist us in

10   being able to transfer our content to the national

11   archives when the time comes to do that. And there

12   are certain threshold events that trigger that

13   happening.

14   So, have we, have we now gotten to your

15   question, Mr. Buckley?

16   MR. SUDDUTH: Ann.

17   MS. MILLER: This is Ann Miller, Duke

18   University. I, I just, and I know we're kind of

19   hammering on this publication thing, but it has to

20   do with, you know, it gets to the scope of the

21   content of the system, so I have a simple question,

22   it's probably not so simple, is the national atlas a

0142

 1   publication?

 2   It's an electronic map available on a

 3   Web page published by an agency.

 4   MRS. RUSSELL: And we catalog it and link

 5   to it and yes, we do consider it an in scope

 6   publication, so I think at the risk of going too far

 7   out on a limb and sawing it off behind myself, I

 8   think the issue here is what we ingest and manage

 9   and what we may, I mean the common terminology now

10   is federate to or otherwise be associated with.

11   I mean I -- at one level if you think

12   about it, we're not going to replicate, I don't

13   think, I'll look to Mike to answer that, but the

14   entire Pub Med system within FDsys, we're, we, we

15   have contractual relationships with other agencies

16   to ensure permanent public access and we will find

17   ways to integrate those things, but is that a fair

18   distinction, Mike, and point to it, maybe even do

19   more than point to it in terms of being able to

20   federate searching and things to it, but we're not

21   trying to necessarily copy every single thing like

22   that in.

 1   And, in fact, we've had conversations

 2   with USGS about the national map and about the fact

 3   that at the moment, it is a system that allows

 4   current access to the map as it exists today and

 5   every time it changes, there is only access to

 6   what's there now.

 7   And we've had conversations with NARA,

 8   USGS and actually LC geography and map, all of us

 9   expressing concern about permanent public access to

10   that information and the ability in the print world

11   we could look back at a map from a year ago or, you

12   know, it might be when they chose to print one, but

13   at least you could see periodic maps.

14   And in part that discussion was, you

15   know, is that NARA's responsibility, is it ours, is

16   it a joint responsibility. One of the points of

17   conversation was maybe what we really need to do is

18   to work collaboratively with the community to inform

19   Congress that perhaps USGS' mission and funding need

20   to create that, you know, kind of (inaudible) to

21   archive.

22   But again, I mean Mike's building a

 1   system with capabilities and then we're going to

 2   have to make some of those policy decisions about

 3   what needs to be replicated and copied into the

 4   system and what we will relate to in another way,

 5   much like we do today, we don't copy information

 6   bridge into our systems because we have an ongoing

 7   relationship with DOE and we know that DOE is

 8   committed to permanent public access.

 9   But where we are obtaining things from

10   agencies that do not have that kind of a commitment

11   and that kind of a relationship, we're harvesting

12   data, so.

13   MS. MILLER: I'm just trying to get to,

14   you know, there are more and more Government

15   databases that kind of create information on the

16   fly, like the national atlas. And it's creating, as

17   you said, you know, today's information. And in the

18   past, you know, the maps are a real question mark

19   and that's something that, you know, I'm actually

20   going to go back and talk to my map librarian and

21   say I really think that maybe the maps round table

22   of ALA needs to start.

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 1              We need some leadership here from, I

 2    think from the map community because I can't say,

 3    you know, when does a map stop, when does it change,

 4    what are, you know, what kind of standards do we

 5    need to push for in, you know, GISing data to make

 6    sure that we're ensuring that or pushing to ensure

 7    that you all are, you know, holding on to the

 8    correct information is the right way of putting it.

 9              So, yeah, okay.  Thanks.

10              MRS. RUSSELL:  And that's a particularly

11    interesting one because in many ways it isn't even a

12    database on the USGS system.  Large parts of that

13    are portals where they're drawing information from

14    State of North Carolina or they're drawing it from a

15    municipality and so it, it's, some of that data is

16    resident on their servers and some of that data is

17    extracted, as needed, from other places.

18              So it's, it's a very, a good example of

19    the very hardest things we are going to have to deal

20    with and we know that and we have begun talking

21    about it, but we don't have an easier, obvious

22    solution to it.
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1   MR. HEMPHILL: With regard to the

2   follow-up question on Ann's point, the, where is,

3   where is the risk data going to be stored and who is

4   going to be responsible for maintaining that link

5   data when it changes. So links to other documents,

6   external linkages to other sites, when you get fed

7   that information, I don't necessarily see it on the

8   diagram here, but an issue (inaudible) to some

9   points in time and a Website will change their

10 configuration and then a related link would need to

11 be changed (inaudible) and it was a big labor

12 intensive effort to go back and change those

13 referenced items unless they were kept in a database

14 in the proper reference on that Web page.

15   Is there a facility or agency to change

16 those links and (inaudible).

17   MR. WASH: We're having trouble hearing

18 the question, Pete.

19   See if this one works.

20   MR. HEMPHILL: With regard to the links

21 between databases and links to other, other pages

22 and PURLS, when the information gets changed, the

0147

1   target of a reference gets changed, who's

2   responsible for maintaining those links, is it GPO,

3   is it the agency that's responsible for feeding

4   those links and where does cross-reference

5   information and linkage information, where, where is

6   it shown on this diagram?

7   MS. DALECKY: Are you specifically

8   referring to the PURLS that GPO has --

9   MR. HEMPHILL: Not necessarily the

10 PURLS, but as we were talking about other data bases

11 and links to other databases and showing where those

12 are at, if that, if that database changes, how does

13 this, how does that link get changed in the FDsys

14 and who's responsible for changing it?

15   MRS. RUSSELL: Can I make a quick

16 statement on that, Selene, and then you can correct

17 me if you think I'm wrong.

18   MS. DALECKY: Sure. Sure.

19   MRS. RUSSELL: Going back to what I was

20 just saying to Ann, Pete, if it's DOE and we have a

21 relationship with DOE and are relying on their data,

22 then that responsibility for updating those links

0148

1   that are within information bridge stay with Walt

2   and his staff and the same thing with NRM, if we

3   have that relationship.

4   I think where we don't have an agency

5   that has that kind of commitment and resources and

6   we've copied the information, then as we do with

7   maintaining our own PURLS, more of that

8   responsibility falls on us to constantly validate

9   those and to have an ability to fall back on the

10   copy that we have ourselves if the agency copy

11   fails.

12   But if you want to answer that more

13   specifically with respect to FDsys, because again

14   I'm talking more about the policy framework, not the

15   system operation, so.

16   MR. HEMPHILL: Let me kind of clarify a

17   little bit more about what I'm getting at. We used

18   to have to run scans of all of the cross-reference

19   links for all of the different information that we

20   had to determine what links had dropped out and

21   notify those agencies that they have changed their

22   information and they need to change related

0149

1   references and other documents so that they point to

2   the appropriate site and get the appropriate

3   information back and that, that entailed developing

4   basically a system for acquisition to go out and

5   pull that information back in so those links, links

6   remain current.

7   Many times the agencies will change

8   their, their site and that target changes in the

9   other related documents.

10   MS. DALECKY: Judy, did you have

11   anything to add?

12   MRS. RUSSELL: Only that I think that is

13   a very reasonable functionality and it's a benefit

14   that we have potentially to offer back to the

15   agencies, just as we were talking about the value

16   this community provides in helping us QC.

17   I mean obviously in the perfect world we

18   would have no errors and we would find them all

19   ourselves, but it is not a perfect world and given

20   our relationship with the publishing agencies,

21   obviously if we can identify things like that that

22   help them know that by changing one document they

0150

1   need to update three or four others, that can become

2   another close tie to them that gives them a benefit

3   for the effort they're making to put information in

4   our system.

5   MS. DALECKY: Yes, and we do have some

 6   limited ability right now to do, you know, run

 7   reports to do link checking and we do the PURLS

 8   check reports to make sure that the links that we

 9   have are still active. And so we do foresee the

10   need to do that because we are continuing to have,

11   to create links to documents and create -- or on, or

12   to these databases that we were talking about within

13   the ILS cataloging records, and so we are still,

14   going to continue creating these persistent names

15   and persistent links and need to make sure that

16   those are valid.

17   MR. SUDDUTH: One last question,

18   council, anybody, council?

19   MR. DUKES: Mark Dukes, the College of

20   Worster.

21   I realize I'm not comparing apples with

22   apples here, but we've had discussion about

0151

 1   databases not being incorporated into FDsys at this

 2   point and then thinking in terms of Web harvesting,

 3   I realize it's not the same kind of database that

 4   I'm talking about, but as Websites become more

 5   database driven, is the -- and part of this is a

6   lack of, a full understanding on my part, as

7   websites become more database driven, is it possible

8   for the Web harvesting to be able to get at the

9   documents or publications that are there to then be

10 incorporated into the FDsys?

11   MR. LANDGRAF: This is Matt Landgraf.

12   (Speak in the microphone.)

13   MR. LANDGRAF: Okay, this is Matt

14 Landgraf with the Program Management Office. There

15 are capabilities built into the requirements for the

16 harvester in later releases to basically be able to

17 harvest content within databases as needed.

18   Obviously, you know, what we end up

19 harvesting from databases and the extent that we

20 duplicate the content within databases would be more

21 of a policy decision, but for FDsys, the harvester

22 should have that capability in the future. You'll

0152

1   hear more about that in the next session.

2   MR. SUDDUTH: And I think that's

3   probably an excellent transition to lunch and reason

4   to come back at 1:30 p.m. because the session will be on

5   Web harvesting.

6   Thank you.

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 7              (Lunch recess taken at 12:05 p.m.)

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 1              (Back on record 1:42 p.m.)

 2              MR. SUDDUTH:  In the Columbia -- in the

 3   Columbia foyer there is Government documents, blogs.

 4   In, there's serial set in Columbia A, Columbia B is

 5   pre and post fire recovery and also Ben's guide and,

 6   where are we at, okay.

 7              And where is our session?  Okay.
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8   All right. Let's go ahead and get

9   started. This is council session on Web harvesting

10   and our presenters will be Matt Landgraf and Kathryn

11   Brazee and I will turn it over and let them start.

12   MR. LANDGRAF: Thank you very much and

13   thank everyone here for coming to the session and

14   allowing me to come and talk to everyone. This has

15   been a pretty exciting project and it's the first

16   step towards something that we're really looking

17   forward to, so I wanted to thank everybody for

18   showing interest.

19   Just an overview of what we're going to

20   do today, first, Kathy and I, myself and Kathy

21   Brazee, you can stand up, Kathy, introduce yourself,

22   we're going to do a brief Power Point presentation,

0154

1   maybe 25 or 30 minutes or so and give you sort of

2   the overview on the harvesting pilot so far and sort

3   of how everything has gone.

4   And then we'll open it up to discussion,

5   first with council, we have some questions prepared

6   for council and then we'll do a general session of

7   question and answer and hopefully we can generate

8   some lively debate.

9   So, the Power Point presentation is

10   basically we're going to start with sort of an

11   overview of background information on why the

12   project was started and sort of where it fits within

13   the overall strategy of FDsys. And then go into an

14   overview of the history, the process we followed and

15   the results of the pilots in general.

16   We'll then go into some lessons learned

17   and some next steps, sort of what's next for the

18   program.

19   Okay. So, starting with the, with the

20   background of the project, basically everybody here

21   knows the obligation that GPO and the FDLP have to

22   disseminate official information from the Government

0155

 1   and make it publicly accessible forever. As

 2   everyone knows, this is more of a challenge as we

 3   get into the digital age, less things are being

 4   printed and subsequently, things are more and more

 5   published directly to a, to Federal agency Websites

 6   and sometimes GPO isn't made aware of these

 7   publications as they're, as they're being published.

 8   So, and we have a goal of a

 9   comprehensive collection for the FDLP and that's

10   really, that's really the main driver behind the

11   harvesting initiative.

12   So what's the solution? We're looking

13   to have some sort of automated Web harvesting

14   technologies that can discover, assess and harvest

15   official content from Federal agency Websites that

16   are within the scope of GPO dissemination programs.

17   Now this means not only to go out and

18   discover this information, but to actually assess

19   whether the, whether the information that is found

20   on the agency Websites is within scope of GPO's

21   dissemination programs. And we'll talk a little bit

22   more later about some of the rules that have been

0156

 1   used to configure the harvesters in order to do

 2   this, but it's really about gathering in scope

 3   content.

 4   Just to give you an idea of where this

 5   activity, where we see this activity fitting within

 6   FDsys, as you know, there's three different types of

 7   content that we see feeding FDsys, you have

 8   converted content, you have basically scanned

 9   publications --

10   (End Track 6 on CD.)

11   (Beginning Track 7 on CD.)

12   MR. LANDGRAF: -- scanned legacy

13   publications, you have deposited content, content

14   that we get directly from Federal agencies either

15   through the printing process or otherwise, and then

16   you have the idea of harvested content, which

17   obviously that's why we're here.

18   The harvesting tools will be built as a,

19   the overall comprehensive harvesting solution for

20   GPO will be built as a part of FDsys.

21   We see three tools that the harvester

22   will be comprised of, and these are, you know, these

0157

 1   could mainly be conceptual, as well. It doesn't

 2   necessarily mean it's three different technologies

 3   that are performing these functions.

 4   You have discovery tools, and these are

 5   the tools that go out and basically discover

 6   content. This is achieved right now mainly through

 7   like Web crawler technologies. Then you have

 8   assessment tools, this is where the rules come in.

 9   This is using rules to determine whether a content

10   that's found is within scope of GPO dissemination

11   programs, especially the FDLP.

12   And we'll get more into what those rules

13   entail later on, but this is, this is really where

14   those rules are applied. Then once the content is

15   determined to be in scope, you have something called

16   harvesting tools and harvesting tools do just that,

17   they harvest the content, actually harvest an actual

18   copy of the content so it can be brought into the

19   system. So that's sort of the, the way we see that

20   working with FDsys.

21   So, just to give you a little bit of

22   background on where the pilot began, I was in the, I

0158

 1   was in the position at -- first, actually before

 2   FDsys started I was, I was actually working on this

 3   project when I was in the information dissemination

 4   area, so this is, it's been great to see this

 5   project sort of evolve and sort of align with FDsys

 6   into sort of the long-term goals of the agency.

 7   But GPO has long realized that this has

 8   been, that the issue of fugitive documents has been

 9   a major problem over the years and it's been a

10   growing problem.

11   And this also isn't the first time that

12   GPO has done some form of harvesting. The GPO

13   library services and content management division has

14   been doing sort of manual crawling of different

15   Websites over, over the last few years where, you

16   know, catalogers and specialists from those areas

17   will go through with a Web browser and actually

18   point and click and find publications that way.

19   There's also been some semi-automated

20   harvesting going on at GPO as well using certain

21   tools to sort of bring in content, but, and those

22   have worked pretty well up until now, but we've

0159

 1   realized the need to actually apply more rules and

 2   get a more comprehensive harvesting solution in

 3   with, with FDsys.

 4   And this is, you know, basically comes

 5   back to the, to the idea of only gathering in scope

 6   content.

 7   So, to that end, you know, we realized

 8   that we needed help, you know, that there wasn't --

 9   we, we needed to have basically some industry

10   leaders come in and help us with these, with these

11   activities. And we figured the best way to start

12   was to basically conduct a pilot to have somebody

13   come in, bring their technologies and sort of, and

14   sort of do a test run on the, on a Website.

15   So we developed a statement of work and

16   went out with a request for proposals and before we

17   went out with this, we ensured that all the goals

18   and objectives of the RFP aligned with the goals and

19   objectives of FDsys, so it was really sort of a

20   first learning towards, towards what was going in,

21   towards what was going into FDsys.

22   The RFP was released in, about

0160

1   October 2005. We received a lot of proposals, there

2   was a lot of interest in this, in this project

3   throughout the community and it included many

4   leading companies in the, in automated harvesting

5   technologies. We selected two companies and the

6   contract awards were made in early 2006.

7   So we selected two companies,

8   Information International Associates and Blue Angel

9   Technologies. Both in their proposals and in their

10   past performance demonstrated a great understanding

11   of sort of the issues that we were grappling with

12   and pretty much everything that we were doing. So

13   we were, we were very pleased to have them come in

14   and do these, and do these pilots for us.

15   We've, we've decided to do two pilots

16   basically to allow us to compare different

17   technologies and different methodologies that each

18   vendor would bring to the table. Both companies

19   actually did this simultaneously, but they did not

20   do them together. They actually did them completely

21   separate.

22   The results of each pilot were kept

0161

 1   completely separate and that was done intentionally

 2   so that we could sort of compare the results and the

 3   methodologies that were employed.

 4   So the pilot agency that we selected to

 5   do for this pilot was, was the EPA Website. Why did

 6   we select the EPA Website. Well, there's several

 7   reasons.

 8   From the beginning we've had a good

 9   working relationship with EPA and they expressed

10   interest in us doing this kind of work. And through

11   these conversations we actually had a good

12   indication that many EPA pubs were being missed. We

13   also knew a pretty good deal about the EPA Website

14   from some of the manual crawling that we had done,

15   so we decided it was a good idea to go with the EPA

16   Website.

17   Just to give you a little bit indication

18   of what the schedule was, like I said, we made an

19   award in early 2006. And the pilots began around

20   April 2006 and actually contractor work was just,

21   was just completed a few weeks ago and we're still

22   in the process of reviewing the results.

0162

 1   We have some preliminary results to show

 2   you today, but we're still in the process of doing

 3   sort of the comprehensive review of the results.

 4   And basically their key deliverables,

 5   they were to conduct three separate crawls of the

 6   EPA Website. Now some of the deliverables that they

 7   had to, that they were to deliver were rules that

 8   determined whether, whether the EPA -- were the

 9   publication they found were in scope. There was the

10   comparison of the harvested collection that we got

11   from the pilots with our existing cataloging records

12   and of course they delivered all of the EPA content

13   and meta data that they determined to be within

14   scope to us.

15   A little bit of information about the

16   process that was followed. A cross-functional team

17   within GPO was assembled consisting of PMO staff and

18   acquisitions areas, catalogers, and people in the,

19   in the library planning area. It was a really, a

20   really good team that was really able to analyze a

21   lot of results.

22   GPO -- when the project started, GPO

0163

 1   provided basically a criteria and parameters

 2   document, which is a -- Kathy will explain a little

 3   bit more about what that document entailed, but that

 4   was sort of their starting ground, the contractor's

 5   starting ground for writing rules and instructions

 6   that the harvester would use to determine scope.

 7   I'll let Kathy talk a little bit more about that

 8   when she comes up here.

 9   But based on the information that the

10   GPO provided, the contractor's rules that determine

11   whether content was in scope and then using those

12   rules, once those rules were approved by GPO, they

13   crawled and harvested content and meta data, so any

14   kind of meta data that was associated with, with the

15   publications on the site, they harvested those, as

16   well.

17   Now, after each crawl, this is the

18   reason that we did three crawls, but after three

19   crawls -- after each crawl, the rules and

20   instructions were refined by the contractors based

21   on a detailed analysis conducted by GPO after each

22   crawl. We did basically random sampling of the

0164

 1   crawls, of each one of the crawls and basically gave

 2   them a preliminary accuracy rate between each one of

 3   the crawls as to how accurate they could be in

 4   determining scope.

 5   So, based on that information we gave

 6   them and more information that they could glean from

 7   us in conference calls, they basically tweaked and

 8   re-wrote rules between crawls so that they could

 9   improve over, over the three-crawl process.

10   Now, you know, we see this sort of

11   process continuing. We know the rules will never be

12   perfect and they are also going to be, you know,

13   they are going to evolve a lot over time as content

14   changes over time, so we just wanted to test to see

15   how well these rules could be applied and whether

16   they can be sort of like customized for each agency.

17   Along with content that just resides on

18   Web pages, we actually identified a few core-based

19   data based on the EPA Website that we wanted the

20   contractors to take a look at as well. We

21   identified, I believe it was three in the second

22   crawl and seven in the third crawl, so, so we did do

0165

 1   a little bit of testing, a little preliminary

 2   testing as to how well content can be, can be

 3   harvested and scope can be determined within EPA

 4   database.

 5   I'm going to turn it over to Kathy now

 6   who's going to talk a little bit about the, the

 7   contractor methodologies and the rules and some of

 8   the pilot results.

 9   MS. BRAZEE: Thank you, Matt. Hello

10   again.

11   Backing up just one step to talk a

12   little bit about the parameters document, I just

13   wanted to give you a sense of what we actually asked

14   the vendors to crawl. We asked them to find EPA

15   publications and their associated meta data and

16   these are, for this project are those that EPA

17   publishes, disseminates or makes available to the

18   public. These publications can be in any language,

19   in any form or format and in any location on

20   official Web pages, including deep Websites.

21   Excludes those internal use only work in progress

22   kind of documents that may be actually on the public

0166

 1   Internet and also excludes those subject to official

 2   use of security classification restrictions and

 3   those constrained by privacy considerations.

 4   Included are publications created as a

 5   result of a contractor grant. We figured that some

 6   of these are going to be off the EPA.gov domain. We

 7   wanted to see what the crawler could do in terms of

 8   finding these publications and EPA publications

 9   re-posted on unofficial Websites were actually not

10   part of the parameters of this pilot, so if an

11   agency such as a State environmental protection

12   agency took an EPA publication and re-posted it on

13   their Website, that was not part of, part of

14   something that we wanted to harvest, assuming that

15   that EPA publication is likely to be on the EPA.gov

16   Website elsewhere and of course different versions

17   or editions of publications were included in the

18   pilot.

19   Now to the IIA contractor methodologies,

20   both vendors actually followed the process that Matt

21   described in the previous slide. I thought we'd

22   just give you an overview, a very high-level

 1   overview of the differences. Both vendors used

 2   their own crawlers and they built their own

 3   filtering algorithms to identify the publications in

 4   scope.

 5   The IIA vendor actually has a

 6   significant amount of experience with the

 7   Environmental Protection Agency Website. They

 8   actually have a very close working relationship with

 9   the EPA, so that was actually an interesting

10   advantage for them or an interesting part of this

11   pilot.

12   Before their first crawl they spent a

13   significant amount of time asking us questions about

14   in scope publications and sending us URLs from the

15   EPA Website and asking us to determine if some

16   publications were in scope or not. And we gave them

17   feedback and they built their preliminary set of

18   rules based on this data and their observations as

19   well of what they know about the EPA Website. So a

20   major focus for them was categorization of content

21   and development of the rules associated with these

22   categories.

 1   And after the first crawl, they did a

 2   substantial amount of analysis using a PURLS program

 3   that they developed using GPO feedback and the data

 4   collected by the crawler, they analyzed the content

 5   for patterns of key terms and content

 6   characteristic. They actually said in their final

 7   report that for a single document, an average of

 8   nine rules were true.

 9   The rules applied to, of course,

10   different documents in that the majority or about

11   two-thirds of the rules that were generated before

12   the first crawl were portable to other agencies.

13   Matt's going to talk a little bit more

14   about how the rules can be applied to different

15   agencies, but as a result of IIA's analysis after

16   their first and second crawls, very substantial

17   analysis of the results, they developed some

18   system-generated rules as well and that accounted to

19   about one-third of the rules for the second and

20   third crawls and those are less portable to the

21   other agencies because they are more specific to the

22   EPA Website and to EPA publications.

 1   They also found that rules, what they

 2   call positive rules were more effective than

 3   negative rules, the rules that identified something

 4   as a publication in scope rather than identified

 5   what content is not in scope were more effective.

 6   Blue Angel is the other vendor. They

 7   had less experience with the EPA Website going into

 8   the pilot. They focused on, especially in the third

 9   crawl, excluding types of public documents that are

10   out of scope for the pilot. They developed a whole

11   list of categories, things like abstracts, consent

12   forms, fragments of publications, instructions,

13   internal memos, solicitations, survey forms. All of

14   these things were not publication deemed to be in

15   scope of the FDLP and GPO's information

16   dissemination programs.

17   Now remember the other vendor said that

18   positive rules were more effective for them, so it's

19   going to be an interesting project for us to review

20   these two concepts and how they were applied.

21   And Blue Angel also focused on key words

22   in specific sections of documents, focused on

1   whether or not there was something in the meta data

2   or something in the front matter, in their case it's

3   the first 250 words of a Website or a document and

4   elsewhere on the Website.

5   Now this is just going to give you a

6   very high level overview of the rules which are

7   obviously very specific and technical, but this is a

8   generalization of what rules are that show that

9   something on a Web page is a document in an in scope

10   publication.

11   Excluded are things that are draft

12   forms, not something like a draft environmental

13   impact statement, which is a final publication, but

14   a draft work in progress. Something like an

15   internal memo, somebody's notes about a meeting that

16   are not part of an official conference for seating,

17   things like purchase orders, statements of work,

18   things that are more internal publications, internal

19   use publications to an agency.

20   Included are documents that contained

21   specific words or phrases such as a chapter,

22   appendix, technical report, et cetera, that indicate

1   the content is a publication. We gave the vendors

2   about 150 words or phrases that might indicate that

3   something on a Web page is a content -- a

4   publication in scope and we gave them about 100

5   words or so in Spanish because EPA has such a strong

6   Spanish presence on their Website.

7   Of course they have a significant amount

8   of other publications in other languages, but that

9   was just a starting point for them to get a sense of

10 what we thought would help identify a publication

11 that's in scope. And of course link analysis

12 following a link from a chapter of a publication to

13 another chapter of a publication, just to make sure

14 we get the entire resource. And then of course want

15 to look for anything that shows that publication is

16 authored by an official U.S. Government agency,

17 which may not be as straightforward as it sounds

18 because there are a lot of other agency publications

19 on the EPA Website.

20   So we also had to determine if something

21 was an EPA publication, of course, on their Website.

22 Excluded any documents that did not include a

0172

1   reference to EPA as an author or something in,

2   somewhere on the publication and not necessarily a

3   traditional publication that has the title and the

4   statement of responsibility, but something that

5   actually says something on the page that it is

6   authored by EPA or issued by EPA if it's a

7   contracted publication.

8   There were several publications that

9   were only partially included on the EPA Website,

10   being that EPA has a strong regulatory function,

11   there were parts of the Federal Register and parts

12   of the CFR referenced on the Website and those were

13   not in scope of the pilot because they were not EPA

14   publications and there were also only parts of

15   publications.

16   And of course anything with a title,

17   author, statement of responsibility, et cetera, a

18   description that something is authored by EPA is an

19   EPA publication.

20   Okay, these are very preliminary results

21   of the third crawl, but it just gives you an idea of

22   the number of documents we found. And we're talking

0173

1   about documents, these are entire publications or

2   parts of publications because they represent, they

3   can represent chapters or appendices or something

4   that is just part of a publication.

5   And Blue Angel found 83,229 documents in

6   the third crawl and our preliminary estimate is that

7   the accuracy rated this the number of publications

8   that are -- number of documents, actually, excuse

9   me, that are in scope is between 70 and 75 percent.

10   We also have a list of publications that

11   were deemed out of scope. The crawlers first found

12   publications and then they applied rules to

13   determine whether or not it was an EPA publication,

14   so we also want to go through those groups of out of

15   scope publications to see if there are any resources

16   there that are, in fact, EPA publications.

17   And Blue Angel had significantly more

18   out of scope I believe than IIA in scope, relatively

19   speaking, so we definitely want to take a close look

20   at those because again, Blue Angel had a lot of

21   rules that excluded certain types of content from

22   their, from their results.

0174

1   Now IIA, again, very preliminary

2   results, found 239,478 documents and we estimate

3   very preliminary review of the third crawl results

4   that this is between 75, 70 to 75 percent accurate.

5   And their rules tended to be a bit more

6   expansive, so the reason I think very preliminary

7   reason for the difference between the two results is

8   that IIA had significantly more depth I think to

9   their rules and just had more content that it found

10   as a result of the rules.

11   I'm going to turn it back over to Matt,

12   but before I do that I just wanted to share one of

13   my major lessons learned. I believe that you'll

14   appreciate this.

15   The vendors have recommended that we

16   build a database of documents that are in and out of

17   scope. Now of course the CGP represents

18   publications that are in scope, we don't have a

19   similar base for public -- or documents that are out

20   of scope, so it's going to take a different kind of

21   thinking to document these things and to build a

22   database.

0175

1   Obviously various, but for rules testing

2   we gave the vendors a preliminary small list to

3   begin with that we think or I think, at least, the

4   team is yet to agree on this, to build a little bit

5   larger list. And it's going to be tricky in some

6   cases because how do we distinguish between a draft,

7   like a draft environmental impact statement, or a

8   draft work in progress or something that is a

9   meeting minutes document posted by somebody who

10   attended the meeting that's completely unofficial

11   versus a conference proceedings publication like our

12   conference proceedings, or something like a personal

13   contact page for an individual at an agency versus

14   something that is an agency directory, telephone

15   directory, for example.

16   So there's some interesting results and

17   Matt's going to tell you a little bit more about

18   those.

19   MR. LANDGRAF: Thank you, Kathy. The

20   slide I'm showing now basically gives you sort of an

21   overall, an overall picture of sort of how the

22   results improved from one crawl to another.

0176

1   As you see, we were down around maybe

2   55 percent accuracy in the first crawl and it

3   really, it went up to anywhere between, we're

4   estimating between 70 and 85 percent accuracy after

5   the third crawl, so this really proved to us that

6   the methodology was at least somewhat correct in

7   that we really, what we really were able to improve

 8   the rules and instructions as they learned more and

 9   more about scope.

10   As Kathy said, this is, these are

11   estimates, these are very preliminary numbers.

12   There is, there's sort of a range that's associated

13   with each, so these aren't exact numbers. I just

14   wanted to sort of show that we had a steady incline

15   of in scope publications.

16   And this also only represents the, the

17   samples that we took of documents that the harvester

18   determined to be in scope and then our determination

19   of whether that, they actually were in scope. This,

20   this doesn't, this doesn't give us any, any insight

21   into the population that they found to be out of

22   scope where, you know, there may be some in scope

0177

 1   content in there.

 2   However, I can tell you that the results

 3   of the first two crawls basically drove home that we

 4   hadn't really been missing too much in scope

 5   content. When we went through those out of scope

 6   samples, we hadn't been missing too much in scope

 7   content. I think the last, the last error rate that

8   we saw in the second crawl was less than 10 percent.

 9   So, to go into some lessons learned, as

10   Kathy started to talk about, there's a lot of rules

11   that, that were written that can be aggregated in

12   order to be, in order to be used for, for crawling

13   and harvesting and determining scope of content on

14   other agency Web pages.

15   There's a certain amount of those, but

16   there's also a certain amount of customization

17   that's going to need to happen between each one of

18   those, between each one of those things. We don't

19   have, we don't have a great estimate yet as to how,

20   how many of these rules can be aggregated and how

21   many can be, and how many need to be customized, but

22   we know that there's going to be a certain level of

0178

 1   that and that will be part of the analysis that we

 2   do in the, in the coming weeks.

 3   The second, as you may imagine, it's

 4   been difficult to mimic the subjective scope

 5   decision that's been made with objective rules. As

 6   you saw above, we've gotten, you know, some pretty

 7   good results considering there's been no human

 8   intervention in that at all other than writing the

9   rules. I mean 75 and 85 percent I think we still

10   consider to be pretty good and we think this number

11   can improve, but there may be sort of a point of

12   diminishing returns there, as well.

13   Another lessons learned is that

14   publications that are in certain file formats,

15   things like PDF and Microsoft Office files that are

16   sort of self-contained, self-contained publications,

17   they are a lot more easily harvested and harvested

18   accurately and in their entirety than those in HTML.

19   I know we had numerous errors in the, in

20   the harvested content where there would be, you

21   know, missing links, links wouldn't go to the right

22   places or there would be, you know, some missing

0179

1   graphics and things like that, things that I think

2   can be solved, but there's, there's definitely a lot

3   more to be learned about harvesting some of these

4   HTML pages.

5   Also, publications that are comprised of

6   multiple files proved to be a challenge in that it

7   was difficult to write rules that related to the

8   various pieces of the publication together. You

9   know, a lot of the publications that we found on the

10   EPA Website were basically within an HTML directory,

11   so you'd have chapter one on one page, chapter two

12   on the next page, so you'd have, you know,

13   25 different files that, that comprise this

14   publication and both companies actually found it

15   pretty difficult to try to package those together in

16   an automated fashion to make one publication.

17   We asked them to start to write rules

18   for it and they did and they basically flagged the

19   publications that should be related together, but

20   there's, there's more work that needs to be done

21   there, as well.

22   Some other open issues, there's the, the

0180

1   ideas of precision and comprehensiveness. Both of

2   them are important issues to consider here

3   obviously, but you know, you can write rules and

4   configure the harvester to bring in only in scope

5   content, basically making the rules, you know, much,

6   much more strict to bring in only in scope content,

7   but you run the risk of missing in scope content if

8   you do that.

9   And then if you go to the other extreme,

10   if you make it so flexible that you're bringing

11   everything in, you have a problem with a lot of out

12   of scope publications. Now we basically found that

13   the pilots have fallen basically someplace in

14   between these two extremes.

15   As you saw before, we've gotten anywhere

16   between 70 and 85 percent accuracy and an initial

17   sampling has revealed that about a 10 percent rate

18   of in scope content was excluded, so I think we're

19   doing pretty good to get the balance between those

20   two.

21   As far as methodologies going forward,

22   we need to make the decision of whether GPO should

 1   be building a tool in-house or purchase a tool and

 2   actually run the harvester in-house or whether it

 3   should be a service that, that should be contracted

 4   outside. The pilots were basically conducted by the

 5   pilots on site at their facilities, they weren't

 6   brought in to GPO and they ran into a lot of

 7   constraints, even, even on their servers and as far

 8   as their bandwidths goes.

 9   Actually, the harvests took a lot longer

10   than we thought they would initially, you know,

11   since some of the crawls had taken, you know,

12   depending on how comprehensive and how many

13   databases there were, they, they could have taken

14   three weeks to do these crawls, which was a little

15   bit, a little bit longer than we had anticipated.

16   (End Track 7 on CD.)

17   (Beginning Track 8 on CD.)

18   MR. LANDGRAF: So some next steps.

19   As I said, we're still in the, we're

20   still in the process of evaluating the results of

21   the, of the pilot and we'll be coming out with a

22   report that, that basically will give a full

0182

1   analysis of the results sometime in November and

2   this will be, this will be a further analysis of in

3   scope and out of scope content.

4   It will be analysis of the comparison

5   analysis between GPO records and the content that we

6   harvested. It will be an assessment of the meta

7   data that was received with each one of the

8   publications and of course the recommendations for

9   the next steps and, you know, where GPO should go

10   from here.

11   Just a few things that we know now

12   outside of the report that we'll need to do. We'll

13   need to continue, continue to review and compare

14   results of pilots and projects that sort of have a

15   similar mission. There's a few at the end of

16   projects that especially we would want to look at.

17   And we also really, you know, based on

18   the lessons learned and based on everything or based

19   on some of the open issues that we have, we

20   basically decided that we'll need to do some more

21   testing which, which will, which will probably mean

22   another pilot with another agency Website that will

0183

 1   test what we've done so far and then sort of put

 2   some new methodologies towards it.

 3   Of course the, just to give you the

 4   long-term view of what we're doing, what we're going

 5   to be doing with harvesting over the next couple of

 6   years, the knowledge gained from the pilots that

 7   we're doing right now will be leveraged and will be

 8   incorporated into requirements and specifications

 9   that will be implemented with the future digital

10   system.

11   As far as, as far as the content that we

12   got from the pilot as you saw, we got, you know,

13   83 to 240,000 documents from the pilot. As far as

14   that goes, our goal is to, is to, is to try to

15   catalog in scope publications from this pilot,

16   starting with the, with the comparison between what

17   we've harvested and what, and our cataloging records

18   so that we're not dealing with any duplicate

19   content.

20   But then also, you know, between now and

21   FDsys, and while these, while we're learning about

22   these technologies and methodologies, GPO is going

0184

1   to continue to, continue to identify and harvest

2   publications in, in the same ways that I've, that

3   I've told you about earlier.

4   So I'm just going to run through the

5   assumptions real quick and then, and then we'll ask

6   the questions of counsel and start our discussion.

7   The first is GPO will use discovery,

8   assessment and harvesting tools to identify, gather

9   and capture official publications for PURL agency

10   Websites. The second is the harvesting function

11   will be performed by GPO internally or an outside

12   contractor or a combination of the two.

13   The third is Federal agencies will

14   expect GPO to notify them that we're crawling or

15   harvesting publications from their Websites. And

16   the fourth is the harvester will be implemented in

17   conjunction with FDsys.

18   The harvesting function will retrieve

19   content and meta data necessary to create a package

20   for ingest. You heard us talk a little bit about

21   submission packages for ingest into FDsys, we're

22   looking for the harvester to assist greatly in that,

0185

 1   especially getting minimum meta data that will be

 2   required by FDsys.

 3   Harvesting activities will also follow

 4   best practices to ensure that, that the GPO and

 5   target servers aren't put at risk in terms of

 6   security and bandwidths, terms of like security and

 7   bandwidth. We've gotten that concern from a few

 8   content originators.

 9   So with that I guess I'll open up to

10   discussion questions for council. The first

11   question I would have is, the assumptions that we

12   went over, are they correct with respect to Web

13   harvesting?

14   MRS. RUSSELL: Matt, I think at this

15   point we want to turn it back over to Bill to sort

16   of moderate the Q and A. If you would stay there by

17   the mic, because I assume there will be questions

18   for you and Kathy.

19   MR. LANDGRAF: Sure, no problem.

20   MR. SUDDUTH: Actually what I'd like to

21   do first is ask if council has any questions about

22   what you presented before we get into these set

0186

 1   questions.

 2   MR. WARNICK: Yes, I have a number of

 3   questions. This is Walt Warnick from the Department

 4   of Energy.

 5   Do you have any sense at all about how

 6   these documents you found compare to the documents

 7   that you already have access to through GPO?

 8   In other words, the 239,000, have you

 9   done any sampling or anything at all to give you a,

10   some kind of a hint of what fraction of these were

11   already included in GPO so we know about how many of

12   these are really fugitive?

13   MR. LANDGRAF: Yes, actually the last

14   task of the pilot was for them to use automated

15   tools to, to make a determination based on our

16   cataloging records of whether they had actually,

17   whether we've actually catalogued and whether we

18   have -- (inaudible) out of control over those

19   publications.

20   So, that was the last task and of course

21   there's, there's going to have to be a lot of, a lot

22   of manual work that's going to need to be done with

0187

1   that as well before we, before we do. That just to

2   make sure we avoid any duplication.

3   MR. WARNICK: What was the answer, I

4   mean 10 percent, 90 percent, what?

5   MR. LANDGRAF: We're actually still in

6   the process of evaluating those results right now.

7   I don't, I don't think we really have any

8   preliminary numbers on that yet.

9   MR. WARNICK: Okay, I think that is an

10   extremely important metric to judge the value of

11   this project, I mean if you have 90 some percent of

12   these documents already, it's probably not

13   worthwhile. If you have 5 percent of them already,

14   then you've hit a gold mine.

15   MR. LANDGRAF: I'd agree.

16   MR. WARNICK: The fraction of documents

17   out of scope from my point of view as a systems

18   developer is very, is unacceptably too high.

19   Your best example was 15 to 25 percent

20   of the documents you found were out of scope, then I

21   certainly would not want to, that would be a red

22   flag. I would never go forward with anything like

0188

 1   that and I think that your approach is really, my

 2   own personal judgment is unlikely to get that

 3   fraction down to, out of scope documents, get that

 4   fraction down to an acceptable level.

 5   I think there are other approaches,

 6   other companies have already demonstrated far higher

 7   success rates, harvesting collections far larger

 8   than the EPA collection and, and actually such

 9   things that, such systems have been demonstrated for

10   GPO before.

11   I have, not aware that they've been

12   demonstrated for you, probably not, and I encourage

13   you to, you know, if you're going to do another

14   pilot, that you talk to people who have actually

15   done this successfully and get their, get their

16   success.

17   I think you'd be amazed at how cheap,

18   how inexpensive doing this right is and I'll be

19   happy to talk with you about that off line.

20   MR. LANDGRAF: Great.

21   MR. WARNICK: So, I certainly, the idea

22   of doing another pilot sounds to me to be right on

0189

1   track, but I think you might have to take a

2   different approach than you've taken so far.

3   MRS. RUSSELL: Walt, I think one of the

4   things that you have to keep in mind and you know

5   this as well as we do being in a Government agency,

6   this was a competitive process and there were a

7   number of companies who bid, including some of those

8   whom you previously brought to our attention, but

9   who did not, were not successful in the competition.

10   So whatever we do going forward is still

11   going to be constrained by that need for

12   competition.

13   MR. WARNICK: Yeah, it's kind of amazing

14   that companies who have already done this for far

15   larger systems with a far higher success rate did

16   not succeed in the competition. You have to wonder

17   about that competition.

18   MR. LANDGRAF: I think it's a great

19   point and I think there's a lot of like information

20   sharing and lessons learned that can happen between

21   a lot of these different projects that are going on

22   and I think that, I think now that we have some

0190

 1   results to bring to the table, I think that would be

 2   good to start that conversation.

 3   MS. STIERHOLZ: This is Katrina

 4   Stierholz from the Federal Reserve Bank of

 5   St. Louis. I was wondering if the publications in

 6   the two different pilots were the same?

 7   Is that a, is it a one-to-one thing for

 8   the documents and what was the difference in what

 9   you found in the two different groups?

10   MR. LANDGRAF: It probably wasn't a

11   one-to-one, it wasn't, probably wasn't a complete

12   one-to-one comparison between the two and that's

13   also a lot of what we need to do as far as our next

14   steps as well, is really compare the two and see how

15   much overlap there was. But we know, that we know

16   that there was a little bit of divergence into how

17   deeply one vendor got into the EPA Website than the

18   other, so we know there's a little bit of divergence

19   there, but we want to make sure that we understand

20   that.

21   I think that there is going to be a

22   significant amount of overlap, but we need to delve

0191

 1   further into the results to really get that, get

 2   that indication.

 3   MR. HEMPHILL: This is Pete Hemphill. I

 4   have a question with regard to the numbers, I'm not

 5   sure I'm understanding correctly.

 6   Was this the same site that was crawled

 7   between the two different companies, because if you

 8   received 239,000 from one and what was it, 85,000 or

 9   83,000 on the other with less than a 10 percent

10   deviation on the rate, what, what gives?

11   MR. LANDGRAF: Yeah, I think that's,

12   that's a very good point. I think it goes back to

13   what I was just saying to Katrina is that, is that I

14   believe that there was a divergence into how deeply

15   both vendors got into the EPA Website, but there was

16   also, there's also, you know, a possibility that

17   there could be a larger divergence in the accuracy

18   rates than what we have.

19   We've done an initial sample, but I

20   think that those issues will become a lot more clear

21   once we are able to sample a lot more.

22   MR. HEMPHILL: Okay, and the second

 1   question is how does GPO plan to handle those

 2   documents that were missed from being out of scope

 3   or in scope that were missed? How do you, how do

 4   you find what you don't know is there?

 5   MR. LANDGRAF: You mean documents that

 6   were missed by the pilot that were deemed to be out

 7   of scope; is that what you mean?

 8   MR. HEMPHILL: Right.

 9   MR. WARNICK: Well, I think that this,

10   don't get me wrong, I think that while I'm not all

11   that complimentary about the effort that's been

12   made, exerted so far, I think that the goal here is

13   absolutely marvelous in that, you know, estimating

14   the number of fugitive documents not available to

15   GPO right now, and there's estimates all over the

16   map, that the most optimistic estimates I've heard

17   are 50 percent. I think the number is more like 75

18   or 80 percent of documents exist that are unknown to

19   GPO, so if they can make a significant dent in that

20   75 to 80 percent that's unknown, that's a huge step

21   in the right direction, even if there's still a

22   remaining 10 or 20 percent fugitives left over after

 1   they get done.

 2   MR. HEMPHILL: I didn't realize it was

 3   that high, currently.

 4   Thank you.

 5   MR. SUDDUTH: Any other preliminary

 6   questions from council?

 7   Okay, then we can get to the discussion

 8   questions. The first one is are the assumptions

 9   correct with respect to Web harvesting?

10   MRS. RUSSELL: Can you switch back to the

11   assumptions slide, Matt, that would help.

12   MR. LANDGRAF: Okay.

13   MRS. RUSSELL: Thank you.

14   MS. MILLER: This is Ann, and I'm --

15   Miller, document, whatever. I need my caffeine.

16   I think it's what Walt said, I think the

17   assumptions is, or the assumptions about Web

18   harvesting is absolutely spot on. I mean that's

19   where we're losing stuff and if GPO has got to start

20   doing it and so I think this is a no-brainer. I, I

21   think -- I yield to Walt's greater understanding of

22   the accuracy of and the count and so on, but I, I

1   agree with him that this is a marvelous first step.

2   MR. SUDDUTH: Any other discussion on

3   this? Council?

4   MRS. RUSSELL: There are two slides with

5   the subject, and we're only able to see one at a

6   time, so you may want to flip back and forth in your

7   handout.

8   MS. PARKER: Let me, this is Marian

9   Parker.

10   Let me ask for a clarification, when you

11 said you'd have the competitive process and you

12 chose two vendors and you may go through another

13 pilot, will you have a competitive process again to

14 choose?

15   MR. LANDGRAF: Yes, I think it will have

16 to be a competitive process.

17   MS. PARKER: And in the Federal

18 Government procurement system, are you always

19 required to take the lowest bidder despite -- okay,

20 you've got other factors that can weigh into it,

21 too.

22   MRS. RUSSELL: No, we can do what's

0195

1   called a best value selection and obviously a lot of

2   what is controlling is how well we write the

3   statement of work. So we actually had a statement

4   of work out and then pulled it back and revised it

5   and re-submitted it so that there were actually two

6   cycles of bidding before we awarded and obviously

7   the next statement of work will be very much

8   informed by what we've learned here. And so it

9   probably will be a significantly improved statement

10 of work even over the one we initially used.

11   MR. LANDGRAF: And just to add on to

12 that, this was a best value, this was a best value

13 contract and we actually took a lot of time to write

14 the evaluation criteria on how we would select these

15 vendors and weighed those criteria to make sure that

16 we're getting, that we got what was most important

17 to us.

18   MR. SUDDUTH: This is Bill Sudduth.

19   Again, looking at the preliminary

20 numbers and again, I think that there's, you've got

21 to go dig deeper into this, but if you say that one

22 vendor has prior experience with that agency's Web

0196

1   presence and they on the, on the first blush of

2   things draws three times the amount, given what you

3   go back and see if there's duplication and other

4   rules were either done, violated or misinterpreted,

5   then I would think that you would end up writing a

6   statement of work that says, that would give a

7   vendor who has experience with that, with a

8   particular agency's Web presence might be an

9   advantage.

10   So, I mean, but this is, you know,

11   that's just taking off the top of the fluff right

12   here. I mean I'm afraid, I mean I again would, you

13   know, defer to Walt, but I mean these numbers here

14   seem so easy to misinterpret, you know, no matter

15   which way you cut it.

16   MS. MILLER: This is Ann Miller again.

17   I have a, I have a, a question about the assumptions

18   here that there, there doesn't seem to be any of

19   those, you know, subjective human elements in here

20   that -- is there a plan? Can I make an assumption

21   that there will be sort of human checks and balances

22   on this process so that we're not just letting the

0197

1   machine go off and assume that it's always doing it

2   correctly, that there's going to be, you know, spot

3   checking and assessment and perhaps if we notice

4   that whichever, whatever product that ends up a

5   combination of products that ends up doing this,

6   that if there's a flag that we will have an option

7   for humans to go in and check the site on their, you

8   know, as a, a spot check?

9   MR. LANDGRAF: It's most certainly a

10   requirement for a capability of the harvester with

11   FDsys that, yes, things can be flagged for manual

12   follow-up. Absolutely it is a capability that we

13   intend to put into the harvester.

14   I don't know if Ric or Judy has anything

15   to add to that.

16   MR. WARNICK: I could add something to

17   it. The difference between this approach that

18   you've seen here and approaches that actually work

19   involve human input up front. You don't just turn

20   the machine on and go away for a week and come back.

21   The people who know what the scope means

22   are involved in telling the crawler where to crawl

0198

1   and where not to crawl. And that's, that's the

2   difference in approach and I think the results speak

3   for themselves.

4   MR. LANDGRAF: And once again, I think

5 that's a good opportunity for us to talk more and

6 see if we can leverage some of the learning that

7 both of us have done.

8   MR. SUDDUTH: Any other discussion on

9 this question?

10   MR. SWINDELLS: Is that just on

11 assumption one, are we going through in order?

12   MR. SUDDUTH: I was going through the

13 questions in order.

14   MR. SWINDELLS: Okay, well then I do

15 have a comment on one of the assumptions.

16   Assumption number five on retrieving

17 content and meta data, I sort of have a question and

18 a comment. Let me do the comment first, get that

19 out of the way.

20   I was very interested in how important

21 at least it seemed from your presentation, for how

22 important document type or genre characteristics

0199

1 were to the success of the harvesting and

2 interestingly, genre is one of the least well

3 represented elements in our current cataloging

4 reference. And there is a lot of research showing

5 that in terms of large-scale findings on the Web,

6   really looking through vast amounts of information,

7   genre can play an increasingly important part in

8   narrowing searches. So I think that if, if these

9   crawls can provide genre information back into

10   FDsys, I think that would be very useful.

11   Now my question, though, is have you

12   looked at the meta data and can you tell us anything

13   about what it looked like, what kind of quality

14   there was, how you, how you see, you know, how much

15   work will be involved in, in getting that meta data

16   into shape.

17   MR. LANDGRAF: That's a great question

18   and I, we've, we've done sort of a high level sort

19   of scouring of the meta data that we've received in

20   the project and as expected, I suppose, the meta

21   data that we've been able to find has been fairly

22   minimal, but there's a lot of things, you know.

0200

1   The FDsys requirements that we've, that

2   we've developed for creating a compliant submission

3   package have intentionally been left to the, to the

4   most essential elements of a document object that

5   would need to be captured at the time of harvest and

6   I think we're pretty confident that we could get

7 those, you know, we can get, you know, of course

 8 date and time of harvest, we can always get line

 9 type, we can get, for the most part, we can get, we

10 can get title, we can get, you know, originating

11 agency if we have a targeted Website.

12   So, I think that we've, what we've,

13 there are still some work that needs to be done,

14 there's still some analysis that we need to do, but

15 I think initially we've, we've found the meta data

16 to be, to be pretty minimal, but probably, probably

17 ample for what we'll need.

18   But, like I said, that's just a

19 preliminary, a preliminary assessment.

20   MR. WARNICK: Of course the future

21 digital system, you know, it, right now it's, the

22 initial thing is supposed to be trodded out

0201

 1 August 31st, 2007, promises to handle documents and

 2 other things that agencies hand to GPO on a silver

 3 platter. I mean that's, and whereas these -- items

 4 here found through a harvester are not like that at

 5 all.

 6   And so the idea that you're going to

 7 have all the meta data that you ever want about

8   these documents, that's a dream and it's an

9   unrealizable dream and it's not worth anybody, any

10 single humans or group of human's effort to produce

11 all that meta data because I don't think there's

12 that many people that GPO can get its hands on to

13 provide that meta data.

14   On the other hand with the information

15 that you get from a harvester, the documents can be

16 retrieved, they can be searched and they can be

17 retrieved which is a heck of a lot better than if

18 you don't even know about them in the first place.

19 So there's got to be some trade-off between the

20 completeness of the meta data and the idea that you

21 can actually find something in the first place.

22   MS. MILLER: Walt, can I ask you a

0202

1   question?

2   If, if they are retrieving that, is it,

3   how easy is it to pull the existing meta data that

4   might be behind any document and put it into, say, a

5   FDsys data system so that it can be more automated?

6   MR. WARNICK: If the document happens to

7   be an XML document, then you can get really complete

8   meta data in a hurry. If it's an HTML document as

9   they pointed out, you've got a very significant

10   challenge. So, it depends on the format to a large

11   degree. So --

12   MR. HEMPHILL: This is Pete Hemphill.

13   Also, we've had experience with crawling

14   and using meta data and Walt was absolutely correct

15   when he says you won't be able to get all the meta

16   data all the time. It's important that FDsys be

17   able to handle that and there's an assumption that

18   meta data is -- not all elements of meta data are

19   going to be required for a document to be

20   discoverable by a person doing a search.

21   MR. SUDDUTH: Any more questions?

22   Comments?

0203

 1   I'm trying to get a sense of, are we

 2   comfortable with most of the assumptions or?

 3   MR. SWINDELLS: Well, Bill, just on

 4   assumption number one, I mean it really depends on

 5   the success rate because will GPO use this.

 6   Well, if they have to spend enormous

 7   amounts of staff time manually checking, then the

 8   benefits won't be there, so I think it's an open

 9   question. I mean I think, yes, that's where we

10   should be going, but it will depend on a success

11   rate that minimizes handling by staff.

12   MR. SUDDUTH: Let's go to the next

13   question.

14   Let's see, a harvester can be configured

15   to harvest only in scope publications or mostly in

16   scope publications, including some out of scope

17   publications, given the results of the pilot is the

18   existing methodology sufficient to continue

19   harvesting and let me, I want to jump in here, it

20   says here given the results of the pilot and I don't

21   think we have all the results and I don't want to,

22   I, I mean I don't want to discuss much more until we

0204

1   have further results, I mean further analysis, so.

2   MR. HEMPHILL: I guess the answer that

3   we really need is how much better is it than what we

4   have now?

5   MR. LANDGRAF: And I think we were

6   trying to get sort of an idea of, of sort of with

7   whether the preliminary accuracy rates that we've

8   reported are, are acceptable or whether, or whether

9   they need to be, you know, sort of further refined

10   or, you know, what is an acceptable level, that's

11   sort of the question that we wanted to sort of put

12   on the table.

13   MR. WARNICK: Well I'll repeat that from

14   my own perspective as a manager of an information

15   operation, I would consider these out of scope

16   numbers to be unacceptable, but I think that is a

17   function of your approach, not a function of the

18   harvesting. I think harvesting has been proven to

19   work and you can develop a, an information resource

20   that does not have nearly that level of out of scope

21   and I'll be happy to talk with you about alternative

22   approaches privately.

0205

 1   MR. AKEROYD: Richard, this is Richard,

 2   this question is hard to answer for me because I

 3   think I heard as part of your presentation that you

 4   said you were looking to do another pilot and so to

 5   me I could answer this question maybe a little

 6   better after the next pilot.

 7   But listening to some of the

 8   reservations that Walt has, I really wonder if you

 9   really shouldn't be going back and restructuring

10   this whole thing. It sounds, it just sounds a

11   little too iffy to me right now.

12   MS. MILLER: This is Ann Miller.

13   I'd add one more thing from a very much

14   more general point of view is that if you're asking

15   me whether I only want in scope publications with

16   the chance that I'm going to lose in scope

17   publications or if I want all in scope publications

18   with the chance that I'm going to get some out of

19   scope publications which would mean, you know, I

20   might get a survey or I might get an internal memo,

21   I think my answer is, too, I would rather have all

22   in scope publications and deal with the (inaudible)

0206

1   I mean this is kind of like selecting the general

2   publications item number is that I get a lot of

3   really good stuff, but then I get the, you know,

4   folded up and flied around the office model of the

5   space shuttle and I'm willing to do that because I

6   get all of it.

7   So I would say err on the side of

8   inclusiveness.

9   MRS. RUSSELL: That's helpful, Ann,

10   because that really is very much what we were trying

11   to get at and I think that same kind of question, I

12   think it goes back maybe to your comment, Geoff,

13   about what we could afford to do.

14   And so part of the question then is

15   going to become the amount of time it might take,

16   let's even just take the lower of the numbers, to

17   review 83,000 documents to find 20, 15 percent that

18   were out of scope compared to simply cataloging all

19   of them, especially if we have an automated

20   cataloging tool that's doing a fair amount of that

21   so it's not manual, it may not be worth pulling them

22   out.

1   I mean obviously in the best of all

2   possible worlds what we'd love is 100 percent

3   accuracy with nothing lost and no noise, but we knew

4   going into this that there was going to be that

5   trade-off about getting noise and that probably no

6   matter how good it, was that we would find that we'd

7   missed some things just out of a fluke or, you know,

8   so.

9   MS. MILLER: Well, and who knows, I mean

10   we may, if you're trolling, if you're harvesting EPA

11   and you're getting the, the empty surveys of what

12   they were asking industry to report, someone 25, 30,

13   40 years from now may want to know what was on that

14   survey form.

15   So, I mean trying to predict whether or

16   not this is going to be useful to some of our, my

17   primary clientele researchers is hard to say, that's

18   why I'd really just rather have the noise, too, you

19   know, if it's not too much noise. Obviously I don't

20   want it to go too far.

21   MR. SWINDELLS: Well, I have a question

22   about that, Ann. Geoff Swindells, University of

0208

 1   Missouri, I did actually remember.

 2   And that's sure, I, from, from my

 3   perspective, I want everything whether it's in scope

 4   or not. I think scope is too narrow, I always have,

 5   but are there not policy consequences to having

 6   large numbers of out of scope publications and what

 7   are those consequences and, you know, where, where

 8   is the error rate acceptable that doesn't require

 9   manual checking to get rid of them and I'm not sure

10   where that line comes in.

11   (End Track 8 on CD.)

12   (Beginning Track 9 on CD.)

13   MR. SWINDELLS: Because if someone says

14   GPO's collecting all these out of scope

15   publications, is that, does that become a problem at

16   some point, I don't know.

17   MS. MILLER: Well that's where, that's

18   where we have, how do you define mostly and some.

19   MR. SWINDELLS: Right. It's that line.

20   MS. MILLER: You know, and that's

21   what --

22   UNIDENTIFIED SPEAKER: It's defined as

0209

 1   anything better than what we have now.

 2   MS. MILLER: Well, there is that, too.

 3   MS. BRAZEE: I have a clarifying

 4   comment. Some of the out of scope documents that

 5   came back are not actually U.S. Government

 6   publications, they are from Websites like

 7   MarthaStewart.com or they are from --

 8   UNIDENTIFIED SPEAKER: We're not sure

 9   how that happened.

10   MS. BRAZEE: That was in the first

11   crawl. Or a lot of them are from State

12   environmental agencies, so I just wanted to make

13   that clarifying comment that the out of scope are

14   not just EPA publications that are out of scope

15   because they are internal works in progress, but

16   they are actually not U.S. Government publications,

17   as well.

18   MR. HEMPHILL: One question I had that's

19   related to whether assumptions are correct, I think

20   there's an implicit assumption here that ongoing

21   you'll be able to tell what's changed.

22   Is that going to be the case, was that

0210

 1   part of the pilot, was that --

 2   MR. LANDGRAF: It wasn't necessarily

 3   part of the pilot, but once again, those are, those

 4   are requirements that are sort of built in to the

 5   FDsys requirements. You're talking about ongoing

 6   harvesting, basically if you want to re-harvest the

 7   EPA Website in six months and figure out what's

 8   changed.

 9   MR. HEMPHILL: Yeah.

10   MR. LANDGRAF: Yeah, that sort of

11   capability is something that we'll definitely need

12   to look at. It's not something really that the

13   vendors looked at at this time, but I think it's

14   something that will need to be incorporated into

15   another pilot.

16   MR. HEMPHILL: I was just a little

17   concerned when you said it took three weeks to crawl

18   the Website.

19   MR. LANDGRAF: So were we.

20   MR. HEMPHILL: If you're trying to

21   update something and figure out what's changed,

22   you're going to be forever crawling that Website and

0211

1   only have a three-week update period.

2   MRS. RUSSELL: Well, and let's be clear,

3   we keep saying Website as though it were one

4   Website, but it's, what, 23, 24 Websites operated by

5   various parts of EPA. So when you go to the EPA.gov

6   Website, there's a search all EPA Websites and

7   that's the scope of what we had given to our

8   vendors.

9   MR. LANDGRAF: Yeah, and I think the

10   preliminary number that we got from EPA before we

11   started the pilot was 700,000 HTML Web pages and

12   then that doesn't even include some of the documents

13   that we got from the, from the databases.

14   MR. SUDDUTH: Any more?

15   Okay. Then next question, what other

16   avenues regarding automated Web harvesting should

17   GPO be exploring in the future?

18   MR. LANDGRAF: I think we've heard a

19   couple of these already, but.

20   MR. SUDDUTH: I'll repeat them.

21   MR. WARNICK: I assume you don't want me

22   to run through that again?

0212

1   MR. SUDDUTH: Yes, Richard.

2   MR. DAVIS: I guess I'm still a little

3   bit troubled looking at this last assumption,

4   harvesting activities will follow industry best

5   practices, I'm out of my depth here, but I'm hearing

6   Walt say something about the fact that evidently at

7   least from his perspective, best practices have not

8   been followed.

9   So let me ask another question. Judy,

10   you said this is a competitive process and you have

11   to go through that and I understand that. I think

12   Walt went through that, too, and it is possible

13   within the Federal Government structure to, that if

14   one Federal agency has gone through a competitive

15   process, found something that works, that another

16   agency can borrow from that or does it necessarily

17   have to be competitive again?

18   MRS. RUSSELL: Sometimes there's a

19   contract, for instance, that will come up in the

20   cataloging session I think that Defense Technical

21   Information Center has a contract with Old Dominion

22   University for automated meta data harvesting from

0213

 1   documents, from electronic documents and we have

 2   been able to join that DETECH procurement, in other

 3   words, we've added our own procurement and joined

 4   it.

 5   So sometimes there's a vehicle like

 6   that, but that is not always the case. It depends

 7   on how the vehicle is structured and even a vendor

 8   who may have done a very good job for one agency may

 9   not have been responsive to our statement of work

10   and, therefore, even though they might have been

11   quite capable of doing it, if they hadn't documented

12   that in their proposal, there's nothing we can do

13   about it.

14   MR. LANDGRAF: Just a quick

15   clarification on the spirit of that assumption, I

16   think what we were trying to get at is we've, we've

17   gotten some concern from, from several agencies, you

18   know, when we've talked about harvesting to several

19   agencies that we don't sort of interfere with their

20   Website and interfere with their bandwidth and, you

21   know, bring their Website down in certain cases if

22   we hit on their Website too hard. I think that's,

0214

 1   that that's a major concern for the agencies.

 2   And security is also a concern as well,

 3   so I think that was more the spirit as far as best

 4   practices go, just to make sure that we're not being

 5   too intrusive on Federal agency Websites while we're

 6   doing this.

 7   MR. HEMPHILL: This is Pete Hemphill.

 8   Could you possibly work with the

 9   agency's Web master to have them exclude the items

10   that you know that are not out of -- that are out of

11   scope, certainly there's a way to do that and also

12   it would reduce their traffic and you wouldn't have

13   that problem, necessarily.

14   MR. LANDGRAF: I think that's certainly

15   a model that we should look at and we've gotten some

16   interest in some of the Web content managers groups

17   that we attend the meetings for sometimes, is that,

18   you know, they actually are pretty excited about the

19   idea that we're harvesting some of this in scope

20   content and a few have actually offered to sort of

21   give us hints as to which parts of the, of a Federal

22   agency Website has the most in scope content or

0215

 1   publications that we might want.

 2   So, I think there's a tremendous

 3   opportunity there to sort of leverage that

 4   relationship between us and the agencies in order

 5   to, in order to sort of focus our cause more. So

 6   absolutely, I think that's part of the plan.

 7   MRS. RUSSELL: Also I think what was

 8   really good here and which relates back to that

 9   statement about best practice and communicating with

10   the agencies, by communicating with EPA and having

11   their cooperation, they actually let us into areas

12   where they have robot.textiles blocking other

13   crawlers, and they actually helped us get access to

14   some of these databases that are not on the surface

15   of the Web.

16   So, there's really not only that sort of

17   best practice courtesy of letting them know that

18   we're crawling, but by actually having that

19   affirmative relationship getting access to things

20   that they don't normally allow just anybody to get

21   into, but as a fellow agency they would allow us

22   access to it.

0216

1   MR. LANDGRAF: Absolutely, and that's

2   exactly the model that we followed with the pilots,

3   you know, we actually, that was our main contact

4   there, was the, was the Web search manager for the

5   EPA Website and he basically gave us the parameters

6   for what we could and couldn't do and you know,

7   including rates at which we actually hit the site

8   with the crawlers.

9   MS. MILLER: The only thing I'm a

10   little -- well I want to encourage an ongoing

11   conversation with any and all Web masters and Web

12   constructors within the Federal Government.

13   I think one of the things is to, that

14   also concerns me a little bit is to let the agencies

15   decide what's in scope and I'm not sure that's

16   exactly what you meant, but.

17   MR. LANDGRAF: No.

18   MS. MILLER: I think because the

19   agencies don't know what's in scope, frankly, a lot

20   of them, and some of them do, some of them don't and

21   so there needs to be that kind of conversation

22   between the GPO and the agencies to ensure that

1   you're all on the same page.

2   MR. LANDGRAF: I would absolutely agree

3   with that. Yeah, there's no doubt that they would

4   need to understand a little bit better what the

5   scope of what we're trying to do is, as well,

6   absolutely.

7   We, I don't think we could just sort of

8   take their word for it, right.

9   MR. BYRNE: Tim Byrne. We heard this

10 morning about a new age of cooperation between NTIS

11 and GPO and NTIS right now, most of its content

12 really comes from Web harvesting, so has there been

13 any, you know, discussion with them of the sharing

14 of what they've learned in the process?

15   MRS. RUSSELL: Yes. And part of that

16 comparison of overlap will, will help us address

17 that. We're very interested in comparing, once we

18 get these results more tamped down, comparing these

19 results with what EPA materials have been harvested

20 by NTIS that will help them evaluate the efficacy of

21 their crawler, too, so that will be, you know,

22 there's an opportunity there, so, further

1 collaboration and comparison.

2   MR. SUDDUTH: Kathy said something about

3 in scope and out of scope and of course I'm not

4 interested in whether something shows up on

5 MarthaStewart.com, oh, gee, is that the right

6 address? Anyway.

7   But I would be interested in, in domains

8 and how that broke down and, you know, other

9 information like that, but you also mentioned State

10 level information and you could, I could say, well,

11 that might be in scope. It would, it might be of

12 interest to me in my, or in my State of what EPA

13 documents are showing up on State.

14   MS. BRAZEE: Well these aren't EPA

15 published by the Environmental Protection Agency of

16 the United States, these are published by individual

17 States.

18   MR. SUDDUTH: States.

19   MS. BRAZEE: So they're not actually

20 U.S. Government publications.

21   MR. SUDDUTH: But they are State

22 publications.

1   MRS. RUSSELL: Yes.

2   MR. SUDDUTH: Right.

3   MS. BRAZEE: Yes.

4   MR. SUDDUTH: Right, you know, which

5   there may be people within those States that may

6   have an interest, even if it's just identified, you

7   know.

8   Yes, Richard.

9   UNIDENTIFIED SPEAKER: I'd like to pick

10   up on that. I heard Bruce yesterday say what he

11   considered to be critically important that there was

12   an awful lot of information out there at the State

13   and local level that GPO needed to be talking more

14   about, identifying this.

15   This could be a very interesting added

16   value here coming out of this project, if you're

17   identifying a lot of State documents.

18   I know in New Mexico through our digital

19   archive project that started out with, with

20   harvesting born digital documents, State documents,

21   that we've begun to add to that fugitive Federal

22   documents as part of that project. So I know we're

0220

1   all discovering that kind of thing, so this could

2   really be a very exciting benefit from this project.

3   MRS. RUSSELL: That may be exactly the

4   kind of thing that needs that human element looking

5   at it. I mean those may be State documents that

6   were submitted to EPA as a result of a regulatory

7   requirement, then that might make them in scope even

8   though initiated by a State Government.

9   So, you know, there's so much subtleties

10   to this that it's not a, it's not an easy black and

11   white kind of question, why does EPA have those on

12   their Website and is it because they were a

13   mandatory submission or filing and I don't have any

14   idea because I've never seen any of them.

15   MR. LANDGRAF: And I think the intention

16   is to really further refine the rules to sort of

17   capture some of those subtleties without sort of

18   opening up to things that may not be in scope, a

19   wide universe of things that might not be in scope.

20   MR. HEMPHILL: This is Pete Hemphill.

21   Is there somewhere a definition of what

22   the scope is so that could be shared with agencies

0221

1   and people who are users of the site to understand

2   what's in it and what is not in it?

3   MRS. RUSSELL: The problem I think there,

4   Pete, is that our definition of the scope uses terms

5   like published Government information in whatever

6   form or format and the reality is that some people

7   consider that posting something on a Website is, by

8   definition is publishing, so maybe they published a

9   cafeteria menu and so it, there's, it's, there are

10   definitions, there is a statement of scope, but that

11   statement of scope is, is modified by practice in

12   terms of what you know. And I think the cafeteria

13   menu is probably an example of that and I'm sure

14   there are probably others, but to some people that

15   could be deemed a publication, you know. In some

16   cases forms are publications.

17   Certainly the IRS forms we keep track

18   of, but we don't take every form for or historically

19   have not in the print world taken and distributed

20   every form from every agency, so going forward

21   that's the kind of question that needs to be

22   addressed.

0222

1   Are IRS forms different and are there

2   other kinds of forms that are different that we

3   should be having or should we just be saying just

4   come ahead and take all forms. It's not as though

5   we're sending them and you have to process them and

6   put them on a shelf and file them, but on the other

7   hand, maybe that's a lot of noise in the system.

8   So there's a lot of that nuance that has

9   to be discussed and that's why I think it's not very

10 easy to just simply say there's not a nice, neat,

11 tight definition. It's a lot tighter in print than

12 it is in the digital form.

13   MR. HEMPHILL: Sure. It was a lot

14 tighter. Beauty is in the eye of the beholder,

15 right?

16   MRS. RUSSELL: Yeah. Yeah.

17   MS. TULIS: This is Susan Tulis,

18 Southern Illinois University.

19   Did you get any publications that were

20 done at regional offices? I mean were you able to

21 tell that?

22   MR. LANDGRAF: Yes, we did.

0223

1   MS. TULIS: Okay.

2   MR. SUDDUTH: Any other comments about

3   this question?

4   We just have a few minutes left, there's

5   one question left and we might have talked about it

6   or kind of beaten around the edge of it, but do you

7   have any suggestions on which agency Websites would

8   be best to focus in on a future project.

9   I did hear the suggestion with the NTIS,

10   maybe working with them, Walt suggested, you know,

11   talking and I think you've heard several

12   recommendations that probably need more information

13   just from this project before we, I mean before I

14   would want to touch anything.

15   Anybody else?

16   Okay. Any last questions council?

17   I do have a couple of announcements

18   before we do take a break.

19   Judy asked that the Indiana delegation

20   join her at the front up here at the beginning of

21   the break for information about tomorrow's lunch and

22   we've had an individual misplace their coat, she

0224

1   didn't know whether it was at lunch or not, but if

2   you have run across or found a coat, please go to

3   the registration desk and let them know that you

4   have located an item that's not yours.

5   Other than that, we'll be back at 3:30

6   and we have time for a break.

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 7              MR. LANDGRAF:  Thank you, everybody.

 8              (Recess taken until 3:30 p.m.).

 9              MR. SUDDUTH:  I have the pleasure of

10  introducing Alfonso Aguilar, who is the chief of the

11  office of citizenship at the Department of Homeland

12  Security.  The office of citizenship is within

13  U.S. citizenship and immigration services in

14  Homeland Security and it's mandated by the Homeland

15  Security Act of 2002 to promote instruction and

16  training on citizenship rights and responsibilities

17  and to provide immigrants with information and tools

18  necessary to successfully integrate into American

19  civic culture.

20              Under the auspices of the task force,

21  the office of citizenship plans to offer a

22  citizenship and civics tool kit for immigrants to

0225

 1  libraries nationwide, including the Federal

 2  Depository Library Program.

 3              So with that, I'll turn over to Alfonso

 4  and he'll give you more information.

 5              MR. AGUILAR:  Well, good afternoon to

 6  everyone.  I want to thank Ric Davis and the

 7  Government Printing Office as well as the council
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8   for giving me the opportunity to participate in this

9   conference and I hope you're having a great day

10   today and enjoying the sessions. Hopefully this

11   will be a productive one.

12   And I think what we have to talk about

13   today, it's an important issue. Immigration,

14   immigrant integration, what the Federal Government

15   is doing to help immigrants become part of our

16   community, become part of American civic culture and

17   what can libraries do to, to play a role in this

18   process of assimilation of integration.

19   But I think I should begin by putting,

20   explaining the policy context of the debate on

21   immigration and on immigrant integration. And

22   indeed integration is the issue of the day, as you

0226

1   all know, we are living in historic times and I

2   think the numbers are pretty impressive if you look

3   at it. One in every nine U.S. resident is foreign

4   born. From 2002 to 2005, we have received 3.8

5   million new permanent residents. In that same time

6   frame, we have naturalized 2.1 million new citizens.

7   I think that's, that's very impressive.

8   I don't know of any other country on the face of the

9   earth that is as open as we are to immigrants. But

10   I think it's also interesting that over 80 percent

11   of those immigrants that are coming legally to the

12   country are coming from non-European countries,

13   Africa, Asia, Latin America and the Caribbean.

14   The top five birth countries of new

15   Americans are Mexico, Philippines, India, Vietnam,

16   China, indeed, a very diverse community. And

17   settlement patterns are also changing.

18   In the '90s still the, we still had the

19   major immigration hubs being New York, Miami,

20   Houston, L.A.

21   Well, immigrants are now going

22   everywhere. Wherever there is a job, immigrants go.

0227

 1   Settlement patterns are changing, so we're seeing

 2   new gateways, States that where the immigrant --

 3   where immigrant communities are growing incredibly,

 4   States like Georgia, North Carolina, Nevada, they

 5   are being faced with an incredible growth of their

 6   immigrant community. Some States, in fact, that

 7   haven't seen a wave of immigrants in a very long

 8   time, perhaps as far back as the turn of the last

 9   century, States like Iowa, Minnesota, experiencing

10   great growth in their immigrant communities.

11   So that is, indeed, a challenge. I mean

12   in terms of numbers, we're still not, not, not --

13   the great waive of immigrants of the last century

14   was still proportionally still larger, but if these

15   numbers continue, who knows. Perhaps in 10 years we

16   could say that this will be the large immigration

17   wave in our history, but regardless, indeed it's an

18   impressive growth of our immigrant communities and

19   an impressive wave of immigrants that we're facing.

20   Also, of course, we're dealing with the

21   challenge of undocumented immigrants and there are

22   many numbers out there from 8 million undocumented

0228

 1   to 12 million, some even say that we may have as

 2   many as 20 million undocumented immigrants.

 3   And certainly 9/11 has created a

 4   difficult environment as well. The challenge that

 5   we have is after 9/11, how do we continue being a

 6   welcoming nation open to immigrants from every

 7   corner of the world, but at the same time guarantee

 8   the security of the homeland.

 9   That's the, the difficult balancing act

10   that the country has to do. The President was very

11   clear back in January '04 that our immigration

12   system is broken and that we need a comprehensive

13   immigration reform. We need to guarantee the

14   security of the border. We need to enforce

15   immigration laws domestically to make sure that

16   employers don't hire undocumented immigrants, but we

17   also need a guest worker program to create a legal

18   mechanism to allow immigrant workers to come in the

19   country legally and, and fill those jobs that

20   Americans don't want.

21   And as I travel all over the country, I

22   can tell you that all over the country there's an

0229

 1   incredible need for immigrant workers. Not only

 2   because they are jobs that Americans don't want, but

 3   also because the, our native born American work

 4   force is shrinking.

 5   And I mentioned Iowa just now and that's

 6   a perfect example where their work force is

 7   shrinking and they are trying very hard to attract

 8   immigrants to grow their work force. But President

 9   Bush has also mentioned an important issue as part

10   of his, a part -- an important element of his

11   immigration reform proposal, and that is how do we

12   assimilate immigrants in our country.

13   So far the debate has focused for the

14   most part on whether we need some form of amnesty,

15   guest worker program, some form of early (inaudible)

16   whether we should focus on the border first and

17   those are all important issues that I think Congress

18   should tackle and helpfully the next Congress will.

19   But there's another important issue that

20   hasn't -- that Congress and unfortunately the media

21   hasn't paid too much attention to, and that's the

22   issue of immigrant assimilation.

0230

1   If we have an open legal immigration

2   policy, if we're, if we have people settling in

3   record numbers in the United States, what are we

4   doing to help them become part of the community,

5   help them become part of American civic culture?

6   In that respect, I think President Bush

7   has had the vision to be the first President in

8   100 years since the great wave of immigrants to talk

9   about the issue of assimilation and to mention

10   assimilation, immigrant assimilation or immigrant

11   integration as a component of his immigrant --

12   immigration reform plan.

13   Now, assimilation policy is based on the

14   idea that our national identity is not based on

15   race, ethnicity, religion, but in a common language,

16   ending, common civic values and a common history

17   that leads individuals, leads citizens to develop a

18   shared sense of solidarity of community, which is

19   essential for, for a country.

20   And why is this essential? Well, for

21   one thing, we definitely want to preserve our

22   national identity, and again our national identity

0231

 1   is not based on religion or race, but on civic

 2   ideals. And why is that important, it's important

 3   because in a liberal democracy where you have large

 4   ethnic minorities, we -- you want to make sure that,

 5   first, of course, you celebrate the diversity that

 6   they bring to the nation, the different languages

 7   that are spoken at home, the different cultural

 8   traditions, religions, but we need a common set of

 9   values that can unite the country so we can preserve

10   our political and social cohesion.

11   And this is fundamental for the nation.

12   So we need to preserve our American national

13   identity to guarantee our political and social

14   cohesion. And I think we have taken assimilation

15   for granted. I think most people believe

16   assimilation works in America and I have to say that

17   for the most part it is working right now,

18   immigrants are assimilating, but my belief is that

19   if we don't strengthen our assimilation integration

20   efforts and if we continue with this pattern of

21   immigration, then it, you know, likely we will, we

22   may have social issues emerge 20, 30 years down the

0232

 1   road.

 2   People forget and people say, well, we

 3   had great assimilation efforts 100 years ago.

 4   People forget that, yes, we were receiving

 5   immigrants in record numbers back in the turn of the

 6   last century, but in 1924, Congress passed what was

 7   called the National Origins Act which pretty much

 8   closed the border to immigrants.

 9   And we had a moratorium really from 1924

10   to 1965 where we really didn't have immigrants

11   coming in the United States in large numbers and

12   some people argue and I think I would agree with

13   them that we had a 40-year period where we were able

14   to assimilate to integrate ethnic minorities by

15   preserving an ethnic majority.

16   But I will submit to you that now we're

17   not going to have a moratorium. Since 1965, since

18   the civil rights movement we had in '65, a

19   comprehensive immigration reform that opened the

20   border to immigrants from all over the world and

21   that, and since 1995, there has been an incredible

22   growth, as I just mentioned, of immigrants coming to

0233

 1   the country legally. And that's not going to stop.

 2   So we're not going to have a moratorium to integrate

 3   or assimilate immigrants, so that's why we need to

 4   strengthen this, this effort.

 5   We are going to have a nation and the

 6   census already shows it by 2050, a nation of

 7   minorities where you're not going to have one

 8   majority group. And I think that, that is very

 9   interesting that I, as a Hispanic American, feel

10   that that is a great thing for a country, for

11   diversity and breaches the fabric of our country,

12   but at the same time, it is a challenge, it is a

13   challenge of a liberal democracy, again, when you

14   have so many, when your population is composed of

15   different diverse minority groups to keep the unity

16   and cohesion of the country.

17   And, you know, some of you may think

18   that, well, you know, perhaps it's not as important.

19   People will eventually assimilate. But if we look

20   at what's happening in Europe right now, it's an

21   issue of concern. I'm sure many of you saw last

22   year in the newspapers in the media the riots in

0234

 1   France where immigrants were rioting that they feel

 2   that they were not being integrated in the country.

 3   Well, those rioting were French

 4   nationals, some born abroad, some born in French --

 5   in France, from Middle Eastern origin. They

 6   received social benefits, housing, health care, but

 7   they didn't feel French and they were, they were not

 8   perceived as French in their own country. And

 9   that's, indeed, an issue.

10   Certainly in terms of in the UK, the

11   terrible terrorist acts that happened there, some of

12   the terrorists were, were British born, some, some

13   of them were not even of Middle Eastern origin, but

14   they had radicalized right there in the UK,

15   something happened that they didn't feel part of

16   that community.

17   And also in the Netherlands, I'm sure

18   perhaps you've heard of the murder of Theo VanGogh,

19   the famous cinematographer who produced a movie

20   about the Muslim culture. Muslims were offended and

21   he was murdered. That created many issues in the

22   Netherlands.

0235

1   Now, the problem that I think Europe has

2   faced is that they have based their, they have based

3   their, their political projects, their democratic

4   project on a multi, multi-culturalist vision of

5   integration, meaning that we receive immigrants, but

6   we, but as long as they respect the law and --

7   that's enough. We, we'll respect --

8   (End Track 9 on CD.)

9   (Beginning Track 10 on CD.)

10   MR. AGUILAR: -- different cultures, but

11   we won't talk about a sense of belonging or a sense

12   of patriotism because that's offensive to the

13   respective cultures.

14   Well, you cannot have, again, political

15   and social cohesion in a country, in a democracy if

16   people don't share values, despite their ethnic,

17   religious, racial backgrounds. It's fundamental for

18   a democracy when people are so different to have

19   unifying values. If not, people feel marginalized.

20   If not, people don't feel part of the country like

21   it happened in France.

22   And I think at this point Europeans are

0236

 1   saying, well, perhaps that multi-culturalist model

 2   has not worked. Perhaps we need to build a

 3   political project that is more inclusive, that

 4   somebody from Morroca can move to France, settle in

 5   France, become a French national, feel French and be

 6   perceived as French. That is the challenge that

 7   they're facing and for them it's very difficult.

 8   Now obviously in America we have an

 9   advantage in the sense that we built our nation on

10   civic ideals and I think that's the advantage that

11   we have, but if, again, if we don't strengthen these

12   efforts, we may have similar issues or challenges

13   like Europe is having right now.

14   So, what we're trying to do is to

15   revive, in 100 years ago we had an Americanization

16   movement. The great Presidents, rival Presidents of

17   the progressive era, Theodore Roosevelt and Woodrow

18   Wilson, were champions of this Americanization

19   movement and what it meant was that the Federal

20   Government, the Bureau of Naturalization with the

21   Bureau of Education would lead an effort, partnering

22   with community organizations, with churches, with

0237

 1   trade organizations, even with libraries to

 2   encourage immigrants to learn English, learn our

 3   civic values and learn our history, to promote at

 4   the national level a deep sense of patriotism, to

 5   promote against those common civic values. And it

 6   worked.

 7   So as we talk about assimilation, as the

 8   President talks about assimilation, that's what

 9   we're trying to do, revive that Americanization

10   movement in the context of the 21st Century.

11   Again, we celebrate the diversity that

12   immigrants bring to the country, but at the same

13   time we want to make sure that they do integrate,

14   that if they're here, they feel that, and become

15   citizens, they feel that they are part of the

16   community, that they are not, you know, Salvadorian

17   in the Washington, D.C., area, but a true American

18   in the community, part of the community of

19   Salvadorian origin.

20   Again, you can respect the, the

21   heritage, your heritage, the values of your home

22   country, but still feel fully part of the American,

0238

 1   the American experiment.

 2   So, Congress, even before 9/11, realized

 3   that we needed to develop an initiative to encourage

 4   immigrants to integrate and back in 2002 with the

 5   creation of the Department of Homeland Security, in

 6   the Homeland Security Act, the Office of Citizenship

 7   was created.

 8   And our mandate is to use the

 9   immigration process to encourage immigrants as soon

10   as they arrive here to learn English and learn about

11   our civic values. And we have developed a number of

12   products and I think we have copies of some of our

13   products out there, brochures about our publications

14   that have become very popular with immigrant-serving

15   organizations throughout the country and with

16   faith-based organizations as well that work with

17   immigrants.

18   Now, for the past decades, immigration

19   services had just been focused on processing

20   paperwork, processing applications and getting

21   benefits to the applicants, but we had forgotten

22   about making sure that people understood the meaning

0239

 1   of the benefit they're receiving.

 2   The community that we're targeting are

 3   immigrants and by immigrants, we mean in legal terms

 4   permanent residents. A permanent resident is a

 5   person who comes here with an immigrant visa,

 6   receives a green card. It's a person who's chosen

 7   to make America their home and live and work here

 8   permanently. Somebody with a non-immigrant status,

 9   let's say a work visa or a student visa, we say they

10   have non-immigrant status. We expect them to go

11   back to their home country when they end their

12   period here.

13   So we want to target immigrants as soon

14   as they arrive in the country and we have developed

15   a new immigrant guide. This is a very popular

16   publication and it's a how to settle in the United

17   States guide that provides information to new-comers

18   about life in America, housing, education, health

19   care, but also in a friendly way encourages them to

20   learning English, learn about the country.

21   The great thing about this is that we

22   have developed this product in 10 different

 1   languages, because we recognized that many

 2   new-comers arrive in our country without speaking

 3   English. So we want to encourage them in a friendly

 4   way to learn English in their own language, tell

 5   them to learn English from the very beginning and

 6   learn about our nation.

 7   And this is a product that we're

 8   distributing to new permanent residents as they

 9   arrive. We have also developed a, a, for those who

10   are eligible for citizenship and are applying for

11   naturalization, want to become citizens, we've

12   developed a civics pamphlet based on the current

13   nationalization exam, which is called Learn About

14   America, Quick Civic Lessons, which gives them the

15   questions and answers for the naturalization exam,

16   but provides them with additional information to

17   encourage additional civic learning.

18   We also developed a set of flash cards

19   based on the current questions from the

20   nationalization exam. And we're working on

21   developing a new naturalization exam. The current

22   naturalization exam is not very substantive, is

1   unfortunately based on, it was developed 20 years

2   ago based on, really on trivia, not on a basic

3   civics curriculum and we're hoping to have a new

4   test that we're going to start administering by 2008

5   that's going to be based on a standard civics and

6   history curriculum.

7   And another initiative that we're

8   developing in partnership with the National

9   Constitution Center, it's a civics orientation

10 training, civic orientation module that, video

11 presentation that will provide directly to

12 immigrants on the civic values that define our

13 national identity and it covers the Declaration of

14 Independence, the Constitution and it targets

15 immigrants specifically.

16   This is just a beginning of, this is

17 just the beginning in terms of the work that we're

18 doing. Recognizing that we need to do more, the

19 President signed back in, and issued back in June an

20 Executive Order creating a task force on new

21 Americans. The idea of the task force, the task

22 force is composed of several Federal agencies and

1   the idea is to maximize the resources of the Federal

2   Government to develop educational initiatives to

3   encourage immigrants to learn English and learn

4   about our country.

5   We are looking at different initiatives,

6   the task force is, the task force is right now. One

7   of them is a volunteer initiative to encourage

8   native born Americans to volunteer, take time to

9   teach English and civics and citizenship to

10   immigrants. This is something that is similar and

11   consistent to what was done 100 years ago during the

12   Americanization process.

13   And another initiative that we're

14   working on and the one I want to specifically talk

15   about today and get your input, it's a library

16   initiative. I think libraries are obviously a

17   fundamental institution in every single city, town

18   in America. Already there are many libraries

19   reaching out to these new constituencies that they

20   find in their communities. I can think of libraries

21   in, public library of Hartford, Queens, Austin,

22   reaching out to immigrants and building an immigrant

0243

1   section in their libraries with good civics content.

2   Many of them have partnered with us and we have

 3   offered them material for their immigrant sections.

 4   They're going beyond just providing

 5   educational material and publications to new-comers,

 6   they also have English language software in those,

 7   in many of those libraries where an immigrant can

 8   use the computer of the library to start learning

 9   English. Some of them are going beyond that,

10   providing services, specific service to immigrants

11   such as English classes and citizenship classes.

12   Well, I think it's, it's time,

13   considering the, the statistics, considering the

14   settlement patterns that we partner with libraries

15   and that's, and that's the idea behind the library

16   initiative.

17   The library initiative has two main

18   components, what we're calling the dual Americans

19   library initiative. The first component is a

20   citizenship tool kit and we are developing that tool

21   kit as we speak. The tool kit will include many of

22   the products that, that we have developed, some

0244

 1   other products that we're in the process of

 2   developing and the idea is to mail to every single

3   participating library one or two sets of tool kits

4   so they can share with their immigrant constituency.

5   The other component is what I mentioned

6   before, this civic orientation module that we're

7   developing to the national, with the National

8   Constitution Center so we could use the library as a

9   venue where we would go to the library, Federal

10   officials would go to, from immigration services

11   would be willing to go to the libraries and use them

12   as a venue to provide these orientation sessions to

13   immigrants. Again, this would allow libraries to

14   expand their services to, to immigrants.

15   We believe that college libraries can

16   also play an important role. Many college libraries

17   develop or library services, library studies

18   programs develop programs for the surrounding

19   community. This is certainly something that I think

20   would be of interest for such schools and I think

21   this is an issue that I think it's of importance to

22   library study students, because again, those who are

0245

1   going to be working in libraries throughout the

2   countries, countries especially in public libraries

3   will encounter this, this new group of stakeholders,

4   this new group of customers, immigrants.

    5   So, that is basically the concept that

    6   we have for the, for the new library initiative that

    7   we wanted to share with you. We have been

    8   working -- talking to the Government Printing Office

    9   and they shared with us the, the existence of this

   10   network of Federal depositories and I think it would

   11   be very good to develop a partnership with the

   12   Federal, the network of Federal depository libraries

   13   to disseminate this material throughout the Federal

   14   depositories. But also to use some of these

   15   libraries that are Federal depositories as venues to

   16   provide these services.

   17   One of the issues that is obviously out

   18   there is the issue of funding and obviously every

   19   time I speak about this issue, people get very

   20   excited, you know, the Federal Government is paying

   21   attention to new-comers, to immigrants and, you

   22   know, I finish my presentation and they say, well,

0246

    1   where's the money. And we realize that.

    2   So another thing that we're going to do

    3   as part, as we develop these efforts is we're going

    4   to hold round table discussions with different

5   sectors of society and do research and see how we

6   can raise funding for these type of initiatives.

7   It may require additional legislation,

8   that's something that we're studying where the

9   Federal Government could commit resources for grants

10 to libraries that have these type of programs. But

11 also reach out to the private sector to make sure

12 that we can leverage resources from the private

13 sector because after all, the private sector

14 companies are benefiting incredibly from the

15 immigrant workforce, will be I think a great thing

16 to have big corporations provide funding for this

17 type of effort so we could provide grants to

18 libraries to develop these type of efforts.

19   So, in general, that's what I wanted to

20 share with you. I think this is a very exciting

21 initiative. I think this is going to get even more

22 attention as we begin, you know, after the election

0247

1   as we begin discussing the legislative agenda for

2   the next year and again, this will be a major

3   component of the President's comprehensive

4   immigration reform proposal.

5   And I truly believe that the libraries

6   can play a major role. The fact of the matter is

7   they, that many are already reaching out to, to

8   new-comers and I think we, we have to, and many are

9   going to start in the next few years realizing that

10   they have an immigrant community that is growing

11   that they need to serve and I think this is a great

12   initiative that would allow us to provide material,

13   materials, resources to expand services, but also

14   build capabilities that perhaps libraries don't have

15   right now to deal more adequately and effectively

16   with, with those communities, and perhaps eventually

17   even providing funding for libraries that provide

18   these type of services.

19   So again, I thank you so much for the

20   opportunity and hopefully we can have a lively

21   discussion about how we can develop a national

22   campaign to encourage immigrants to assimilate and

0248

1   how libraries can play a major role in that effort.

2   Thank you, very much.

3   (Applause)

4   MR. SUDDUTH: Any questions or comments

5   from council?

6   MR. SANDLER: Yeah, I guess I'll jump

7   in. I'm wondering whether or not you've done I

8   guess since you used the word products, I'll use the

9   word market surveys, have you talked to these

10   customers about their, their sense of how they get

11   information, you know, and from their perspective,

12   are libraries actually an important delivery

13   mechanism for, for their, for their adjustment to a

14   new culture or a new society?

15   MR. AGUILAR: Right, well let me, that's

16   a very good question and let me say as I have begun

17   this work, as the Office of Citizenship was created

18   three years ago and I'm the first chief of the

19   office, it's amazing at how little research there is

20   on this specific issue of immigrant integration.

21   We can look at statistics of immigrants

22   entering the country or settlement patterns, but in

0249

1   terms of immigrants using libraries, for example,

2   there's very little information. We did conduct a

3   focus group some time ago and I think ALA, if I'm

4   not -- IMLS assisted us, the Institute for Museum

5   and Library Studies helped us organize this focus

6   group about two years ago and we brought together in

7   Chicago a group of representatives from libraries

8   that have immigrant integration programs, if you

9   want to call it that, and so we got all our

10   information from them and in fact that report was

11   issued about a year ago and it's available on our

12   Website, USCIS.gov. You click on the link to the

13   Offices of Citizenship, you'll find that Website,

14   however the Website is mostly anecdotal in terms of

15   what works and what we've heard from libraries, from

16   immigrants serving libraries and other

17   immigrant-serving organizations like community

18   centers and churches, as well, is that there,

19   there's lack of access to information.

20   So, in those, those libraries that have

21   reached out to immigrants, definitely get immigrants

22   to visit their library, their libraries and use the

0250

1   material. Obviously there are some issues in terms

2   of funding because some libraries just don't have

3   the resources to handle an entirely new community

4   and so there are challenges out there.

5   For example, in some of our district

6   offices, we have a new online system so you can get

7   your appointments with immigration services online

8   and I think it was in Minnesota where we referred

9   people to the library, go to your public library,

10   use the computer and get your appointment online.

11   Our district office got a call, I think

12   it was in St. Paul, from the library saying don't

13   refer those people here. We don't have enough

14   computers, because all of a sudden they found, you

15   know, literally dozens of immigrants lining up to

16   use the computer.

17   So, I think as we look at this we have

18   to be careful in terms of what is the service and

19   the material we're sharing with them at the library.

20   I think those libraries that are really open to

21   receiving immigrants to provide all kinds of

22   services should, should openly tell immigrants that

0251

 1   they can, they can receive them and they can use the

 2   computers for those type of services.

 3   Those libraries that can't receive

 4   immigrants so they can use their computers to, you

 5   know, get appointments online, they should also tell

 6   specifically the immigrant when they market their

 7   program, what is the service that they can provide

 8   in the library.

 9   I think most libraries could probably

10   receive the immigrant and provide -- well, the tool

11   kits is something that is just a matter of allowing

12   the immigrant to go into the library and have access

13   to the tool kit.

14   In terms of providing orientation

15   sessions on the naturalization process and on

16   civics, I think that many libraries would be open to

17   that. It's just, you know, it's something that you

18   can do once a month or every other month, but each

19   library is different.

20   But honestly, information that we have

21   is mostly anecdotal. My theory is that we need to

22   develop an initiative and as we develop the

0252

 1   initiative, then at the same time we have to start

 2   immediately doing some research and getting

 3   librarians together and saying, well, how is this

 4   experiment going, because unfortunately we don't

 5   have that much data.

 6   But in the meantime, the truth is that

 7   we're receiving immigrants in our community, so we

 8   should do something. Clearly from our interaction

 9   with libraries, the anecdotal evidence that we have

10   is that immigrants, if libraries target immigrants,

11   immigrants will go to libraries and libraries can

12   truly make a big difference with immigrants because

13   they don't feel threatened. You know, sometimes,

14   adult education programs in community colleges, in

15   school districts have English as a second language

16   as civics classes, but sometimes immigrants don't

17   feel comfortable going to a community college, but

18   they feel more comfortable going to their local

19   library.

20   So, again, I think the research is, we

21   don't have good data out there, but I think we can

22   develop something and as we develop it, then we have

0253

 1   to start doing research and start getting some

 2   numbers of, you know, how many people are going to

 3   libraries, are libraries, how many libraries are

 4   willing to participate in this initiative, because

 5   that's the other thing, we don't want to tell

 6   libraries, you know, here you go, here's the

 7   material, now we're going to refer people to the

 8   public library.

 9   We want to make sure that libraries

10   participate voluntarily. So we want to make sure

11   that our libraries believe that they need to reach

12   out to immigrants. So, so again, in terms of the

13   material, the feedback that we've received from, on

14   all of our materials from libraries that served

15   immigrants, from immigrant service organizations,

16   from faith-based organizations is extremely -- adult

17   education programs is extremely positive.

18   Many of our products are for sale

19   through GPO. Many immigrant serving organizations

20   buy in, in large numbers our new immigrant guide in

21   different languages or in English or Spanish or our

22   flash cards and it's GPO who sells them. And it's,

0254

1   I understand it's one of the most popular products.

2   You know, we're normally almost always out of stock

3   because they keep ordering these products and as I

4   travel around the country, I visit citizenship

5   classes, I visit libraries, it's incredible to find

6   all these products all throughout.

7   So, so again, I think we, we need to

8   begin this initiative because immigrants are

9   settling in our communities, but as we begin, we

10   have to, we have to continue evaluating the

11   initiative to make sure that we are approaching

12   immigrants adequately.

13   MS. DAVIS: Hi, is this on? My name is

14   Denise Davis and I direct the Office for Research

15   with the American Library Association and I've never

16   heard from you or your office and I will give you my

17   business card because you need to call me.

18   There are a number of initiatives going

19   on in my association, and not the Institute of

20   Museum and Library Services, which is a Federal

21   funding agency, block grants to State libraries and

22   you need to understand the economic disconnect

0255

 1   there.

 2   Every State manages those funds very

 3   differently, so in some cases those funds actually

 4   make their way to specific projects in States and in

 5   other cases those funds actually operate State-wide

 6   programs, so you need to become more informed about

 7   that. And there's actually a State librarian at the

 8   other end who I'm sure has some things to say.

 9   One thing I, there's a great deal of

10   research that's been done and actually a number of

11   those studies have actually been done by my

12   association. We know exactly what the linguistics

13   isolation is of the U.S-based on the 2000 census.

14   We are analyzing that. We know the racial diversity

15   of the American public and our public libraries know

16   that.

17   I think one point that you did make

18   which is absolutely critical is the ability in the

19   local community, and we have 16,000 plus outlets in

20   our public library system alone, of those local

21   communities that are funded almost entirely from

22   local funding, local tax dollars, not Federal money,

0256

 1   to be able to take on an unfunded mandate of this

 2   order.

 3   Having said that, our public libraries

 4   do understand the population that they serve and

 5   they are doing the best they can with the resources

 6   they have. And many of our public libraries do have

 7   multi-lingual collections both in print and in audio

 8   formats, so they are serving these populations to

 9   the extent that they can.

10   What would be useful from our office

11   would be the kinds of cultural information that

12   library staff need in order to bridge the cultural

13   gap between the populations they're trying to bring

14   in to the library, which is far into them, having

15   worked in public libraries, I can tell you the

16   concept of borrowing books for free and returning

17   them is an unusual concept for many immigrants to

18   absorb. It's not something that they're familiar

19   with and they don't understand that. And they often

20   learn from their children.

21   So, as you think about how you want to

22   roll this out in a more deliberate way, there needs

0257

1   to be more than a pamphlet or a small tool kit to

2   really bring those two communities together. There

3   needs to be a really strategic and well thought-out

4   initiative that does do at a very grass roots level

5   the kinds of education that's required on both ends

6   to make a program like this successful and it takes

7   a lot of money.

8   MR. AGUILAR: Well, I appreciate the

9   question. You've made several points. Well first,

10   let me address the last point you made, obviously

11   this is a comprehensive approach. The library

12   initiative is just a component of a larger effort.

13   As I mentioned, we're working on

14   developing also a volunteer initiative to encourage

15   people within the community, native-born Americans

16   to take time to volunteer, to teach English and

17   teach civics. There's an incredible demand for and

18   we know that for English classes, for citizenship

19   classes, adult education programs sometimes have or

20   many times have huge waiting lists for their

21   programs.

22   Also, immigrants sometimes rather --

0258

 1   sometimes they don't have the time to go to an adult

 2   education program because they have one -- two jobs,

 3   and they're working, exactly, so we have to be

 4   creative and in terms of how we provide those

 5   services.

 6   For example, the churches, for many

 7   within the Hispanic community, their parish, their

 8   church is the point of entry to the community. And

 9   many churches are already developing citizenship and

10   English language programs. But they lack training,

11   so what we're looking at is not only encouraging

12   people to volunteer, but also provide training to

13   volunteers. And we're working with the Department

14   of Education to provide training to volunteers. So,

15   so they can appropriately teach English and civics

16   to, to, to new-comers.

17   Now, in terms of funding, I would say,

18   yes, I mean that's why we have to look at the issue

19   of funding, but at the same time I think I would say

20   it's something that we have to look at, that's why I

21   said that it may be that we may need additional

22   legislation to create a new pot of money, perhaps

0259

 1   separate from the traditional structures that have

 2   been created and that's really what initially we

 3   have been looking at. So this would be separate

 4   from, from other funding streams. But also reach

 5   out to the private sector, so the private sector

 6   can, can provide resources for this type of

 7   initiative.

 8   So, I mean I want to make the point

 9   obviously that we're not depending exclusively on

10   the library where we'd say the library is the place

11   to go, it's just another resource that they would

12   have and at least in the library they have on their

13   own, in their own time they could have access to

14   this material.

15   Now, in terms of ALA, I must say that,

16   you know, when we began considering this idea and it

17   was a long time ago when we started to talk about

18   it, one of the first places that we talked to was

19   the American Library Association and perhaps we can

20   talk off line about that. And I think initially

21   people, some of the librarians were concerned

22   because our office is under the Department of

0260

 1   Homeland Security, so they immediately thought that

 2   we were thinking of going to the libraries to get

 3   information, whatever, and far from it.

 4   You know, you know, our office has a

 5   very specific mandate within immigration services

 6   and we don't do enforcement or anything like that.

 7   This is totally far from it. But I guess they saw

 8   the Homeland Security seal and they immediately got

 9   scared. So obviously we are, we are not only, you

10   know, we're working with the IMLS, but we want to

11   reach out to the American Library Association and

12   other library organizations that can provide very

13   valuable input as we develop this initiative.

14   (End Track 10 on CD.)

15   (Beginning Track 11 on CD.)

16   MR. SUDDUTH: Any other questions or

17   comments from council?

18   MS. GARCIA: Name is Mary Garcia, I'm

19   from the Miami Dade Public Library.

20   We receive a large number of immigrants

21   on a regular basis. Most of them have a lot of

22   trouble using the computers. They are not computer

0261

 1   literate. When they come into our facility, they

 2   want us to fill out the forms for them, they want us

 3   to do the applications so they can make their

 4   appointment. A lot of times we don't have the staff

 5   to do that, they don't understand why they are being

 6   sent to the library, why they can't receive

 7   assistance at the immigration office.

 8   This past month the visa lottery

 9   started, the application is not in Spanish, it's in

10   English, and as a result, they often ask us, you

11   know, what's the best answer to the question which

12   we cannot advise them.

13   The other problem is that with these

14   online forms, like for instance the visa lottery

15   has, they have to upload their pictures, which is

16   another technical aspect that they need assistance

17   with.

18   Sometimes they bring their pictures

19   already on a CD Rom, sometimes they don't, and

20   again, it's something in addition to just telling

21   them here's a computer, you have to have someone to

22   technically go through it with them.

0262

1   I understand that libraries play an

2   important role, but there has to be a computer

3   component, there's something, there's a gap between

4   what the patrons know and what we can do for them.

5   MR. AGUILAR: Right. And I appreciate

6   that and this is what I would say, because, you

7   know, when I, when I talk about this initiative, I'm

8   specifically talking about immigrant integration in

9   terms of providing material on our civic values or

10   history, perhaps English language software at the

11   libraries, not in general information on

12   immigration. That's really not what I do.

13   That's something that if it's a real

14   concern to you, you have to reach out to our

15   district office in Miami. Each district office has

16   a different policy. We don't have a national level

17   policy where we say go to your public library. That

18   varies from district to district.

19   It may be that the leadership in our

20   district office in Miami is, in fact, recommending

21   people to go to the Miami Dade library and schedule

22   their appointments. If that's the case then and you

0263

 1   think it's a real concern, then definitely talk to

 2   them to make sure that they stop that practice,

 3   because obviously, you know, that's unfair to you.

 4   But at the national level we don't have

 5   a policy where we tell immigrants go to your public

 6   library to have your immigration forms filled out

 7   because, I mean, that's, it's, it's -- not anyone

 8   can help you fill out a form, first of all, you need

 9   some sort of training.

10   MS. GARCIA: And a lot of times they'll

11   come with a sheet of paper that has the Web address

12   that was given to them by the immigration department

13   and they don't even know what a Web address is or

14   how to even input them into the computer.

15   MR. AGUILAR: Right. Right. And that's

16   the other point that you make which is very

17   important and it's the digital divide and that

18   exists out there and this is something that we are

19   seriously considering, you know.

20   We are also a benefits agency and to be

21   more efficient, we are moving towards concepts of

22   E-Government, E-filing, but we have to take into

 1   account that there's a considerable number of

 2   immigrants that don't have access to computers or

 3   are just totally computer illiterate and that's

 4   something that we have to keep in mind.

 5   Now in terms of what we do, we are also

 6   aware of that, that's why we're working very hard to

 7   make sure that our material is not only available

 8   online, but that we can distribute and disseminate

 9   our material, hard copies of our material for free

10   in different languages to immigrants.

11   And, so, absolutely. I don't, I think

12   that's something that we need to consider. I don't

13   know if it's something that as an agency immigration

14   services can address, but it's something that as we,

15   as we go out to different communities and conduct

16   this research about services available, certainly we

17   have to take into account that digital divide and,

18   but, you know, that's where I've seen immigrant

19   organizations that help, you know, throughout the

20   country help immigrants, receive immigrants and help

21   them develop basic computer skills or help them fill

22   out the form online.

1   I think the importance with immigrants

2   is also, you know, providing them good information.

3   Where they can go, where they can really help them.

4   We don't want to refer them to a place where they're

5   going to go and they're not going to be able to

6   receive a specific service, but there are many

7   organizations out there, community and churches

8   providing that type of service that if a person

9   doesn't have access to a computer, they can use a

10   computer or if they are not computer literate, they

11   can get training or they can have somebody work with

12   them to fill out the form.

13   But, you know, in terms of the other

14   forms, we're also looking at not mandating E-filing,

15   so you could still file just filling out a hard copy

16   of the form, so that's something that we're looking

17   at, yeah.

18   MR. HEMPHILL: Alfonso, this is Pete

19   Hemphill. I'm not a librarian and I don't even

20   pretend to be one. I'm a technologist and a public

21   citizen and I guess that's where my comments come

22   from.

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 1              It seems to me that there is a large gap

 2    and what I've heard from a lot of librarians with

 3    regard to the immigrant issue is they feel like

 4    they're taking the overflow from the ICE office and,

 5    you know, the ICE office can't deal with it so they

 6    send them to the public library.

 7              With regard to resources, there seems to

 8    be a gap of education and ability to serve those

 9    immigrants and deal with the immigration issue.

10    Wouldn't it be in the best interests of both the

11    libraries and the Department of Immigration to be

12    able to develop a policy that works for libraries

13    and a program that works for libraries?  I don't

14    think just handing them an English only pamphlet is

15    going to help.

16              MR. AGUILAR:  Oh, wait a second, it's

17    not -- I want to make sure because you're using a

18    terminology that it, it's not English only.  It's

19    not an English only policy, because we are

20    approaching them in their own language.  We are

21    approaching somebody in Spanish in a friendly way

22    and saying, because, you know, immigrants want to
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 1    learn English.
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2   MR. HEMPHILL: But you have to

3   understand that librarian may not be multi-lingual

4   and to try to help somebody out, else out would be a

5   difficult situation. There needs to be training

6   there. There needs to be people capable of handling

7   that situation.

8   So, you know, it's going to take some

9   work. I certainly think the libraries are a great

10   place for people to come and a place to exchange

11   information, maybe the ICE people could come to the

12   libraries and hold seminars to help take care of the

13   overflow. That's just my input.

14   MR. AGUILAR: No, I think that's very

15   valuable and, in fact, we are already working with

16   some libraries throughout the country that are

17   proactively targeting immigrants and going out there

18   and, you know, again I mentioned the Hartford

19   Library and we have an incredible working

20   relationship with them and we go out there and

21   provide orientation sessions.

22   I mean that's one of the components of

0268

1   this initiative is to go out to libraries and

2   provide perhaps an orientation session on the

3   naturalization process, but also take advantage of

4   that to provide an orientation session on, on our

5   civic values, you know, targeting immigrants and

6   using the library.

7   I mean I don't, at the same time I mean

8   to be fair to immigration services, you know, I am

9   sure that there are places where we're not referring

10 immigrants to public libraries and they're still

11 going there. I mean that's a reality of, of the

12 times. I mean the immigrant, immigrants are coming

13 in record numbers. They are settling throughout the

14 country and, you know, they're part of your

15 community.

16   And regardless -- I mean I would think

17 that perhaps in most district offices we don't refer

18 immigrants to libraries, but I'm sure you're still

19 going to have immigrants, many immigrants going to

20 libraries for services.

21   I mean the public library is, it's an

22 institution of the community, so it makes perfect

0269

1   sense for them to go there, so. I mean I wouldn't,

2   you know, I don't think it's, I mean again, to be

3   fair to immigration services, it's not, you know,

4   the fault of immigration services, it may be the

 5   case in Miami or St. Paul, but I think what we have

 6   to do is work, develop a partnership where we can

 7   address the needs of this new community, realizing

 8   and being very frank that we're going to have, you

 9   know, funding issues.

10   I mean it's not only in terms of

11   libraries, I mean, and this is a very complex

12   complex issue, an issue of immigration, you know,

13   from health care to education. I mean -- which is

14   something that I cannot address all those issues,

15   but certainly States are saying look, you know,

16   immigrants are coming here in record numbers and we

17   don't have enough resources.

18   You know, it's a very complex issue, but

19   the reality of it is it's not going to change. It's

20   not going to change and so I think that we have to

21   be realistic and work smart and work together in

22   partnership to try to address those, those needs.

0270

 1   Is it going to be a perfect alternative,

 2   are we going to have adequate levels of funding;

 3   probably not. But I think if we begin addressing

 4   this, if we begin working with libraries that are

5   already receiving immigrants, I think you're going

6   to get the attention of many throughout the country

7   and many policy-makers and many in Congress that

8   will say we need to have more funding for libraries,

9   because they are receiving immigrants.

10   And think about it, in this entire

11   debate on immigration in Congress, I don't know of

12   any member of Congress, really, that has spoken

13   about libraries and the impact that immigrant,

14   immigrants are having on libraries.

15   I know of members of Congress talking

16   about the impact it's having on their health care

17   system, on education, but really not on libraries.

18   I mean the truth is this is impacting every single

19   sector of our society.

20   So, I think I hear you and I think it's

21   very important that we work in partnership to try to

22   address this need. And I think if we, if we start

0271

1   building something, we may be able eventually to get

2   the attention of policy-makers and get certainly

3   more funding for these type of efforts.

4   MR. HEMPHILL: Just perhaps a

5   suggestion, perhaps if you write to the directors of

6   the public libraries and other libraries and request

7   their input as to what they need in order to handle

8   their immigrant population, they may get an earful,

9   but at least you'll have support, funding to be able

10   to do what's necessary.

11   MR. AGUILAR: No, look, again, I hear

12   you 100 percent and I think that's something that we

13   need to do. That's why as I talk about this

14   initiative, I want to make sure that we don't make

15   it another unfunded mandate.

16   This is more of a partnership where if

17   you are a library that you want to proactively

18   engage immigrants and you have, and you think you

19   can do it and you think you can benefit from this,

20   then come on, come on and we'll work with you.

21   But if it's a library that doesn't have

22   the resources, I don't think they should do it. I

0272

1   think they should wait until or provide that input

2   that we can take into consideration and eventually

3   when we have more funding or other sources of

4   funding, then perhaps they could actually engage.

5   That's why I want to start developing

6   something little by little with those libraries that

7   can to show policy-makers that it is important to

 8   support the work the libraries are doing.

 9   But certainly as we develop this

10   initiative, we'll be talking to, to librarians and

11   to other groups and let me tell you, I mean

12   everywhere we go we do hear, you know, a lot, a lot

13   of concern and we take it into account.

14   MS. QUINN: Amy Quinn, University of

15   Illinois at Chicago.

16   Just a couple of things. One is that I

17   really applaud that ICE is doing this and something

18   I've been long advocating. The University of

19   Illinois has a contract with the Department of State

20   to answer questions and about a third of those

21   questions come from people who want to immigrate or

22   librarians who are trying to help people fill out

0273

 1   forms from immigration. There is a very big

 2   disconnect between the information that's being

 3   asked for and the understanding of the immigrants

 4   themselves.

 5   I also happen to get a lot of questions

 6   from staffers on the Hill and from other places on

 7   trying to understand.

8   Now just to give you an idea,

 9   Senator Durbin and Senator Obama are very aware of

10   the impact of immigration on libraries only because

11   I've talked to them at great length about how much

12   it impacts us.

13   In Chicago, the immigration office does

14   not refer anybody to the public library or to the

15   UIC. They find UIC, for example, simply because we

16   are the official component of the Department of

17   State and so when you want to get a visa, any kind

18   of visa information, they come to us, which is kind

19   of weird as opposed to the public library.

20   However, I think one of the things

21   that's missing from the entire initiative that I've

22   seen is a national strategy for guidelines in how to

0274

 1   work with it. I work very closely with the churches

 2   and with various immigration offices.

 3   We have a lot of Universities in Chicago

 4   and a lot of pro bono work that's done for

 5   immigrants, especially between the University of

 6   Chicago and Depaul, and I work with all of them. I

 7   think that having guidelines on how to work

 8   together.

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 9              One of the things I asked for early on

10   was could we not just at least have a meeting once a

11   year just to go over changes in immigration law just

12   so we understood, especially with retrogression

13   schedules and things of that nature.

14              MR. AGUILAR:  Thank you so much and,

15   look, Illinois has one of the most proactive

16   immigrant coalitions in the country and I've, they,

17   in fact, and I really respect what Senator Durbin

18   has done, Congressman Guitierrez, Governor Bogavich.

19              The Governor developed a new Americans

20   initiative in Illinois, the only State-funded

21   Illinois -- immigrant initiative to help immigrants

22   learn English, learn civic values and go through the

0275

 1   naturalization process.  I think the State funding

 2   was minimal, a few million dollars, but, you know,

 3   there you saw a community coming together where you

 4   have Congressman Guiterrez providing services even

 5   through his offices, a wide variety of organizations

 6   coming together under this coalition to help

 7   immigrants integrate and I think that's the right

 8   approach of different organizations, different

 9   organizations coming together to address the need of
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10   new-comers and to maximize resources.

11   And they didn't wait for the Federal

12   Government, you know, they took leadership. Now in

13   Illinois we do have, however, a very good working

14   relationship with that coalition and I think it

15   would be very useful for you to get in touch with

16   them. And we can certainly perhaps, you know, after

17   give you some points of contact there, because we

18   periodically meet with immigrant advocates and other

19   groups in Chicago and other areas of Illinois to

20   provide basic information, which goes to show that

21   there's an incredible demand for information and

22   you're never going to satisfy that demand, but you

0276

 1   need to think smart and see how you can reach out to

 2   different groups to get the word out.

 3   So, but you're, you know, I think it's

 4   appropriate to definitely, and in many communities

 5   we do have libraries going to our, our immigration

 6   meetings. I hate to mention the Hartford library

 7   again, but the truth is that they are doing an

 8   incredible job.

 9   Now I've been to Hartford and met with

10   the Mayor and the Mayor is committed to the library

11   and, you know, they follow very closely all the

12   immigration issues, so it's a matter of really

13   maximizing resources, at this point.

14   MR. SUDDUTH: Any other questions?

15   MS. SOLOMON: Judy Solomon from Seattle

16   public library. I just wanted to suggest you might

17   consider something like pod casting, maybe because

18   I'm from Seattle and we're right near Microsoft and

19   we get a lot of computers from them, that might be

20   one way to spread out the information.

21   Like you said, many immigrants new

22   coming to the United States work two or three jobs,

0277

1   so it's very difficult for them to get into classes

2   but, you know, like their children, you know, they

3   can get on and look at U tube, so that would be one

4   possibility. Also, if you were to do that and set

5   it up as a .gov, then I could certainly work with

6   people on making sure that they get access to

7   computers at the library, just as a thought.

8   MR. AGUILAR: Well, I'm glad you raised

9   that point because that's another thing that we're

10   looking at. It's developing a Government-wide

11   Website specifically targeting new-comers with

12   multi-lingual capabilities, a welcome to the USA.gov

13   where an immigrant -- an advertisement where an

14   immigrant could go and get information about

15   different aspects of life in America, education,

16   housing, whatever.

17   You know, in terms of the training that

18   we're developing with the Department of Education

19   right now, it's really online training. The idea of

20   doing Web casting, I think it's something that's very

21   interesting, that I think we have to look at as

22   well. I think we have to be creative and to me

0278

1   what's clear is that the current system of just

2   counting on the adult education programs for

3   immigrants to go there and learn English and civics,

4   you know, it doesn't work really.

5   I mean they have some great programs,

6   you go to California, they have some great adult

7   education programs, ESL programs, but it's only a

8   fraction of the immigrant community that goes there

9   to receive services and sometimes they go and they

10   have waiting lists, but as you said, many just don't

11   have the time, so we have to think creatively and

12   certainly technology is something that we have to

13   look at.

14   At the same time we recognize that

15   there's a digital divide. Something that the

16   Federal Government can do, and this is something

17   that we could look into is, for example, in Boston,

18   the Office of New Bostonians, and Boston is doing an

19   incredible job in reaching out to immigrants, they

20   created this office as new Bostonians and they have

21   in their, they have I guess new Bostonians centers

22   throughout the city and they've partnered with the

0279

 1   L.A. unified school district, the school district

 2   there developed an English for all software to help

 3   high beginning students learn English and apparently

 4   they have a contract with the L.A. school district

 5   and people on Boston can go online to use this

 6   language software.

 7   I think that's a great alternative.

 8   Many will benefit from it. Some will not have

 9   access to it. But then for those others we have to

10   think to look for another alternative, but I think

11   using the Web is very important and we -- and I

12   think Web casting of some sort I think would be very

13   valuable as well, yes.

14   MS. CASSELL: I'm Kay Cassell and I'm

15   now teaching at the Library School of Records, but

16   until recently I was at the New York Public Library

17   where one of my responsibilities was, in fact,

18   immigrant services is one of the areas that I

19   supervised.

20   And I do think it's wonderful that the

21   Federal Government has discovered public libraries

22   and wants us to do things and this is, of course, we

0280

 1   could start with the income tax as the first time we

 2   were discovered and of course the lottery, too. And

 3   I think public libraries want to do their very best,

 4   but it's very hard. We have so many different

 5   constituents that we're serving that I think that,

 6   you know, we really need help to do this well.

 7   Just before I left New York Public

 8   Library, we had to cut back some of our English

 9   classes for our immigrants because we just couldn't

10   find any money for them. I mean that's ridiculous

11   and, you know, the number of classes we had wasn't

12   even beginning to touch the number of people who

13   really needed services.

14   I think that, you know, you might want

15   to really start with working with ALA and trying to

16   help librarians see better the, you know, what's

17   available and what they can take advantage of and

18   maybe that's a way to unroll it, rather than just

19   say giving things to the libraries now.

20   I think they need more of an overview, I

21   think some of the things that other people have said

22   about understanding better the naturalization

0281

1   process and understanding some of the things going

2   on in the Federal Government that they can, you

3   know, work with.

4   So, maybe starting with the librarians

5   and, you know, and giving them more orientation

6   might be a good place in addition to the money, of

7   course.

8   MR. AGUILAR: Look, I think from what

9   I'm hearing today, I think the members of the task

10   force will be conducting throughout the country

11   visits, site visits and round table discussions and

12   I think certainly we should plan several with

13   librarians so you can, so they can hear directly

14   from you your ideas.

15   And so I certainly want to, you know,

16   again, I don't want to give the impression that we

17   want to impose a new unfunded mandate because that's

18   not what we really want to do. We want to support

19   the work that some of you are already doing anyway

20   and are going to continue doing and some will start

21   doing soon and would appreciate those resources.

22   The idea here is not to tell a library

0282

1   that can't handle it take this and develop your

2   citizenship program, as I said, but I truly believe

3   that having many years of experience in this town

4   that you need to start building on something to get

5   the attention of policy-makers and I think that this

6   is a great opportunity to get policy-makers focused

7   on libraries and seeing how libraries can play a

8   role. Yes.

9   MR. SUDDUTH: Denise.

10   MS. DAVIS: The task force members, is

11   that list available on your Website?

12   MR. AGUILAR: I don't think it is, no.

13   UNIDENDIFIED SPEAKER: The Executive

14   Order is on the Website.

15   MR. AGUILAR: The Executive Order is on

16   the Website and there are about 10 cabinet level

17   agencies and most of the secretaries have delegated

18   to someone at the assistant secretary level.

19   For example, we have the Assistant

20   Secretary of Education for Adult Education. We have

21   included the IMLS in the technical committee, the

22   Institute for Museum and Library Services, we have

0283

1   Justice, Defense, Education, of course, HHS, HUD,

2   Labor, but the Executive Order is on the Website.

3   MS. DAVIS: Thank you.

4   MR. SUDDUTH: Yes.

5   MS. BARBER: Maranka Barber, Hollins

6   University, and I should preface this by saying that

7   I'm in southwest Virginia where public libraries are

8   perhaps not yet overrun with having to help people

9   fill out applications. So there's that caveat.

10   MR. AGUILAR: Get ready.

11   MS. BARBER: What we could use, just a

12   practical added bullet point to your approach for

13   the library initiative is not only educational

14   materials, but advice and perhaps also materials on

15   how to reach the community that we're trying to

16   educate.

17   So we have a slightly different problem.

18   We need information on ways to get the word out,

19   venues in which to do that and form, the best

20   formats in which to do that for the different

21   communities. So if you're going to provide

22   educational materials, we could also use help with

0284

1   that thing that librarians are parentally bad at

2   doing, which is marketing our services.

3   MR. AGUILAR: Okay, that's, you know,

4   something that we can definitely do, I mean as we

5   talk about these orientation sessions and we also

6   have a very nice presentation, flash presentation

7   that we've developed on the naturalization process

8   is we can, we could certainly develop a train the

9   trainer program where we could go to a library and

10   provide that training to you so you can provide some

11   general training.

12   Now general, my experience with

13   immigrants is you can provide some general

14   information, but many are going to come with very

15   specific questions that you won't be able to answer

16   and you know what, you shouldn't answer either

17   because they are legally complex questions. But you

18   should be able to provide some general information

19   and we could definitely provide that training.

20   That's -- and I think that's, I've heard

21   it from some, some others and I think that's

22   something that as we develop this orientation

0285

1   session, that we've also actually talked about, you

2   know, rather than just going there and providing the

3   orientation session directly to immigrants, we could

4   also at the same time provide some sort of train the

5   trainer program.

6   Thank you.

7   MS. SEARS: This is Ann Sears with the

8   Tulsa City County Library in Tulsa, Oklahoma.

9   Our immigrant population is

10   predominantly Hispanic and there is a huge mistrust

11   of Government, so when Judy was saying oh, if you

12   have a .gov site, if you have a .gov site they won't

13   go to it, they're afraid you're tracking them and

14   that you're going to then send them back across the

15   border.

16   When we do immigration marketing of any

17   kind, any kind of classes or anything, we make sure

18   that they know that they're safe there and we get it

19   out through the rumor mill because you can't get it

20   through the flyers, you have to send it out through

21   their underground rumors, but we have had plenty of

22   presentations where, you know, we thought we were

0286

 1   going to have a large turn-out and then the rumor

 2   mill is that the immigration service is going to be

 3   there and as a documents librarian, I understand

 4   that your office is separate and that you're an

 5   educational office, but I can tell you those

 6   immigrants don't.

 7   So whenever you're doing this task force

 8   and talking about the marketing, I think that's

 9   something you really need to be concerned about and

10   make an issue that it not be labeled immigration in

11   any way.

12   MR. AGUILAR: Well, two things, because,

13   I mean, we do have a lot of experience in -- I mean

14   we do have a network at immigration services of

15   community officers, so throughout the country and we

16   really, I think, do a good job of reaching out to

17   the community.

18   You have to understand, and I should

19   have mentioned this in my presentation, that INS was

20   disbanded, the old INS. We separated the law

21   enforcement functions from the immigration services

22   functions.

0287

 1   (End Track 11 on CD.)

 2   (Beginning Track 12 on CD.)

 3   MR. AGUILAR: ICE is Immigrations and

 4   Customs Enforcement. They are the ones that detain

 5   undocumented immigrants and will deport them.

 6   We are immigration services, we are the

 7   one that deal with legal immigrants, with documented

 8   immigrants. We process their applications for

 9   status adjustments or application for

10   naturalizations. I always like to say that we're

11   the good side of immigration, so -- but, you know,

12   immigrants have a hard time obviously making that,

13   you know, separating the two, but, you know, we have

14   been very successful in developing good working

15   relationships with a community by clarifying that

16   we're not enforcement.

17   Now, what I would say is this

18   initiative, however, as I said at the beginning,

19   we're really targeting those who are in the country

20   with legal status, those who are immigrants, meaning

21   permanent residents. Those are not going to have a

22   problem going to .gov Website or going to a

1   Government agency because they're here legally.

2   Now the issue of the undocumented,

3   obviously it's an incredible issue, it's very

4   difficult. Congress needs to deal with it.

5   But right now, until, until we have a

6   comprehensive immigration reform that deals

7   appropriately with that issue, as Government we can,

8   there's nothing we can do with undocumented

9   immigrants. I'm, obviously I participate in

10   immigration forums and I talk to immigrants, I never

11   ask whether they're legal or not, but, but the

12   Government cannot engage directly with undocumented

13   immigrants and provide them information.

14   So, this type of initiatives, but I'm

15   mindful that many of the customers that go to your

16   libraries are undocumented; however, we shouldn't

17   say or generalize and say that the majority are

18   undocumented, because they're not, I mean the

19   numbers --

20   MS. SEARS: But we're not going to ask.

21   MR. AGUILAR: No, exactly.

22   MS. SEARS: And if we are in an

1 initiative with you, in a partnership with you,

2 we're not going to say, oh, well we're only going to

3 serve you if you're a legal immigrant because that's

4 not what we're going to do.

5   MR. AGUILAR: Right, but you're

6 absolutely right, I mean that's why I said, even a

7 community college, many would feel uncomfortable

8 going there, but many feel comfortable going to

9 their church or perhaps going to their library,

10 certainly. As long as we can provide you the

11 material and I think as I'm hearing from you perhaps

12 also the training to provide some general

13 orientation.

14   But, however, I must emphasize

15 immigration law is so complex that you never, never,

16 never be able, because they're going to go there

17 with their personal cases.

18   I avoid answering specific questions

19 because some of the cases are legally complex, so

20 you should at least be able to provide some general

21 information.

22   And, but thank you.

1   MS. HATHLEY: Kathy Hathley from Poplar

         2   Creek library in Streamwood, Illinois.

         3   The Internal Revenue Service offers a

         4   well, rather well-developed training session that is

         5   administered at our library and many libraries that

         6   do train people to the VETA company, that training

         7   people to help low income people with their tax

         8   forms, librarians in our, my library and community

         9   participants take that training class.

        10   When you speak of training from the

        11   immigration services, are you speaking of something

        12   along those lines in the way of perhaps training

        13   people to, librarians or community people to give a

        14   naturalization class?

        15   MR. AGUILAR: Okay, we actually have

        16   looked at the IRS program, but believe it or not,

        17   you know, as a lawyer I can tell you that

        18   immigration law is even more complex than tax law,

        19   believe it or not, and we can provide some training.

        20   So you can provide general orientation,

        21   but again, some of these cases are so legally

        22   complex that through training I would only recommend

        0291

         1   trained lawyers to handle certain, certain cases and

2   that's where we can, we can as part of the training

3   perhaps provide information to you on where

4   immigrants can go in their community for free legal

5   services.

6   We have accredited agencies, accredited

7   by the Bureau of Immigration Appeals, organizations

8   throughout the country that are accredited by us to

9   provide legal services for free, the Catholic Legal

10   Network and others.

11   What I would say, my recommendation to

12   libraries would be, you know, provide the general

13   orientation, but if you see that a person has a very

14   complex question, then try to find out what

15   organizations in your community are accredited to

16   provide legal services for free and you have to make

17   sure that they are accredited, because another thing

18   that happens is that you have a lot of fraud out

19   there and sometimes it's within our own communities,

20   Hispanic communities, you know, notario fraud is

21   very popular where you have Hispanic lawyers, or

22   so-called notarios saying come on to my office and

0292

1   I'll give you advice, they give them wrong advice,

2   they overcharge them and they take advantage of

3   them.

4   So you want to make sure that if you

5   refer them someplace, it's a place that is

6   accredited.

7   So, I think we have looked at the IRS

8   model, but I don't, I wouldn't, I don't think it

9   would be a good idea to certify anyone as -- but I

10   think we can, however, provide some general

11   orientation so you can in general handle some very

12   basic questions.

13   MS. SEARS: What about individuals being

14   trained to hold a naturalization class to help

15   people take the test?

16   MR. AGUILAR: That, that we can do,

17   certainly can, absolutely.

18   That's, that's something that we're

19   looking at and that's part of the training, but --

20   and that's something that we're working with with

21   the Department of Education, but right now it's

22   mostly online training and while I believe online

0293

1   training goes far, we still have to find ways of

2   also providing face-to-face training and as part of

3   this volunteer initiative, say your library wants to

4   develop a citizenship program.

5   We will have online tools as part of

6   this initiative to allow you with advice on how to

7   build your citizenship program and also online

8   training for the volunteers or others that will

9   participate in the program.

10   That we will have and I apologize for

11   not discussing it in the context of the library

12   initiative, but it's certainly something that a

13   library can benefit from, but, but this is just the

14   first phase I would say of the, of the training.

15   I think we have to look at developing

16   perhaps regional training sites that if you're in

17   Illinois and you have seven volunteers, we could say

18   you can go to Chicago to the Literacy Council of

19   Chicago that's certified by us that can provide

20   training on how to give a citizenship class and you

21   can be trained there, so you would have the online

22   training, but also face-to-face time.

0294

1   That's something that we're looking at,

2   absolutely.

3   MR. SUDDUTH: Well, thank you very much.

4   We're pretty much out of time.

5   I do need to remind people that there is

6   at 6:30 p.m. tonight in this room a GODORT SLA joint

7   program and the speakers will be Patrice McDermott

8   and Dr. Lewis Fisher.

9   So, thank you for coming. Thank you for

10   your information and see you all tomorrow.

11   (October 23, 2006, meeting adjourned.)

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4   FALL FEDERAL DEPOSITORY LIBRARY

5   COUNCIL MEETING AND CONFERENCE

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8   OCTOBER 24, 2006

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1   PANEL MEMBERS:

        2   Susan Tulis

        3   Denise Davis

        4   Walter Warnick

        5   Evelyn Frangakis

        6   Peter M. Hemphill

        7   Marian F. Parker

        8   Denise Stephens

        9   William Sudduth

       10   Judy Russell

       11   Ric Davis

       12   Richard Akeroyd

       13   Ann Miller

       14   Tim Byrne

       15   Geoffrey Swindells

       16   Katrina Stierholz

       17

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       19

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     0003

        1   P R O C E E D I N G S

2   MR. SUDDUTH: Welcome to our session.

 3   This will be, what we're going to do is the council

 4   has completed its work on their vision statement and

 5   I want to give just people a couple more minutes to

 6   sit down and I'll get into formal remarks. Nobody

 7   has given me any announcements for this morning.

 8   Again, be sure to -- yeah, oh, somebody

 9   did slip one up here, okay. All right. Let's see,

10   the latest poll in -- no, no.

11   You know, I'm glad where I live because

12   I have seen 3,201,000 political ads since I've been

13   here and it bounces back and forth between Virginia

14   and Maryland, but the most interesting thing that

15   happened to me and only some of you will know this

16   is that I opened the paper Friday morning, I was up

17   here for an ALA thing and noticed that the

18 republican Mayoral candidates for the District of

19   Columbia's last name is Cranick. And some of you

20   know Nancy Cranick and I showed it to her and the

21   last I saw she was still rattling around in her head

22   whether this was a relative of hers or not, so those

0004

 1   of you who know Nancy can get a good laugh out of

 2   that, so. I mean it was spooky things like this

3   person grew up in Philadelphia, went to Penn State,

4   so.

5   Anyway, all right, announcements, the

6   Virginia librarians will meet for lunch at the

7   Holiday Inn restaurant across the street at about

8   12:10 p.m. Okay.

9   Again, I mentioned this yesterday,

10 sessions, sometimes there isn't enough time for

11 questions from the audience. There are cards, they

12 are out, we're keeping them out on the reception

13 desk so if you want to grab a couple of those, also,

14 you know, if you don't like to get up to the

15 microphone and you still want to ask a question, you

16 know, grab a couple of cards, they are out there any

17 time and we can go from there.

18   Okay. Any other announcements that

19 people want to run up here real quick? Okay.

20   MRS. RUSSELL: Can I make one real quick.

21 I don't see anybody in the room offhand from

22 Indiana, but if you're from Indiana and you're part

1   of a luncheon group, check in at the registration

2   desk not later than the mid-morning break. Thank

3   you.

4   MR. SUDDUTH: If not, we'll, okay.

5   Let's go ahead and start.

6   Again, council has been working on the

7   vision statement for 18 months. We did finally

8   finish it up towards the middle of September. If

9   you do look at the front of it, I on purposely dated

10   it September 29th because there was a lot of members

11   of the class of 2006 who put a lot of energy, hard

12   work into this and so I on purposely dated it on the

13   cusp to make sure that people understood that there

14   are four classes of council who put a lot of work

15   into this.

16   One thing that you don't see on the

17   cover is because the final product is council's

18   product, but if you go back to the draft

19   publication, there's names of over 20 people who

20   gave council a lot of advice, hard work, time, and

21   so you need to, the draft will still always exist

22   because it was presented and that I want to thank

0006

1   those people again for all the hard work.

2   Another person that needs to be thanked

3   again, too, is our previous chair, Barbie Selby, for

4   getting us going on the process, pushing it through,

5   riding our coat tails and putting up with those of

6   us when, and I, we won't mention our names, those of

7   us who went way out on one end and had to get reeled

8   back in. So.

9   (Applause)

10   So, thank you again, Barbie.

11   The plan I have this morning is that I'm

12   going to run through just the 11 issues and then go

13   through each of the seven goals. And as I go

14   through each goal, I want to give members of council

15   an opportunity to make any comments that they have

16   on each of the goals or explanations.

17   I'll get through the presentation and,

18   again, let council have any other comments that they

19   want to make and then I'll open it up to the

20   audience.

21   So again, it's, the document has been

22   out for about two to three weeks, so, and it's in

0007

1   your packet. I hope everybody here is here because

2   they've read it and they have something that they,

3   they want to say, so.

4   Okay. So I'm going to try to go through

5   this fairly quickly because again, it's just a

6   summary, a reiteration of what's in the document and

7   give council and then the audience a chance to say

8   something.

9   One of the major points that we had to

10   wrestle with when we were putting together this

11   vision statement is what are the user's needs for

12   the 21st Century Government information access and

13   to Federal Government information. And these are

14   the 11 issues that we feel that need to be grappled

15   with. It's, it's -- they're big issues. They can't

16   all be tackled at once. They can't be all tackled

17   by everybody at the same time.

18   So, it needs to be a collaborative

19   effort between lots of different groups, technical,

20   traditional library service groups, organizations.

21   And as I said, some of them may need to be worked in

22   concert with each other, but they, we need to be

0008

1   able to focus on these 11 things.

2   Documented metadata standards. What is

3   a document. What's the metadata, what's the level

4   of metadata that we need. Centralized coordinating

5   agency, what's its role, how is it shaped, what does

6   that agency do for the user, for the program if it,

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7    as the program continues to evolve, what does the,

8    what's the agency's role within the Federal

9    Government.

10            Public tools development.  Again, as

11   electronic information evolves, we need tools to not

12   only provide the information to the end user, but to

13   be able to, to retrieve the information, put the

14   information together so that it can be provided to

15   the end user in the ways that we see the needs are

16   locally.  It just can't be this uniform delivery

17   anymore.

18            It was so easy in the world of the book

19   that it was printed, it was bound and you got it and

20   that's the way it is.  And now information is, is so

21   flexible and movable, but you need tools to be able

22   to do that.
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0009
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1            The issue of electronic deposit.  I

2    actually had someone come up to me this morning and

3    say, well, my library can't, can't do this.  And I

4    said well, not every library can do this.  But the

5    idea is which libraries can and with electronic

6    deposit, how is this information shared, how do we

7    continue to provide services with electronic
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 8   deposit.

 9              Version control.  Version control.  A

10   lot, yes, this will be a session, another, a

11   session -- no.  Just one of those issues that it's

12   still trying to get our hands around it and, again,

13   I mean council has the, the, or is lucky enough to

14   have someone like Pete on council that at least gets

15   us out of the dark hole sometimes, because it is

16   such a large issue.  It's probably one of the

17   largest and toughest issues that I think not only

18   us, but as the future digital system starts to

19   evolve, how do we deal with this.

20              Authenticity.  Again, we've talked a lot

21   about authenticity, but it is a base requirement

22   that is needed and how is authenticity carried out
0010
 1   in the 21st Century in the electronic environment.

 2              Supportive legislation, you, and that

 3   goes from the range of appropriations all the way

 4   down to the unspeakable, but it has to be said every

 5   once in a while, is Title 44 worth -- is Title 44

 6   still relevant, are there other ways around

 7   Title 44, is there a time at which Title 44 can be

 8   looked at, is the environment ever going to be
```

9   perfect for any kind of revision of Title 44;

10   probably not.

11   But at what point do you take the risk

12   that you have to revise Title 44, or attempt to

13   revise Title 44.

14   Public education, and one of the things

15   I want to do when I go back to this is these are not

16   in any order of priority, this is just a list

17   because as I see public education, I think public

18   education should really be at the top, if not first,

19   maybe in the first three because this is a public

20   program.

21   There needs to be public education.

22   They are the -- it's the public that is going to

0011

 1   continue to create the rationale for this. It's not

 2   our administrations. Is our administrations

 3   creating a rationale for this, are our libraries

 4   creating a rationale for this, are we creating a

 5   rationale for this, and when we do that, is that the

 6   appropriate voice that should be heard all the time.

 7   So, public education, it's the, it's not

 8   only that warm fuzzy, but it's that necessary part

 9   that we really need to start sticking our necks out

10   and working on.

11   Again, informing our library

12   administrations, this is something that we've been

13   trying to do for the last dozen years, some of us

14   are successful, some of us are least successful.

15   The problem is our libraries are going through a

16   great deal of change. This program is going through

17   a great deal of change.

18   In some ways I can step back and I can

19   have sympathy with my library administration where

20   everything is just twirling around every day. The

21   thing is that we need to still keep communicating

22   with them, not let that whirl-wind around them keep

0012

 1   us from trying to get a voice. And unfortunately

 2   Denise is not here, she's battling allergies, she's

 3   going to try to be here later, so looking forward to

 4   Denise giving us a perspective on this. And of

 5   course we have Rich and Linda who's also on council

 6   who can give us that administrative perspective of

 7   what it's really like to try to communicate, so.

 8   Excellent public service. Bottom line,

 9   it is a service program and the public and the

10   rationale for the program is based on excellent

11   service. How do you get that? Training, training,

12   training.

13   Preservation of print. Yes, we're

14   talking about the electronic environment, but you

15   cannot leave those legacy collections behind and how

16   do we do that, what's the amount of energy, what's

17   the amount of time that we spend doing that, who

18   does that, how can we share that process?

19   In putting together this document,

20   council came up with seven goals and some of them

21   are quite lengthy. But as I said, what I want to do

22   is I want to go through each goal and if there's

0013

1   additional comments from council, I've kind of

2   gotten my comments in as we've gone into, through

3   the 11 issues, but I'm going to invite each member

4   of council if they want to make a comment. Some of

5   the members on council have had more experience

6   which -- with each of these goals and have taken

7   ownership of these. So, I do want to give them a

8   chance to respond to this. This also gives me a

9   chance to talk a little less at this point.

10   First, respond to or anticipate

11   U.S. citizens' need for Government information when

12   and where it's needed by providing multiple access

13   points to a network of experts.

14   And I know that you can quibble with the

15   word citizen and I don't want to quibble over that

16   word citizen. I don't want to get into wordsmithing

17   on that. I couldn't think of a better word. I

18   don't think we could think of a better word. You

19   could say user's needs, but this is U.S. Government

20   information and, but.

21   Any comments from council?

22   MR. WARNICK: Yes, thanks, Bill. This

0014

1   is Walt Warnick from the Department of Energy.

2   I just want to make an overall comment

3   that these are, this is a vision document and we're

4   talking about goals, but embedded within these goals

5   are some points which are not too far a field from

6   actions and I think where we all want to end up

7   eventually is actions, actions that can help the

8   Federal depository library program survive and

9   actually prosper in this era of electronic media.

10   And even within, within this first goal,

11   also within some of the other goals there are items

12   that get close to calling for actions and we're

13   submitting these as speaking on behalf of council,

14   if I may, I think that we encourage the GPO and

15   Federal depository libraries to take these items to

16   the next step and make them real actions, to the

17   extent that that's possible.

18   For example, in the first goal, there's

19   an item council recommends that GPO establish a

20   network of experts in specialized areas of

21   excellence and it goes on from their and which might

22   be an easy, low-hanging fruit, if you will, action

0015

 1   that GPO might take in concert with Federal

 2   Depository Librarians. Thank you.

 3   MR. HEMPHILL: This is Pete Hemphill.

 4   I'd like to second what Walt mentioned. This

 5   document was put together to provide a consistent

 6   vision across the library community as well as for

 7   GPO, make sure we're all on the same page on how

 8   things we see will transpire in the future.

 9   I would urge you to take this back to

10   your respective institutions, discuss it with your

11   directors, determine how is this going to impact my

12   library in the future in things like budgets, how is

13   it going to affect our work in the future.

14   How can we get our library to the future

15   so the United States can remain a world leader in

16   library science?

17   MR. SUDDUTH: Geoff.

18   MR. SWINDELLS: Just a couple comments

19   on this first goal.

20   In making this a reality, we're probably

21   going to have to struggle on some issues like what

22   do we mean by an expert, who decides, what is the

0016

 1   nature of expertise. Is expertise really what we

 2   mean? And how do we engender expertise in different

 3   areas within the community. And so I think

 4   implementing this, it will be important to figure

 5   those things out.

 6   What I'm a little afraid of in talking

 7   to people is they don't feel they are experts, so I

 8   think we need to define what we mean in a way that

 9   allows the most participation by folks who feel

10   comfortable in helping in different areas, different

11   subject areas, different format types, things like

12   that.

13   MR. SUDDUTH: And I guess what I would

14   like to add to that is leaders aren't necessarily

15   experts. Leaders are the ones that are just willing

16   to open their mouth up and that sometimes the

17   leaders need to listen to who the real experts are

18   and they aren't necessarily the noisiest people in

19   the room, they're usually the more thoughtful people

20   in the room.

21   Susan.

22   MS. TULIS: Susan Tulis, Southern

0017

1   Illinois University, Carbondale.

2   The other thing I would like to remind

3   people of is that what I don't want to see happening

4   is everybody going home and assuming that the items

5   in there for action are GPO's responsibility.

6   I think some of them are the libraries',

7   some may be GPO's, some are, would be a partnership

8   between the two, but I, but bear in mind that it is

9   not, our report is not saying that GPO is

10   responsible for doing all of these things.

11   MR. SUDDUTH: Anybody else?

12   If not, I'll move on to goal two.

13   MS. MILLER: No. No. I haven't had

14   enough coffee, unlike Evelyn. I brought my four

15   cups.

16   This is Ann Miller, from Duke.

17   And I think one thing that we could look

18   at is the program or the grant that my colleague on

19   my left here, Tim, has started in the western states

20   and I think we can look towards that program as a

21   method of engendering and training expertise among

22   both the Federal Depository libraries, but also to

0018

1   our extended community of public libraries, because

2   I think one of the things that I would like to see

3   coming out of this goal is a greater understanding

4   of the use and need to use Government information

5   on -- by the entire profession of librarianship.

6   So I think one of the things for us to

7   realize is we already are experts, a lot of us, just

8   by the very fact that we're sitting in this room

9   makes us an expert, and that how can we share that

10   expertise and extend it and how do we make it

11   available and how do we promote it, suggest that

12   people come to us for special needs.

13   MR. SUDDUTH: Anybody else?

14   Okay.

15   Second goal, providing access to

16   information in appropriate formats. Fairly simple,

17   fairly straightforward. Anybody want to make more,

18   make it more complicated?

19   MS. PARKER: Oh, yes, of course, Marian

20   Parker, with the law library community, specifically

21   from Wake Forest and I think that as council and

22   through all of the discussions, we really do

0019

 1   understand what we're talking about.

 2   I want to reiterate the need for each of

 3   us in our own spheres of influence and GPO in its

 4   work with acquiring information have the continuing

 5   dialogue with the producers of primary sources of

 6   the law so the, the decisions from the Courts, the

 7   statutes from Congress, the rules and regulations

 8   from the agencies, that we help those people

 9   understand why it is now time for them to authorize

10   their documents in digitized format to be made

11   official.

12   And when GPO gets the ability to truly

13   authenticate everything, have version control over

14   it and whatever signatures or certifications that

15   they decide are appropriate and the various entities

16   can approve, that's when everybody who is issuing

17   this primary information, primary sources of the law

18 will be comfortable. And once that happens, I,

19 we're all going to see a seat change and then all of

20 the various entities will be able to accept the

21 digital formats from the other entity and we as

22 libraries will have more and more ability to move to

0020

 1 a digital environment and not have to have all of

 2 the paper.

 3   And so this one really does, I believe,

 4 require effort on behalf of all of us. It isn't

 5 just GPO's job. It really is the job of --

 6   (End Track 12 on CD.)

 7   (Beginning Track 13 on CD.)

 8   MS. MILLER: It really is the job of all

 9 of us who work with judges, who work with people in

10 the agencies who are doing the hearings, who are

11 promulgating the rules and regulations, that we can

12 all write to our Congress people and tell them why

13 we think this is important for the long-term health

14 of the availability of Government information.

15   And I've always thought it was

16 interesting that Congress says let's digitize

17 everything except exempt our own publications, you

18 know, we want them all in paper in perpetuity. So

19   we have a real opportunity with Congress to

20   influence them as to why the time has come for us to

21   move to this environment.

22   And until each of these issuing entities

0021

 1   authorize their own documents as official in a

 2   digital format, we will be required to produce it in

 3   paper, house it in paper and make it available to

 4   the citizens in paper.

 5   MR. SUDDUTH: Geoff.

 6   MR. SWINDELLS: Since I'm speaking, I

 7   guess this makes me a non-expert, so I just want to

 8   get that out there.

 9   I think that the, the spirit behind this

10   goal is to find the most appropriate format for

11   different circumstances and to make that possible.

12   So on occasion that will mean coming up

13   with ways to produce print in a way that we easily,

14   cost effectively that we can deliver to users when

15   they need print.

16   But it also means experimenting with new

17   technologies that make the electronic format

18   possible, so, for instance, at the University of

19   Missouri, we're starting to talk about experimenting

20   with some of the new E ink electronic paper readers,

21   like the Iliad, the new Sony book as ways to sort

22   of make electronic documents portable and usable in

0022

 1   a way that might be better than sort of carrying

 2   around a laptop in the field or something.

 3   So I think that we have to be very

 4   creative when we start to look at what the most

 5   appropriate formats are and how best to provide that

 6   format to users.

 7   MS. PARKER: This is Marian, again. I

 8   was speaking -- and I agree with you, Geoff,

 9   absolutely, I'm not disagreeing at all. I'm moving

10   into another point of this.

11   My comments were specifically about

12   legal information, primary sources of the law. I

13   cannot speak to many other portions of information

14   that's published by GPO and that are used in larger

15   depositories, even smaller ones, by all different

16   kinds of groups of people. I couldn't tell you a

17   thing about maps and whether maps have to always be

18   in paper or whether they are going to be better

19   electronically or some combination thereof.

20   And so when we say in this goal

21 appropriate format, we truly are talking about

22 assessing what the users need, how the information

0023

 1 is published, how people use it and how we can make

 2 it the best way for them to use it in this time, not

 3 the best way, you know, 50 years ago, but the best

 4 way today and in the foreseeable future. And as the

 5 FDsys is planning the flexibility to evolve as the

 6 technology evolves around us.

 7   But what I said about our responsibility

 8 for communicating with the promulgators of the

 9 primary sources of law, I think it give -- it

10 reminds us that each of us in our sphere of

11-influence need to be understanding from our users

12 and from the producers of the information that they

13 use, how best is this information, what is the best

14 format for this information.

15   You know, it used to be you had to have

16 the paper if you were out in the field doing any

17 kind of fieldwork, but there's so much that's been

18 moved to a digital format and people have their PDAs

19 or their little laptops and, you know, again, I'll

20 speak about legal information; I'll ask the rest of

21 Council and every one of you sitting in there to

22   help all of us, including GPO, figure out what the

0024

 1   formats are that really, really, really are needed.

 2   MR. SUDDUTH: Evelyn.

 3   MS. FRANGAKIS: I want to shift the

 4   discussion a little bit to preservation and just

 5   make a note here that while we'll discuss it more in

 6   the next goal, that preservation supports and feeds

 7   access and I want to applaud GPO's effort to create

 8   a dark archive for the tangible collections. I

 9   think that is extremely important for the historical

10   collection.

11   In 1992, GPO, with the National Archives

12   and the Library of Congress was charged to implement

13   for the Federal Government the permanent paper law

14   and to ensure that Government publications were

15   printed on permanent paper. So we have a level of

16   assurance that since that time materials produced in

17   tangible form are, in fact, going to remain stable,

18   both chemically and mechanically stable over time.

19   The older materials may need a little

20   bit of help for the long-term preservation effort

21   and that help can take a variety of forms.

22   With paper we have had an opportunity to

1 take a bit longer to think about now we're going to

2 preserve it. In an electronic environment, we will

3 not have that luxury. Preservation, as I said,

4 supports access and in order to have that access in

5 an electronic environment, we will need to be sure

6 that we are not only providing authentic content,

7 but that that content is actively maintained in

8 order for it to be accessible.

9   So I wanted to make those points and

10 also applaud GPO for its efforts and ask the

11 community to continue to support GPO's efforts to

12 preserve the Government's information.

13   As I'm sure many of you know, the

14 National Archives preserves a fraction of what the

15 Government produces and while Government

16 publications do fall into the archival category of

17 responsibility, the fact is NARA will only preserve

18 a sampling of that material, so it really goes back

19 to agencies and GPO to take some responsibility for

20 making sure the Government's information continues

21 to survive over time.

22   MR. SUDDUTH: Ann.

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 1              MS. MILLER:  I'd like to sort of address

 2    two different things here because I think one of the

 3    major things that I feel like this goal gets to or

 4    we need to get to within this goal is a matter of

 5    trust and a matter of, is, really is a matter of

 6    trust.

 7              And one of the things that I've been --

 8    I hear and that I think we need to start and we,

 9    meaning the community, is to start thinking and

10    trusting each other, our institutions that we -- so

11    that we can trust a dark archive, that we could

12    trust an organization such as what they're trying to

13    do in Kansas and Nebraska where there's a trust

14    factor among the depositories, among the regionals

15    that the information will be there.  There's an

16    agreement, it's set, you will be able to get what

17    you need and that's the trust thing.

18              In research libraries, a number of us

19    are members of the Center for Research Libraries and

20    we trust that we can go to Chicago and borrow that

21    microfilm of the State Department files from 1944.

22    These things are -- we already do this in our
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 1    community.  We trust that we will lend each other
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2   materials when we have them.

3   And that is, in my mind, a lot of what

4   this is about. Then that goes to the, mostly the

5   archive, the archive proposals, the need for

6   understanding that there are, we have to have a

7   central location. We have to have redundancy of

8   that central location, which would be the FDsys. We

9   need to make sure that we have advice and council

10   such as Evelyn's regarding preservation of these

11   materials.

12   So I think the whole trust thing is one

13   that I think we need to take home and think about

14   very carefully as, you know, do we, can we do this

15   and I think we can. We have to. I mean even an

16   institution like Duke where we have a huge storage

17   module, almost full, and we're building a second

18   storage module.

19   We also are starting to look at space

20   needs, is this the most effective way for our

21   students and faculty and in my case, my public to

22   access the materials, are there alternatives that

0028

1   are more effective and efficient and can I trust

2   UNC, which I do, my regional, to hold things for me.

3   The other thing I wanted to kind of talk

4   a little bit about was the thing of, the issue of

5   format that Marian brought up and one of the really

6   tricky formats as you've heard me talk about before

7   is maps and geographic information.

8   And I think there, one of the things I'm

9   going to do is I happen to have in my department

10   someone who is fairly influential in map circles or

11   at least knows a lot of people and kind of say, you

12   know, Mark, we need a standard, we need advice from

13   geographers, from geologists and scientists, what do

14   you need us to save?

15   I could guess, but if we, we can't

16   guess. We need to know. And we need to know how to

17   save it. What formats do they foresee. What's most

18   appropriate for them. And so we have to communicate

19   with our faculty, our students, our public and our

20   colleagues and I really think in this case, in the

21   geographic information, we've got to find some

22   standards and we've got to start establishing them

0029

1   if they aren't there already and then holding

2   ourselves to them.

3   MR. SUDDUTH: Pete.

4   MR. HEMPHILL: This is Pete Hemphill.

5   I'd like to second Ann's comments, the -- many of

6   you are from some of the leading academic

7   institutions in the world and a lot of you have

8   expertise on campus and computer sciences, in

9   geography and a lot of it is talking to other parts

10   of your University to get them to understand the

11   issues and what you face with, you know, library

12   science in dealing with things like maps and other

13   formats.

14   Some of this is going to require

15   experimentation and don't be afraid of, you know,

16   possible failure or less desired results. We have

17   to start somewhere. We have to get there somehow.

18   So, I would urge you to work with the

19   rest of your institution to try and obtain that.

20   Situations like Web crawling, allottable goal, and

21   we'll talk about that a little bit more for GPO is,

22   the results were less than desired.

0030

1   We'll go back and we'll keep trying

2   until we get the desired results.

3   MR. SUDDUTH: If there's no one else, I

4   do want to add that Ann brought up a very important

5   point about trust and then also talked about formats

 6   and it's not that I don't trust you all, my

 7   colleagues.

 8   I think what we're all grappling with is

 9   the formats and that we have to become the formats,

10   as they change, we have to become, they have to

11   become more trusted and we have to become more

12   comfortable with those formats. As we transition

13   and have been transitioning into this electronic

14   format, we're worried about what we've left behind.

15   The next transition is going to come

16   even quicker though, when's the transition to video,

17   audio and when is that, when is your faculty, your

18   students, your public going to want to come in and

19   say we have the paper or we can download this to

20   your MP3 player and are you ready for that, are we

21   ready for that, storage wise, access wise and can we

22   trust ourselves with that format.

0031

 1   So.

 2   MS. PARKER: Bill, this is Marian, and I

 3   want to make another couple comments based on this

 4   theme of trust and appropriate format and, again,

 5   the law library community when I came in to this

6 environment was feeling, and I'm generalizing here

7 and anybody else from the law library community will

8 be welcome to pitch in at whatever point, but was

9 very uncomfortable with the fact that we might move

10 to digital documents of primary sources of the law

11 before we had the assurance that we could

12 authenticate these documents, certify these

13 documents, version control these documents and GPO

14 listened to the concerns of the community and

15 stepped back from the rapid transition from paper to

16 digital for some of these things that are just so

17 critical in the legal community.

18   And, and that built a level of trust

19 that we are being listened to. And I think it's a

20 great example of the interaction between our

21 community of documents specialists and GPO and its

22 experts and I want to thank GPO for stepping back

0032

1 and moving with caution for the materials that are

2 so essential in the environment in which I work and

3 it makes me believe that we can trust them to do

4 that with the appropriate input for the other items

5 of information about which we are so concerned.

6   MR. SUDDUTH: Okay.

7   Let's, next goal. Ensure continuing

8   access to digitally available Government

9   information.

10   Rich.

11   MR. AKEROYD: This is Richard Akeroyd

12   from the New Mexico State Library.

13   I'm interested in this, in this goal

14   from a variety of perspectives and I think the

15   conversation of, about trust just, just maybe is a

16   good segway into it.

17   The emphasis on this goal is largely, or

18   at least in implementing this goal if you read all

19   the parts of it, seems to largely focus on Federal

20   agencies and I think that's appropriate for the

21   broad leadership that we need.

22   But in, in a couple of other previous

0033

1   meetings I've commented on, on things, models that

2   exist that can bring the States and State

3   information, State Government information into this

4   reflecting on Bruce's comments on Sunday.

5   I think there's a model like the

6   U.S. newspaper project really worked very well in

7   distributing responsibility around the country and

8   very effectively and I think relatively cost, cost

9   effectively, but not a whole lot of money was spent

10   on that project, relatively speaking.

11   And I think that this goal gives us an

12   opportunity and gives GPO working together with the

13   National Archives, Library of Congress and others

14   the opportunity to look at that model and distribute

15   a lot of responsibility, things like the digital

16   archive program that we and a few other States are

17   doing right now with State Government information.

18   We've already begun to move over into including

19   Federal fugitive documents in our digital archive

20   program.

21   And I think that we can look at that and

22   take the opportunity that this goal suggests to

0034

1   really put together a program that's nationwide and

2   distributes a lot of responsibility for getting this

3   done and I think you can assure a really reasonable

4   success for this kind of goal. Reasonable chance at

5   success I should say.

6   MR. SUDDUTH: Any other comments,

7   Council?

8   Okay. Provide excellent training to

9   deepen and expand knowledge of Government

10   information resources via excellent training. Boy

11   that was late night typing there.

12   MS. TULIS: There are a couple of

13   mistakes in there.

14   MR. SUDDUTH: Are you going to point

15   those out for the rest of us?

16   MS. TULIS: I didn't know if you wanted

17   to wordsmith.

18   In the second paragraph under the

19   rationale you've gotten list the expertise, there's

20   another, I think when we were re-doing it some words

21   got left in.

22   MR. SUDDUTH: Okay.

0035

1   MS. TULIS: Just know that we'll fix

2   them.

3   MS. MILLER: Is this version control?

4   MS. TULIS: Yes.

5   MS. MILLER: Are we in version control?

6   MR. SUDDUTH: Well, you know, someone

7   did point out that of the, of all the names on the

8   front cover there's only one that's misspelled and

9   that's mine. And I've spent 45 years re-spelling my

10   last name, automatically, and I can't do it in my

11   own brain.

12   Yes. Ann.

13   MS. MILLER: I haven't commented much on

14   this during our process because I took ownership of

15   the next goal, but one thing that strikes me as I

16   look at this and as I was listening to Tim's

17   presentation in the regional meeting and just

18   starting to think about where I need to be going

19   after I get off council, because, you know, this is

20   a full-time job, I think one of the things that

21   people can take away from this goal immediately is a

22   commitment to ourselves to continue our own

0036

1   training, to every day learn something new.

2   I mean to sit down and look at a new

3   Government Website, this Summer I spent a lot of

4   time playing around on the OSTI Websites, partly

5   because I admire what Walter has done, and I was

6   interested in sort of extending my understanding of

7   what this whole deep Web thing was because I didn't

8   understand what it was, really.

9   And I found that as I did that, I could

10   use it, actually, you know, I got reference

11   questions where I went oh, yeah, let's look at

12   science.gov. I'll bet you we can find something

13   there.

14   So I think that continuing our own

15   personal training can be a very first step and this

16   is a place where each and every one of us can step

17   forward and say I will do this, this is something I

18   can do. And it also benefits our institution, so if

19   they start to wonder, you know, well, why are you

20   spending a half an hour every day playing on the

21   Web, I'm not playing on the Web, I'm learning, I'm

22   training myself.

0037

1   Put it in your goals. I have to put, I

2   have to create annual goals for myself, one of my

3   annual goals should, should be by the end of this

4   coming year I will have done blah, blah, blah, blah,

5   blah.

6   So, and training, train myself, I will

7   expand my knowledge of this, that and the other.

8   So I mean I think this is not something

9   where we can sit and wait for GPO, University of

10   Colorado and its associates to come to us and bless

11   us with training. We can go out and do this right

12   now.

13   MS. PARKER: Marian Parker again, I'll

14   wait for Tim, okay.

15   MR. BYRNE: Since Ann keeps talking

16   about me, I'll have to say something.

17   As a regional, I, you know, frequently

18   meet with my selectees and I say, you know, what,

19   what do you want from your regional. What is, you

20   know, what services can I provide for you and at one

21   meeting I asked this and they gave me a list, they

22   said training, training and training.

0038

1   And so a little over a year ago,

2   University of Colorado hired a new grant writer and

3   so I sat down with her to talk about, you know, what

4   my goals were, what I wanted to, you know, hopefully

5   do, and it was training for Government informational

6   librarians.

7   And so we started working on a grant

8   proposal and as more and more of it developed, I

9   really realized I couldn't separate training of

10   Government information librarians, the selective

11   depository librarians from training librarians in

12   general. We really had to link that together.

13   So essentially the grant that I wrote

14   turned out to be a train the trainers program for

15   Government information librarians that the second

16   half is then we'll turn around and go out and train

17   the non-depository librarians. I think it's really

18   crucial to have those things linked together in

19   their plans.

20   The other thing that I found interesting

21   as I was researching, you know, getting information

22   to put in the grant to justify this and looking for

0039

 1   things that said that this is needed, that

 2   depository librarians want training and I, I went

 3   into the ARL survey that Bill was involved with and

 4   there was some questions there that ask depository

 5   librarians what their training needs were and who

 6   they expected to do the training.

 7   And I found it fascinating that they,

 8   most depository librarians expected GPO to provide

 9   their training and there was not anywhere near as

10   high a confidence level in the regionals providing

11   training, but GPO does not have the expertise that

12   we really need to train most of our people.

13   We have that expertise and so, again,

14 we're in a partnership. We have to work on it. We

15 can't just expect GPO to do it.

16   MR. SUDDUTH: Tim, there's some fine

17 print at the end of that survey that any profit from

18 this has to be kicked back to the authors, by the

19 way.

20   MR. BYRNE: Okay, well.

21   MR. SUDDUTH: Beth, and I will expect --

22 no, I'm glad to hear, thank you for saying that

0040

1 because that's the first time that I've heard that

2 what we did was of some use and that, that just

3 makes me feel good with that, so.

4   Yes, Marian.

5   MS. PARKER: I want to speak about even

6 more informal programs. I mean Ann's talking about

7 self-education, Tim's got this wonderful grant for

8 this wonderful formal training program and I think

9 there's sort of this in between here that we all can

10 commit to.

11   I know lots of law libraries do law for

12 the non-law librarian sessions and there's a lot of

13 good literature out there for people to pull on.

14 And I would encourage any of you all who want a

15   session like that to contact your nearest law

16   library that's a depository and at the same time, I

17   would like to be able to turn around and say to Ann,

18   to Beth, to, you know, to the people across the

19   campus, you know, we don't know anything about the

20   census or about agriculture or about whatever topic

21   the latest paper that one of our faculty members is

22   doing, so I want to be able to call on our fellow

0041

1   documents people and ask for some informal training.

2   And then I also want to tell you about a

3   situation that Marcia Baker, who is my documents

4   librarian and in the audience did when she was going

5   to do some self-education, she went to one of the

6   agency Websites and was finding it not quite so easy

7   to use and so she called the agency's Web master to

8   get some help.

9   And they began a dialogue about, you

10 know, using this information and how users are using

11 it and what he could do to make it a better product

12 and he actually ended up asking Marcia to be an

13 advisor. And it's amazing how responsive some of

14 these agency people will be if you have a discussion

15 with them. And that, that allows us to train them

16   and them to train us in ways that I think we don't

17   necessarily generally think of when we talk about

18   good training for good documents information.

19   So I encourage us to do that as well,

20   because it really has been very fruitful and I

21   commend Marcia in public for what she's done.

22   MR. SUDDUTH: Rich.

0042

1   MR. AKEROYD: Marian, just a quick

2   follow-up.

3   In New Mexico the State library has

4   partnered with the State law library and the law

5   library at the University of New Mexico to do

6   training for public librarians around the State.

7   It's been very successful and it's another model

8   that I think we can all look at.

9   State library agencies do a lot of this

10   and I think just adding documents which we do as

11   well, but your focus on the law, I thought I should

12   at least put a plug in there for that kind of a

13   model.

14   MS. PARKER: Yeah, that's great. That's

15   great.

16   MR. SUDDUTH: Tim.

17   MR. BYRNE: I, I've just gotten a grant

18   that gives me a lot of money to do training, but it

19   isn't required and I, we've also had success, in

20   August we hosted a third five-State Government

21   documents conference, this is something that Janet

22   Fisher really got started in Arizona, we've had one

0043

1   in Santa Fe. Now Boulder. The thing that did amaze

2   me about this process, how much we were able to

3   accomplish with absolutely no budget at all.

4   I always sort of felt the whole thing

5   reminded me of a Mickey Rooney, Judy Garland movie

6   where the kids decide let's put on a circus and

7   that's what we do, let's put on a conference.

8   So, it's really not hard to do.

9   MS. MILLER: Well, one more thing and

10   it's being done. All of us have State associations,

11   I believe, and one of the things I sort of committed

12   myself to do, I no longer attend ALA for a variety

13   of reasons, but I have made a commitment now that I

14   will attend my NCLA document sections meeting every

15   year, which I hadn't been doing.

16   And that's a place where I can network

17   with my colleagues across my State. I can present

18   on things and if I fall flat on my face, there's

19   only, you know, 20 or 30 people out there laughing,

20   not 130.

21   And, but I, and we do a lot of training.

22   I think that's where some of the major training has

0044

 1   to happen is at the State level, you know, and some

 2   of the larger, the larger western States that gets

 3   more difficult but, you know, in California, if

 4   you're in Eureka, you're not going to drive to

 5   San Diego on the spur of the moment to go to a

 6   training session, but I think we have technology

 7   that can facilitate that kind of interaction at a

 8   State level or a regional level.

 9   MR. SWINDELLS: Bill.

10   MR. SUDDUTH: Geoff.

11   MR. SWINDELLS: I think this goal links

12   up very strongly with the network --

13   (End Track 13 on CD.)

14   (Beginning Track 14 on CD.)

15   MR. SWINDELLS: I think this goal links

16   up very strongly with the network of expert's goal

17   and over the summer I read a fascinating book which

18   I downloaded for free online by a legal scholar I

19 believe at Yale called, and I'll mispronounce his

20 first name, it's Yochi. I'm not sure how you

21 pronounce his name, Bankler called the Wealth of

22 Networks and it's a very interesting work at the

0045

1   shift from broadcast models to peer-to-peer models.

2   And I think that when we talk about

3   training, we've tended to think in terms of

4   broadcast models. We've tended to think of the

5   experts sort of giving us training in large forms,

6   sending that out, whether that be GPO or others.

7   And that's actually a very effective

8   means of training and I don't discount that and I

9   think we need to continue that.

10   But I also think we need to find ways

11 and technologies that support sort of peer-to-peer

12 training because I think that there's a lot of

13 expertise, often not recognized as such, in the

14 community that can be brought to bear in sort of all

15 of us training each other.

16   And I think we need to explore some of

17 those models, so I think these two goals really link

18 up in interesting ways.

19   MR. SUDDUTH: Any other comments?

20   Before we go on, what, what I get from

21   part of this discussion, too, is that we do a lot of

22   good things, but we don't have any measure for it.

0046

 1   And in some ways I would either like to

 2   challenge us or challenge GPO or work with GPO to

 3   make this a measure so that we know. I mean yes,

 4   it's good to know about the, the quality stuff

 5   that's done, but the quantity I think is out there

 6   and it's, it's massive. And that if we can somehow

 7   just measure that, it not only will make us feel

 8   good, but it's something that shows that the message

 9   is getting out and that there is an additional value

10   to this program and that we are touching other

11   people, so.

12   Provide high quality descriptive tools

13   or access to all FDLP publications, portals and

14   information products.

15   Comments? Straight forward. Heads

16   nodding. Okay.

17   Enhance collaboration or coordination of

18   effort among Federal depository libraries,

19   non-depository libraries, GPO, agencies and cultural

20   memory organizations that deal with Internet

21   resources.

22   And again, I mean might not, saying

1   Internet resources may be limiting ourselves,

2   electronic or information resources, so, but.

3   MS. STIERHOLZ: Yeah, I think this is

4   potentially an area for great success and I think it

5   ties into the experts and the training. We may have

6   experts outside of the depository library program

7   that depository librarians can lean on and learn

8   from.

9   There's lots of training opportunities

10   that are available from these groups and then I also

11   think for things like digitizing lots of Government

12   information. I mean it, we've talked about GPO

13   doing it, but there's no way in my lifetime GPO will

14   get that done, or any one organization. I mean it's

15   not GPO alone, I don't think any one organization

16   can do it all. I think the collections are spread

17   out, the information.

18   Like Bruce was saying, there's lots of

19   Government information out there that was never in

20   the depository program that's all over the place and

21   I think they are in depository library programs but

22   they are also in all kinds of other locations.

 1   MR. HEMPHILL: This is Pete. I just

 2   wanted to mention that I think it would be very

 3   beneficial to work as Bruce mentioned both ways

 4   between the Federal depository libraries and other

 5   sources and GPO may need to work out how they can

 6   put authenticated sources as well as unauthenticated

 7   sources in their collections to be able to be part

 8   of an overall federated capability to deliver this

 9   information and have people determine what's good

10   enough for them.

11   Originally Bruce was very concerned

12   about making sure that they are the authentic source

13   of information for Government and that needs to be

14   weighed heavily on how you present the information,

15   citing sources, citing where the information comes

16   from and the level of authenticity and official

17   stature of the document.

18   So, I think that involves a little bit

19   of policy with regard to GPO in order for partners

20   to step up and assist GPO in building things like

21   the retrospective collections.

22   MR. SUDDUTH: Any other comment? Okay.

1   And finally, expand awareness of both

2   the Federal depository library program and

3   Government information generally via excellent

4   public relations and marketing.

5   And again, as we had with the discussion

6   about training, it doesn't have to be a huge

7   campaign. It doesn't have to be national.

8   Sometimes it's local and with your users that is the

9   best, but making that connection and that awareness

10   and taking advantage of the electronic environment.

11   In fact, it gets pretty, it gets easier to have

12   people know about things and a lot, you know,

13   sometimes it's things you wouldn't necessarily have

14   thought in the past that you don't think people knew

15   and what I think, what I'm thinking of is like

16   U tube, you know, why, you know, there's so much on

17   U tube that is silly and entertainment, but there

18   are mechanisms for getting the message out.

19   Other comments?

20   MS. MILLER: Well the only thing I

21   would, Ann Miller, only thing I would add is there

22   are libraries who are doing a very good job of this

1   and they are often ones like the Benton Harbors and

2   the New Mexico State Library and in my State I went

3   to a session of NCLA Government information section

4   a couple years ago and it was UNC Wilmington. And

5   I'm like who knew. They have, they have an outreach

6   librarian and that is her job, is to outreach to the

7   community, to other parts of the University.

8   And so I'm sitting there thinking, why

9   am I not doing this? I mean I'm busy, but this is

10   part of my job. So I, I think looking around for

11   models, that they might be closer than you think.

12   And besides Wilmington is nice, I need to go visit.

13   MR. SUDDUTH: Okay.

14   MR. BYRNE: I just wanted to share a

15   little story. As a result of the grant, I got a

16   call from a reporter of the local newspaper who

17   wanted to interview me about expanding the press

18   release that the University had sent out and so she

19   was asking several questions and I was having a

20   great time, you know, expounding on Government

21   information and then she stopped and said did you

22   just hear a lot of noise here in the newsroom? And

0051

1   I said, well, no. And she said, oh, well, I'm

2   probably going to have to call you back if I have

3   any more questions because I think there's just been

4   an arrest in the Ramsey case. I have no idea what

5   happened to that article.

6   MR. SUDDUTH: You got lost in that news

7   cycle.

8   MS. STIERHOLZ: There's a few things we

9   can't compete against.

10   MR. SUDDUTH: Okay, any other comments?

11   The challenge, one of the challenges is

12   collaboration for within the Federal depository

13   library program, the collaborating with our

14   non-depository partners, collaboration with, among

15   and between our library associations to work

16   together to solve the problems, go over the issues,

17   work with us as members to get those, for us as

18   members of these associations to communicate what we

19   feel the issues are and to have our associations

20   work with their energy and their expertise, not only

21   within their associations, but within the resources

22   that they can bring to us to get our message,

0052

1   particularly here in Washington, but also within the

2   rest of our associations.

3   Working in collaboration with the

4   Federal Government information community. We do

5   have some very strong partners. We, we are

6   comfortable with them. We keep coming back to them.

7   We have Walt, OCDI, Census, but it's the challenge

8   then becomes working with those who have been

9   difficult in the past, trying to break down,

10   continue to break down those barriers, particularly

11   when it's information that we know that our

12   community, that our users need to get to.

13   The next steps. These are questions

14   more for everybody back from council to the

15   audience, but that we would like people to take

16   home. And you've seen, you've seen and you've heard

17   some of these as we've gone through this discussion.

18   What is the future of Government information

19   services in your library and in your community and

20   for your community.

21   Which of the 11 issues can you, your

22   library or your library organization can take

0053

1   leadership, if not take leadership, provide some

2   expertise. If you're the expert, as I said earlier,

3   you know, the expert isn't necessarily that person

4   who stands up at the microphone and yells.

5   It's that thoughtful person, you don't

6   have to stand up at the microphone, you can

7   communicate to the leaders, explain to the leaders,

8   sometimes is, what it is is we're doing this and

9   this is how we did it and you still might get a

10   glazed look from that person, they might not be

11   awake, they might not have had their coffee, or you

12   might have to dumb it down for us, so.

13   Which of the seven goals can you, your

14   library and your library organization can take

15   leadership. Really, again, this is more of a

16   charge. Take this document, you, you're here,

17   you've heard a lot of information, you will continue

18   to hear a lot of information, a lot of programs

19   that, projects that GPO is working with and where

20   does your library fit into the future of this

21   program.

22   And that is really the most important

0054

1   question because the program is your library and if

2   your library doesn't have a place in this program,

3   then the program doesn't have a place in your

4   community.

5   So you need to think about that and you

6   have to take sometimes some risks and challenges,

7   you have to work as partners with your other, within

8   your State, within your library and within, again,

9   your associations to accomplish that.

10   Now, this I did, as you can tell from

11   one of the earlier slides, I did fairly late last

12   night and, yes, council was, stayed and they talked

13   and all that, so if council looks strange when they

14   see these, it's because this is the first time

15   they've seen them, too.

16   Some of the issues, goals that we have

17   within council. Communicate the issues and goals in

18   this document to the library associations.

19   Communicate issues and goals to the new GPO

20   administration as you made plainly clear and aware

21   is that Bruce has already announced his retirement

22   back in April.

0055

1   We, there will be either a new public

2   printer or an interim public printer. Judy made her

3   announcement last month, so there's a whole new

4   administration that we will need to communicate

5   with, educate, along with the continuing staff at

6   GPO. And we need to do this in a way that we can

7   keep this progress going and not create the friction

8   that will cause things to stop or slow down too

9   much. Because there has been progress that's been

10   made.

11   Yes, things do slow down as you

12   transition, but we need to keep the ball rolling.

13   Any comment, does anybody on council want to make

14   any comments? Okay.

15   One of the things that council has

16   talked about is going to a next steps document,

17   going down to some detailed things, but again, we

18   encourage you to provide us with what you think some

19   next stops are and that when we open the discussion,

20   we can start to gather some of that.

21   Again, it's part of that we want to keep

22   this process moving. It's not that -- it's not

1   going to be a list, again, that we can present to

2   GPO and say you've got to do this, it can't be

3   something the council can do, it's going to be

4   something that creating, again, better defining that

5   environment for action that Walt was talking about,

6   that Pete was talking about earlier, where are the

7   actions that we can take, focus our energy and also

8   as a list like that grows, it's going to have to be

9   prioritized.

10   What is going to be best for the

11   program, what can be done or who can take ownership

12   and leadership either within the program, within

13   your State, within your library.

14   Going back to that expertise.

15   Okay. Any comments from council before

16   I open it up to the floor? Evelyn.

17   MS. FRANGAKIS: I, in addition to

18   applauding GPO's efforts in moving the FDLP into the

19   21st Century, I want to urge all of you here today

20   to support GPO's efforts in all of the endeavors

21   that they're moving forward with.

22   As I said earlier, preservation supports

1   access. Preservation in the digital environment is

2   tremendously complex and GPO has undertaken it in a

3   very responsible and systematic manner and has

4   entered this endeavor at a time when as we said in

5   the vision document, there's no single set of best

6   practices.

7   In order for the FDLP to succeed in the

8   future, in order for you to be able to provide good

9   programs to your citizens, GPO will need to be able

10   to preserve that information for you to use. And I

11   want to say that it will need your support to,

12   through associations, through your directors,

13   through fund, people who have the ability to help

14   fund these efforts because they are complex

15   technologically and they will require a tremendous

16   amount of resources in order to move them forward to

17   a point where they can succeed and where we will

18   have the assurance that these programs will go far

19   into the future.

20   MR. SUDDUTH: Geoff.

21   MR. SWINDELLS: In terms of our next

22   steps, I just want to sort of echo something that

0058

1   Pete said earlier. The future is not going to be

2   created at this table. The future is going to be

3   created on the ground in your institutions and so I

4   think that one of council's responsibilities in

5   developing next steps is to reach out to the

6   community, to find those folks doing interesting and

7   forward-looking projects and to help them bring

8   those projects to the attention of the rest of the

9   community as models. And there are lots and lots of

10   models.

11   The future is completely open, so I

12   think we need to really reach out into the community

13   and find those, those areas of excellence, and make

14   sure that everyone knows about them.

15   MR. SUDDUTH: Tim.

16   MR. BYRNE: Well the goals that you had,

17   talking about communication, are things that I think

18   are really crucial.

19   Again, referring back to my recent

20   experience with the grant, I, my communication had

21   been with the depository librarians in telling them,

22   you know, when I was writing the grant, when I was

0059

 1   putting it in and that I got it. But I was relying

 2   on them to communicate with their directors and in a

 3   meeting with the depository library director, when I

 4   updated her on what was going on, she was very

 5   excited, but she was also annoyed because she really

 6   hadn't heard much about it.

 7   So I realized, you know, in this, in

 8   terms of the grant, I've got to communicate directly

 9   to the directors. And then I realized, you know, as

10   a regional I've been remiss in not doing that.

11   That's something that you can't rely on every

12   depository librarian to have a good relationship, to

13   have good communication and if we want this document

14   taken out, I'm going to be communicating with every

15   depository library director in Colorado, Wyoming to

16   make sure that they do get it.

17   And one of the things that was, this is

18   a little trivial thing, but it would have been

19   helpful if I could have gotten the list of E-mail

20   addresses for depository library directors.

21   Academic libraries put their directories on the Web,

22   public libraries don't. And --

0060

1   MR. SUDDUTH: Any other comments from

2   Council?

3   Okay, we have about 10 minutes that we

4   can take comments from the audience. Again, I want

5   to point out that if we don't get to you or cannot

6   answer a question from you, there are the cards and

7   again, council would love to hear your comments or

8   get your written comments.

9   Barbie.

10   MS. SELBY: Barbie Selby, University of

11   Virginia.

12   I could not say something and Tim's was

13   a perfect segway to what I was going to say because

14   in goal seven, one of the, I mean one of the, one of

15   the aims of the public relations and marketing which

16   is in the rationale is definitely library

17   administrations and I think it ties in with what Ann

18   said about the outreach portion of all of our jobs

19   and to what Jose was saying on Sunday afternoon

20   about organizationally explaining that or somehow

21   conveying that to our administrations, that that is

22   a part of what we do and I think it ties also into

0061

1   the training thing.

2   I mean if we do that, then that sort of

3   is an outreach action that gives our libraries good

4   PR, which all our directors want. I mean it just

5   all sort of ties in together. But that library

6   administration support is very important in what Tim

7   was saying, you know, that's a portion that I think

8   is, we can all do a better job at and many of these

9   goals kind of tie into that, so that action.

10   And then also, of course, to the funding

11   agencies as Evelyn mentioned. You know,

12   individually, I mean we talked about library

13   associations, the group things, but every one of us

14   in this room can individually do some of the

15   supporting and outreach and PR to our legislative

16   people in Washington and at the State level, so.

17   MR. HEMPHILL: Barbie, yeah, this is

18   Pete Hemphill.

19   One thing that we've received requests

20   on council for are tools to help market your

21   institutions more effectively. The vision document

22   is a good tool to help you do that, if you can take

0062

1   that to your directors and to your funding people

2   and say this is what we're trying to accomplish and

3   this is what we're trying to do, these are clear

4   goals of what we're facing to get our libraries to

5   the 21st Century.

6   I think it will be very effective in

7   helping communicate to your funding folks as well as

8   directors the information that they need to help

9   make those funding decisions.

10   MR. SUDDUTH: Ann Marie?

11   MS. SANDERS: Ann Sanders from the

12   Library of Michigan.

13   I appreciate that this is a vision

14   document and, therefore, it is covering very broad

15   concepts and I really appreciate the amount of work

16   that went into it, but there are two broad concepts

17   that are somewhat intertwined that I don't see

18   reflected here.

19   One of them is there's a reference to

20   multiple points of access to the system of

21   Government information, but nowhere is there a

22   reference to equitable access to this kind of

0063

1   information and that's always been a cornerstone of

2   the FDLP and I don't think any of us really want to

3   leave it behind, but I would also strongly urge that

4   it be explicitly stated.

5   The other thing that I don't see

6   reflected and again, I do appreciate that it's a

7   vision document and you're not interested in a lot

8   of the how of what these things are going to be

9   done, but nowhere is there reflected the concept of

10   assessment.

11   You speak to excellence in marketing and

12   promotion, you speak to excellence in training. You

13   speak most importantly to excellent public service,

14   but as many a Government agency is loathed to admit,

15   proclaiming one's self to be a center of excellence

16   does not make one a center of excellence.

17   And so, again, I appreciate it's a

18   vision document, but somewhere I would really like

19   to see council add in just the concept that

20   assessment needs to be done and needs to speak to

21   the equitable -- the equitable access to the system.

22   MR. SUDDUTH: And again, kind of having

0064

 1   not seen that myself is, if you look at the

 2   statement that comes with the publication, there is

 3   mention of equitable access in that, so.

 4   Yes. It's --

 5   MS. MILLER: Can I ask a question of

 6   Ann?

 7   MR. SUDDUTH: Yes.

 8   MS. MILLER: Ann, if you were to include

 9   these two in what we have already done, where would

10   you like to see it or do you think that assessment

11   needs to have its own little goal?

12   I mean I'm just trying to think where it

13   might fit best and if you need to think about it and

14   get back to me, that would be fine, but I would

15   really appreciate it because I think these are

16   really excellent suggestions.

17   MS. SANDERS: My off-the-cuff response

18   to that is that where you're referring to multiple

19   access to the obvious place to put equitable access.

20   MS. MILLER: Okay.

21   MS. SANDERS: And there's also somewhere

22   else you make a reference to the disenfranchised or

1   the underserved, I can't remember the exact

2   terminology, but there are a couple of places in the

3   document where it would fit in very easily and

4   obviously the service training and the promotions

5   places are the obvious places to put assessment, but

6   you might, you know, on a second look you might find

7   other places to put it, as well.

8   MS. MILLER: Okay, thank you.

9   MR. SUDDUTH: Yes.

10   MS. HYDE: Rebecca Hyde, UC San Diego.

11   I just wanted to make a comment about

12   the two goals that are related to education and

13   training to the public.

14   One group I wanted to mention that's not

15   mentioned and maybe you guys discussed it but that I

16   think is a really important group is library school

17   students. And all those people go on to become

18   often generalists in public libraries, academic

19   libraries and I think that's a great captive

20   audience where you can kind of get in and tell them

21   a little bit about Government documents and

22   especially in those general reference classes that

0066

1   are usually being taught by people who don't really

2   know about Government information.

3   They usually have a class, you know, one

4   class period on it, but that's a great time I think

5   to get in there and kind of educate those library

6   students who might not take the Government

7   information class or really go on to do anything

8   with Government information, but, and I think a lot

9   of times the people teaching those classes are more

10   than willing to have someone come in and talk about

11   it who's passionate and knowledgeable about it.

12   MR. SUDDUTH: Thank you for bringing

13   that up and I will tell you you've, to me, it's

14   preaching to the choir because I do teach Government

15   information at my school. And this semester I'm

16   teaching intro to information services and they are

17   drowning in it. And the reason, the reason I took

18   it on is that 50 percent of our library school

19   graduates are school media and over at least half of

20   my graduate assistants are in the school media track

21   and it dawned on me three or four years ago, the way

22   for me to get the hook into the next user is to make

1   these students the junkies, the Evangelists for

2   that, so I want the middle schoolers and the high

3   schoolers to hear about it before they go Government

4   information, oh, that's in the basement, you know.

5   No, it's in the media center and it's

6   right next to everything else and oh, this is cool,

7   this helps me with my 7th grade project.

8   So, but yes, and again, we periodically

9   have sessions about teaching Government information.

10   Maybe it's time to do another one, so.

11   Yes, Rich.

12   MR. AKEROYD: I appreciate that comment

13   as well because those of us who toil in State

14   library agencies find the same thing happening in

15   library schools. Students will often come out of

16   library school never having heard of a State library

17   agency, so it's a, it's a constant battle, as well.

18   But the comment is really well taken for a variety

19   of reasons.

20   MR. SUDDUTH: Steve.

21   MR. HAYES: Steve Hayes, University of

22   Notre Dame.

0068

 1   I'm going back to the assessment again.

 2   It was glaringly missing last go-round, it's still

 3   glaringly missing in terms of there are many tasks

 4   that seem to have been identified within the vision

 5   document, training. To what end?

 6   I mean, you know, is it successful; if,

 7   if, yes, I've trained another librarian who, yeah, I

 8   know how to do that and no, I never use it and no,

 9   when I go on to the third step of an end user, have

10   they received what they need to receive.

11   So I think the next steps need to be

12   assessment within your various tasks.

13   The one that I find most missing is the

14   assessment of the program itself. I hit this last

15   time. The only assessment that I see or I believe

16   or I hear or I imply is that we have reduced the

17   fiscal responsibility of the Federal Government to

18   support the dissemination of information to the

19   public.

20   I haven't seen an assessment in terms of

21   are we meeting the information needs of the public

22   and if so, how, how do we measure those, you know,

0069

1   what are they to begin with, you know, if we're

2   successful, we have to know what the expectation is

3   before we can say yes, you did it, no, you kind of

4   did it, you missed it completely. And that's not --

5   I don't see that anywhere yet and I can't point to a

6   document that says, oh, Mr. Congressman, you gave us

7   X amount of money and here's what we did with it and

8   yes, here's our proof that we did something --

9   (End Track 14 on CD.)

10   (Beginning Track 15 on CD.)

11   MR. HAYES: -- that you wanted us to do,

12   you the big seat for Congress.

13   So I think as a next step in, I'm

14   interested in seeing what Susan and Jeff are going

15   to say in their assessment part. That's I think the

16   glaring missing part right now, particularly

17   assessment beyond the fiscal.

18   (Applause)

19   MR. SUDDUTH: Any other comments?

20   Council, any last comments? Okay. I

21   have 10:00. Thank you.

22   I look forward to any additional

1   comments. Again, we do, we are as council want to

2   continue this process and we value any additional

3   comments that you might have as we get into that

4   next steps process. Thank you.

5   (Short break taken).

6   MS. PARKER: For today. We're very

7   pleased that GPO offered this session for us because

8   we have lots of thirst for knowledge about what is

9   going on with metadata and cataloging through GPO.

10   I'm going to introduce the person in

11   charge of these projects and then she's going to

12   introduce the speakers for each of the sections. We

13   will talk about metadata and the new FDsys. We'll

14   talk about the cooperative DTIC, Old Dominion

15   University automated metadata extraction project

16   and we'll talk about Congressional serial

17   cataloging, as well, that's going on at GPO and with

18   partners, I believe.

19   We're very pleased to have Laurie Beyer

20   Hall who is the Director of Library Technical

21   Information Services with us today and she has

22   brought a wealth of information. Laurie is going to

 1   have three sessions for us and then Laurie, are you

 2   going to take questions at the end of each one or at

 3   the end of all three?

 4   MS. HALL: Whatever you prefer.

 5   MS. PARKER: Okay, if you guys have

 6   burning questions at the end of every presentation,

 7   we'll field those, but we'll need to make sure that

 8   we leave time for all three sessions, so we'll keep

 9   an eye on the clock so that we don't miss anything.

10   And with this, I'll turn it over to

11   Laurie.

12   MS. HALL: Good morning. I put this

13   session together because I know there's a lot of

14   stuff that's going on in cataloging and metadata at

15   GPO and we have conference calls with council and

16   GODORT, but a lot of people don't, or hear little

17   bits and tidbits of things that we're doing.

18   So the purpose of this was to kind of

19   brief you on some of the three key things that are

20   happening at GPO in relation to metadata and

21   cataloging.

22   We also have the operational forms if

 1   you want to talk cataloging to the catalogers. The

 2   first session George Barnum is going to talk about

 3   metadata and the FDsys. This is something that

 4   we're already planning and working on requirements.

 5   Then I've invited Gopi Nair from Defense Technical

 6   Information Center to talk about their automated

 7   metadata extraction project that they've been

 8   working on with Old Dominion University and NASA.

 9   We're really interested in this. We're

10   working together and investigating that as a

11   possibility to use his search tool and software for

12   automated metadata extraction for doing some

13   cataloging work, particularly for particularly like

14   some of that Web harvested material, so we're really

15   investigating his piece.

16   And then we follow up with Jennifer

17   Davis who's the Manager of Bibliographic Control to

18   actually talk about something we're actually doing

19   and that's how we're cataloging the serial set.

20   So we've got an investigation, a

21   planning effort and actually a going opportunity to

22   talk to you a little bit more about today.

1   So then there's also some additional

2   handouts. One's called metadata and cataloging

3   questions and we've given that to council, but it's

4   available for you because it's some burning things

5   that we need answered and help on from the community

6   and the council. We're looking for some input on

7   baseline metadata, what everybody will accept and

8   we're also looking on adjusting the cataloging

9   priorities.

10   We've had it in place for a long time,

11   so we're looking for comments and feedback from the

12   community so we can move forward on some of these.

13   And then we've also prepared an information update.

14   We've been discussing with Mark Sandler and the CIC

15   as the CIC representative to look at some

16   cooperative cataloging efforts.

17   We were not able to do a lot of

18   cooperative cataloging efforts internally with GPO

19   until we got the ILS. So now we have metadata

20   exchange mechanisms, so there's an information

21   packet, presentation here about some of the things

22   we're investigating and I'm, my name is on the back

1   for comments.

2   I'd like to have some comments because

3   we are looking at doing maybe some mini pilot

4   projects or mini tests of different exchanges and

5   we're going to be working on those, you know, before

6   the holidays, so we really need your feedback on

7   those, too. And these things will all be posted to

8   the national bibliography web page after the council

9   and conference, so with that, that's how the meeting

10 is going to go forward and I'll introduce you to

11 George Barnum.

12   MR. BARNUM: I just asked Laurie to give

13 me the gong when I've gone over time. So it's a

14 delight to be here and to talk to you about what

15 I've been thinking about for the last, oh, I don't

16 know, as long as I can remember at this point, which

17 is the model for metadata in FDsys.

18   I want to talk with you about how we

19 view metadata and what role metadata has played in

20 the planning for the system to date over the last

21 couple of years and then give you an idea of what

22 form that thinking and planning has taken in

0075

1   reality.

2   It's starting to be real and it's very

3   exciting that we're actually starting to take some

4   of the theoretical stuff and actually turn it into

5   frameworks. And those of you who were here for the

6   FDsys briefing yesterday saw John Fore present the

7   first of our diagrams of the real honest to goodness

8   thing and it feels very nice to finally have

9   something really that we can put our hands on. But

10   what I want to talk about today is a little bit

11   about how we got there.

12   And so as those of you who know me know,

13   I will cast back a long way and talk to you about

14   the first time that I gave a briefing to some people

15   at GPO about some things we were doing in the

16   library program and I used the term metadata and

17   the only response that I got to this use of, to this

18   entire presentation, actually, was from the public

19   printer who said don't use that word, nobody will

20   know what you're talking about.

21   That was in 1997. And he was

22   essentially right, that nobody really did know what

1   we were talking about specifically and even now that

2   it's a common phrase, I think that we could take

3   about 12 of you out in the hall and ask you what it

4   means and play telephone, because it would not come

5   out at the end of the line what it started at the

6   beginning.   Everybody has a different view.

7   We've taken a pretty idiosyncratic view

8   of what our metadata model will be and so that's

9   our understanding of metadata is based on a lot of

10 practice in cataloging, in the other activities that

11 bring you indexing and so on and then it's also

12 based on all this sort of new learning that we've

13 been doing.

14   Fundamentally, however, we've tried to

15 base this metadata model on a very high level

16 theoretical picture of what metadata is and what

17 it's for.   Now if we look at very high up, metadata

18 helps us to locate, interpret and manage data.   I

19 will save you the, from the sort of bromidic

20 definition of data, about data, about data, about

21 data.

22   First and foremost, metadata captures

0077

1   and records essential information about the

2   attributes of digital objects, okay.   So it writes

3   things down about other stuff.

4   We as librarians tend to focus really

5   heavily on the first of these activities, the locate

6   part, and we get real wrapped up in our catalogs and

7   our cataloging and how we get back to things over

8   and over again and that's very, very important.

9   However, when we started talking about

10   what FDsys would do and how it would do it, we, we

11   became convinced very early on that these other

12   aspects, the interpret and the manage, needed to

13   have a lot of attention given to them.

14   So, fundamentally metadata is not all

15   that complicated. It tells us how data is formatted

16   or arranged, how, when and by whom it was compiled,

17   where it lives and how it's characterized and named

18   and what nasty nicknames we have for it and things

19   like that.

20   So, you can see this list falling out

21   into the interpret, manage and locate boxes. It's

22   only when you start trying to really slough it into

0078

1   those boxes that it starts to get complicated.

2   So we, we made early assumptions based

3   on the fact that every, every great thing that we

4   identified that we wanted FDsys to do in the very

5   early conceptual talks, writing the concept of

6   operations document, every time we talked about some

7   great thing that we wanted the system to do, we

8   always got around to metadata. And so we learned

9   really, really fast that this was going to be what

10   we would call in the trade a metadata intensive

11   system.

12   So, we made some assumptions and these

13   have tested out pretty strongly that every process

14   that FDsys does will either create or use metadata

15   or both, so everything we do will either rely on

16   something that we've already written down about

17   content or it will generate more information that we

18   will need to use later.

19   Following from that that metadata will

20   be captured from processes going on within the

21   system, it will be acquired from outside sources

22   like catalogers, catalogers in libraries, all kinds

0079

1   of places, or created by us. So we can make it, we

2   can bring it in or we can sort of kidnap it out of

3   processes.

4   That, the metadata in the system,

5   because it has so many different uses, will build up

6   in layers and be used for different things at

7   different times, that it will be centrally stored

8   within the system and apportioned out to different

9   places in different functions as it's needed, and

10   that in order to use it effectively, there is no one

11   scheme in which to express it, that we would

12   necessarily, because the system is so busy and so

13   multi-faceted, that there was not going to be one

14   great master schema that was going to solve all our

15   problems.

16   The, the super format in the sky was not

17   going to happen, that we needed to be able to have

18   established formats and even new formats talk to one

19   another.

20   So, these assumptions are kind of where

21   we began with building this model and as I say, as

22   the model has developed, we've been fortunate that

0080

1   we seem to have proved most of these out. In order

2   to talk about how we use what data where, we've

3   tried to characterize and we've tripped over

4   ourselves a number of times in trying to come to

5   these categories and these boxes, but again, we come

6   back to there are really four or maybe two of these,

7   these kind of characterizations of metadata, so

8   descriptive you're used to, I mean descriptive is

9   like descriptive cataloging.

10   Technical and structural, I make an

11   example when I'm in a room full of librarians that

12   works with librarians, think about collation and

13   pagination in old-fashioned cataloging, that's sort

14   of technical, really, structural. It tells you how

15   the book was put together and in the case of digital

16   objects, this is where things like relationship,

17   this is a page in a chapter in a part in a volume in

18   a series. Those kinds of hierarchical relationships

19   are structural metadata.

20   Administrative metadata is things like

21   who ordered it in the first place. Who, maybe not

22   in our world all the time, but in lots of words, who

0081

1   owns it, who owns the rights to it. Who may use it.

2   That's administrative.

3   And then there's, if you think of a Venn

4   diagram of all of these three, the intersection of

5   all these three is preservation of metadata. All

6   the things that we need to keep in order to be able

7   to go back and do preservation processes down the

8   road.

9   Now this makes it sound like this is all

10 very, very highly defined and very clear and the

11 edges between these are very furry, there's back and

12 forth and we argue about them all the time.

13   But, this, this set of four seems to

14 embrace most of the picture and I think before very

15 long, we're going to be sitting down with, in our

16 office with the people on the Harris team and sort

17 of getting a lot more specific about what we mean

18 when we say descriptive structural administrative

19 preservation and maybe we pick more, maybe we cut

20 the list down, but we're going to get much more

21 specific about what we mean.

22   So, that's a step from the theoretical

0082

1   to the, to the practice.

2   So, FDsys is fundamentally to be a

3   system for managing content over the long-term and

4   preserving it. It's founded on OAIS and the idea

5   within OAIS that there are these bags, these

6   packages that we put information into in order to be

7   able to move them around and store them properly and

8   as you have become familiar, you know that it has,

9   that FDsys will have aspects of document preparation

10   and composition, of preservation, of what we start

11   to understand as content management and access.

12   And so what we've been trying to do in

13   all this model building is balance the needs and

14   requirements for all of these aspects of the system

15   and it's been a real challenge.

16   So, the planning has told us that this

17   high level view of metadata that it's going to be

18   used all over the place, that it's going to be

19   created all over the place and that we have to make

20   it available across the system very easily and very

21   readily, that seems to be valid, that metadata is

22   absolutely a part of the fabric of the way the

0083

1   system works.

2   It is not a silo off over there that we

3   go consult, you know, it's not the cabinets with the

4   self list in it that we go visit occasionally, that

5   it's absolutely underneath everything that we're

6   doing in, within the system. And we have made our

7   way around through lots of toting and forging and

8   talking to the idea that we will store metadata in

9   a common form and deploy it out in different forms

10   as it's needed for the functions.

11   I'll talk a little bit more about that

12   in a minute.

13   This is where we move from the

14   38,000 foot level down to the kitchen. There is,

15   however, in this kitchen no cookbook. There's no

16   one way to do this and so we've been out shopping

17   for ingredients. And so we have some recipes and

18   we're putting together a menu of these choices and

19   this is where we are now.

20   I think that this list will grow, I

21   think that the menu will get longer as we go along,

22   but these, this is where we're starting. For

0084

 1   centrally keeping all this stuff, we are pretty

 2   comfortable that we're going to be using XML. XML

 3   is kind of where we are with a lot of the functions

 4   of this system, and so that that central function of

 5   keeping track of metadata will be XML.

 6   That leads us then off to the schema

 7   that we need to employ to actually use the stuff.

 8   Fundamental packaging, the structure of the packages

 9   will be expressed using METS. The metadata

10   encoding and transmission standard developed at the

11   Library of Congress, it is for document-like

12   objects, although the definition there is quite

13   flexible. And so we feel that for the direction

14   that we're headed and where we are in the immediate

15   term, that METS is probably flexible enough, no

16   guarantees about where we'll be in 10 years, but

17   METS looks like it is the package structure that we

18   can use.

19   It's, one of its real strengths is that

20   it allows us to recognize and use other schema for

21   different purposes. It isn't everything all on to

22   itself and we don't have to express everything

0085

 1   within METS. We can point out by reference to other

 2   schema and this seems like in a flexible and

 3   extensible system a really useful attribute.

 4   So, the package that you saw yesterday,

 5   the picture of -- with the folder of content and the

 6   folder of metadata, the package itself will be

 7   expressed using METS.

 8   We've taken another step and decided

 9   that for expressing the most obvious kinds of

10   descriptive metadata, we have this gigantic,

11   historic investment in mark. I mean we've got this

12   unbelievably rich collection of mark records that

13   describe what's in your libraries and so we need --

14   and mark is not, as we know, an XML-based thing.

15   It goes back far before XML was a gleam

16   in anybody's eye. And so we needed to find a way

17   that we could make the package at the center talk to

18   all of that mark cataloging that we have. And the

19   vehicle that we are intending to use for that is

20   another development from the Library of Congress,

21   it's called MODS, the metadata object description

22   schema and it's a, we will use it as an extension of

0086

 1   METS, that outward pointing activity and it will

 2   enable us to get the bibliographic -- it, MODS is

 3   able to interact with mark and so we will be able to

 4   create MODS records that draw information from mark

 5   records and that gets it then into the big circle of

 6   XML and within METS. So we're all pointing to one

 7   another.

 8   Now if this sounds complicated, you

 9   should ask John Fore how it all works because he

10   already knows, our person from Harris Corporation

11   has got this all figured out. If it sounds

12   complicated, it is kind of complicated.

13   But once we got the hang of the METS

14 concept that you can either write stuff down in the

15 METS record like you do in any cataloging record, or

16 you can make a reference within that record and

17 point to another record, once we got that

18 relationship thing clear, new vistas started opening

19 up to us, and so we're very keen on this extension

20 idea.

21   So, we will continue to create records

22 in mark and there is no way to calculate the value

0087

 1 of that asset to us, so obviously we will continue

 2 to use it and it is quite central, I will tell you,

 3 because it will make you feel good that in all of

 4 our planning, it made us feel good when the Harris

 5 team came in and assured us that mark records were

 6 really central to what we were doing, that we

 7 weren't going to just sort of say well that's not a

 8 modern technology and we need to find a way to move

 9 on.

10   It's very central to what we're doing.

11 And finally, I'll throw in a sort of plug for

12 premise, we don't really know what it means that

13 we'll be using premise, but, by golly, we'll be

14   using premise. Premise is a framework really for

15   expressing all of that information that we need in

16   order to be able to preserve digital objects over

17   time.

18   It was developed out of an enormous

19   working group that met over the course of about a

20   year and a half for long, long, long meetings on the

21   telephone. And I can attest to how long these

22   meetings were because I was on the working group and

0088

 1   they were painful, but the result is this, this very

 2   comprehensive data model and data dictionary and

 3   there are now starting to be schema which we will be

 4   examining over the coming months modifying to meet

 5   our needs and using to express our preservation meta

 6   data.

 7   Now, this is a little less clear to us

 8   how we'll actually, what we'll actually have to do

 9   to make that work because we aren't clear yet about

10   what the preservation processes that we're

11   supporting are, so we have to make our best guess

12   about what data to collect and try and figure out

13   how that feeds into actually performing these

14   preservation processes on the objects down the road.

15   So there's a little bit of guess work there, but I

16   think we're on the right road.

17   And then of course there are some side

18   dishes. We've used Dublin Corp around GPO for a

19   while, there's Dublin Corp in, attached on to a lot

20   of what's in GPO Access and so we'll not walk away

21   from that. We are using Onix, the book sellers meta

22   data scheme to a certain limited extent and we

0089

1   aren't going to walk away from that. And there's a

2   good deal more coming down the road. I think we

3   will continue to identify needs that we have for

4   schema to express functions, to codify functions and

5   we will start to build a way to evaluate and

6   register those so that we know what we're using and

7   what version we're using and how it works and all

8   that sort of thing.

9   So, there are, there are a whole set of

10   requirements actually built for registering schema

11   and making sure that we know what we're using and

12   which one we're using of it and how we're using it,

13   where it's being deployed in the system.

14   So, if you want to imagine a big circle

15   in the middle with all the metadata and then these

16   sort of spokes going out, that's sort of how it's

17   beginning to take form. The, all the individual

18   spokes will be all these individual schema and

19   they'll get us to functions within the system

20   orbiting around the metadata sitting, and the

21   content sitting in the middle.

22   So, that has taken you from way up where

0090

 1   the air is thin down to the kitchen in very little

 2   time, but I hope it gives you an idea of what this

 3   model looks like. It's still a bit squishy around

 4   the edges, there's no question about it, but we're

 5   feeling pretty confident that we're on the right

 6   road and that we are, in fact, describing it in a

 7   way that people can understand, which is kind of a

 8   breakthrough for us.

 9   So, you can, you can let me know in your

10   questions whether we've succeeded, but that's kind

11   of where we are feeling like we are.

12   So, if you have questions, I'll be

13   delighted.

14   MR. HEMPHILL: This is Pete Hemphill,

15   I'll start out.

16   Was GPO aware of the mark XML project

17   that's going on?

18   MR. BARNUM: Yes, yes.

19   MR. HEMPHILL: And did they use that in

20   evaluating some of this?

21   MR. BARNUM: Yeah, I mean all of, yeah,

22   I mean we certainly looked at the whole field and

0091

1   that has almost undoubtedly come into play as we, as

2   we go down the road, right.

3   MR. HEMPHILL: Okay, is GPO looking to

4   publish these schemas via Web services so that

5   people cannot only access them for both internal and

6   external exchange for pushing and pulling metadata

7   to GPO and to what degree would GPO be contacting

8   publishers to let them know that that schema exists

9   so that if information is being published by either

10   agencies or wherever, that there could be an

11   electronic interchange of metadata?

12   MR. BARNUM: Sure. At the level that

13   you're speaking of, the big, the package, correct me

14   if I'm wrong, but the level of the big package, the

15   picture that we showed you yesterday, yeah, those

16   will be published because those will be pretty

17   uniquely ours and there, I don't think it's going to

18   be very long before there is sort of a, an overall

19   registry for these kinds of schema and profiles

20   using OAIS.

21   So, we will, we will certainly --

22   (End Track 15 on CD.)

0092

 1   (Beginning Track 16 on CD.)

 2   MR. BARNUM: -- publish the information

 3   that agencies and publishers and so on need in order

 4   to get information to us, both content and metadata

 5   in forms that we can use it. That's the whole point

 6   of using the OAIS reference model is so that, so

 7   that what we need is publishable, so that we can say

 8   what we need in order to be able to bring things

 9   into the system.

10   Likewise, for many of these extension

11   schema or for METS, itself, there are sort of global

12   registries where we will register our use of the

13   schema and register our profile; that is, the

14   specifics of our use of it so that we can

15   inter-operate beyond the walls, absolutely.

16   MR. HEMPHILL: Good, thank you.

17   MS. STIERHOLZ: I have a quick question

18   for you, actually a couple.

19   First of all, I was wondering if you had

20   talked to agencies at all about what they're doing

21   and if you can pull it directly from the publication

22   as the agency puts it out or out on the Website,

0093

1   what, however they have it so that, you know, I

2   would assume the agency tries to do it in the manner

3   that best fits their publication, their data.

4   MR. BARNUM: Sure, yeah, well I mean in

5   talking about all of the different ways in which we

6   acquire and build up metadata, that's, that's a

7   significant one.

8   If the content comes with metadata that

9   the agency has already built in some form or other,

10   yes, we need to be able to capture that and there

11   again, it's to our advantage to have them know, you

12   know, what will work for us and for us to understand

13   what works for them.

14   So, yes, we have been talking with the

15   agencies.

16   MS. STIERHOLZ: So you have talked to

17   agencies, okay.

18   Because one of the ones I was thinking

19   and there's probably a million others is DDI for

20   data, but I think there's probably other ones that

21   agencies are using --

22   MR. BARNUM: Sure.

0094

 1   MS. STIERHOLZ: -- that better fit their

 2   data.

 3   MR. BARNUM: Right, well I think it,

 4   it's a bit like, you know, the software that they

 5   use for composition, there are as many variations on

 6   the theme as there are agencies creating content,

 7   so, yeah, what we have to be able to be is flexible

 8   and able to accommodate and make our standards open

 9   enough that their particular applications and so on

10   can, can inter, inter-operate.

11   So, yeah, but we are, we're definitely

12   out there moving around.

13   Others? Okay. Thank you very much.

14   (Applause).

15   UNIDENTIFIED SPEAKER: While we are

16   getting ready for the next speaker, George, could

17   you perhaps lay out just a little bit of detail what

18   you're looking for agency to do because I understand

19   from the future digital system discussion yesterday

20   that you're looking to actually have metadata

21   supplied by agencies along with documents that you

22   hope to take into the Federal digital system, but

 1   yet a lot of the metadata that you talked about

 2   here is going to be things that GPO, itself,

 3   generates.

 4   Where is the division between those two

 5   sets of metadata?

 6   MR. BARNUM: The division, it is --

 7   there's more than one, there are lots of them,

 8   because the divisions are between function.

 9   What I think primarily we'll be getting

10   from the agency -- from the customer agencies

11   creating content and bringing it over to us is the,

12   it the same -- I mean what we use as a starting

13   place anyway is the kind of information that we

14   currently collect, say, on an SF 1. So the kind of

15   information about what the attributes of the

16   publication are in it, in terms of a printed

17   publication, how many pages it has and what size the

18   paper is and so on.

19   So, I mean that's a foundation and we're

20   already starting to look at what is it that the

21   agency needs to specify to us in order for us to be

22   able to do all of the different outputs.   So look

 1   at, as using SF 1 as a model, you know, that's a

 2   place to start.

 3   Then I think we have to, have to look

 4   much more carefully because I don't think we have

 5   existing models to look at descriptive kind of meta

 6   data that agencies are preparing and putting with

 7   documents as headers or however, however doing it.

 8   I think we have to look really carefully at how we

 9   bring that in and how we incorporate it.

10   I don't think that we're going to be

11   asking agencies to do their own cataloging.   I mean

12   it, if they want to do it, we need to find a way to

13   bring it in if that works, but again, that's the,

14   the key to using these schema that are, that are

15   standard external to us, that are made standard by

16   somebody other than ours saying this is what we're

17   going to use today.

18   MR. NAIR: Good morning.   My name is

19   Gopi Nair.   I am from Defense Technical Information

20   Center.

21   Let me tell you briefly about DTIC, you

22   know, Defense Technical Information Center, we call

1   it as DTIC or DTIC. DTIC is the central support

2   activity for scientific research and engineering

3   information for the Department of Defense scientific

4   and information, scientific and technical

5   information program.

6   We directly report to director of

7   defense (inaudible) under the office of the

8   Secretary of Defense.

9   You know that DTIC is older than

10   Department of Defense, we actually formed in 1945 in

11   London to collect NASA -- NASA documents. We

12   developed the first online (inaudible) database and

13   we feel that the first Websites, we developed the

14   first Websites in '94.

15   We have, we invested almost, you know,

16   72 billion dollars for scientific research last year

17   and we are going about 74, you know, in 2007. And

18   we also have another database called research and

19   summary to find out what is going on within

20   Department of Defense.

21   And what we do is we provide the

22   technical information to the right people. DTIC

1   main function's in our center point of access to the

2   scientific and technical information and we also do

3   the second dissemination of SDI and we also provide

4   the balance of scientific communities between the

5   controlled and versus the uncontrolled, that means

6   some classified and limited data. DTIC also manage

7   the information analysis center, which is privately

8   owned entity that support the (inaudible) or DTIC

9   managers. We, DTIC, also host more than

10 100 Websites and DTIC is the focus point for

11 Secretary of Defense, also relating to SDI.

12   DTIC funded metadata extraction project

13 with the Old Dominion University, which is in

14 Norfolk. I have some background on metadata.

15 Almost 20 years ago I started my career as a

16 cataloger. I catalog in mark format using library

17 of subject (inaudible) and also I catalogued in CSTI

18 format, most Federal agency uses that one, Committee

19 on Scientific and technical Information for DTIC, in

20 DTIC format using DTIC thesaurus. Also, I catalog

21 for Raycon, NASA in NASA format using NASA

22 thesaurus, so I have some background so almost 20

1   years ago.

2   What is automated -- automatic

3   extraction of metadata. It's software that can

4   identify and extract metadata to tell the person

5   whether corporate or the title report number,

6   et cetera, with no human intervention or with

7   minimal human intervention, that's the main goal.

8   What are the benefits. Citation

9   creation process is costly and time consuming, so

10   this will speed up and speed up, not only speed up

11   the citation creation, but also reduce the

12   operational costs.

13   NASA joined DTIC on this effort in

14   fiscal year '06. You can read this one, I don't

15   think I have to repeat it. Metadata enhances the

16   value of document collection, you know.

17   There are people who argue that, you

18   know, you don't need metadata, we can do full text.

19   There is a study going on within DTIC, you know, one

20   of my colleagues, Dr. Randall, and some of you might

21   have answered his questions, they are doing a study,

22   we are doing a study to find out whether do we need

0100

1   metadata or can we satisfy with full text

2   searching.

3   Old Dominion University, they look at

 4   the, evaluate different methods to extract the meta

 5   data. One is a machine learning approach, support

 6   regular machine in looking at various characteristic

 7   of, you know, the metadata, you know, form, size,

 8   (inaudible) those kind of characteristic to

 9   determine, you know, what type of metadata it is.

10   (Inaudible) use a problematic approach

11   they use looking at the different characteristic of

12   these words.

13   And the one they selected is the

14   template approach and it's called the rule-based

15   approach. I'll talk about that one more detail.

16   The machine learning approach, it has to

17   be trained from various samples, it's a very

18   time-consuming process. Performance degrades if you

19   have a heterogeneous collection, you know, and

20   difficult to select the right features for the

21   training.

22   The benefit of template approach is

0101

 1   rule-based, no need for training the samples and you

 2   can extract metadata from different documents.

 3   Another good advantage of the template-based

4   approach is that template can be returned by a

5   non-technical person, not a librarian, but a library

6   technician can easily write that template.

7   You don't need a computer programmer to

8   help you if you have a different set of new type of

9   documents coming into your collection. That's the

10   advantage of, you know, a template approach.

11   It's basically an XML file and you

12   define the rules how to extract the metadata from

13   certain group or type of documents. The only

14   difficulties that, you know, when you develop the

15   template first, you have to group the document into

16   classes and define the characteristic of that group

17   so that when the next group of document comes, it

18   will automatically select a template.

19   But they are also developing a new

20   software, it's just called automatic switching so

21   that a system will automatically select a group that

22   categories and select the template.

0102

1   This is a simple process, you know. You

2   have the electronic documents that is coming in in

3   image or in a PDF. We're using an omni page OCR

4   engine to convert that one into an XML file and they

5   uses the audio document layer classifier or the

 6   template engine and the metadata will automatically

 7   generate it. It's a simple process.

 8   Give an example here, you know, we look

 9   at, say, you using the PDF document, using the Omni

10   page, OCR engine, converting to the XML. Then it

11   goes through the metadata extraction software,

12   first it looking at RDP, means report documentation

13   page, can see whether this document has a report

14   documentation page or not.

15   If the document has a report

16   documentation page, it will go into a sort group.

17   Then the system will automatically select the RDP

18   template and the metadata will be extracted. If it

19   is -- doesn't have an RDP, it will go into an

20   unresolved group. Then at this time we have to do

21   the manual sorting once the suiting software is

22   completed, the system will automatically group them

0103

 1   and it will select the correct template.

 2   The one advantage of this system is also

 3   you don't need to convert the whole document into

 4   XML, you know. You can specify mostly the title

 5   page comes within first five pages or, you know,

6   first ten pages and in our case, a report

7   documentation page, sometimes the RDP comes mostly

8   at the front of the document, but sometimes it will

9   come at the back of the document.

10   So we can specify to the software, say

11   that OCR, the first 10 pages of the document or OCR

12   the first -- and also OCR the last five pages of the

13   document so that you don't miss if the RDP is there

14   or not.

15   And also it can run as in a batch

16   process and it can put it all night, so that nobody

17   has to be there.

18   This is sample report documentation page

19   for the DOD document. You have all the, most of the

20   metadata that you need for a citation creation is

21   already there. This is the metadata generated from

22   the RDP. So you don't have to key in.

0104

1   This is another title page for a, you

2   know, Air Force process document. This is the

3   layout. You don't have an RDP on this one, you have

4   a title page with a report date, a title and

5   corporate information. The metadata generated like

6   this one.

7   You may be interested in this one,

8   sample GPO document without a technical report

9   documentation page. You will see on the left side

10   is the GPO document. On the right side is the meta

11   data generated.

12   Another sample GPO document, on the left

13   side is the -- another type of GPO document and you

14   can see it on the right side is the metadata

15   generated.

16   This is example GPO document with a

17   technical report document page. The advantage of

18   using -- having this technical report document page,

19   you have most of the metadata needed to create the

20   citation creation, it's already there, so if you,

21   you know, hit on the RDP or here they call it

22   technical reports page, you have the most data you

0105

1   needed in order to create the citation.

2   Benefits of metadata extraction, you

3   know, first of all, it's we have the citation

4   creation process, improve the quality because you

5   have consistency there and also it relieves the

6   turn-around time, you know, in processing the

7   document and in our case, most of the subject

8   analysts, they can focus on, on the, their indexing

9   aspect, (inaudible) instead of, you know, the data

10 entry.

11   DTIC is in the process of integrating

12 with the, you know, with (inaudible) is one of the

13 DTIC input system of this software. The current

14 status of this one, you know, the development of the

15 software for the RDP has been completed in June and

16 they deliver it to us. DTIC operational staff did

17 an in-house testing for a couple of months and we

18 are satisfied -- you know, you have to remember this

19 is not 100 percent solution for metadata creation,

20 you know. I'm looking at somewhere around

21 80 percent. If you can meet 80 percent, then you

22 reduce your operational costs that much.

0106

1   Most, more than 50 percent of the

2   documents that DTIC receive from various DOD

3   agencies have RDP, it's required under, you know,

4   DOD regulation, so by integrating with the report

5   documentation page RDP template, we can say at least

6   50 percent of them in that regard.

7   Ongoing development of the software for

8   documents that do not have RDP. They are in the

9   process of developing that software. They are --

     10   they are supposed to deliver by next year, I think,

     11   by summer. They are also, you know, developing the

     12   suiting software means, you know, you don't have to

     13   group the documents based on the document layers.

     14   The system will group them and develop -- and select

     15   the appropriate templates.

     16   And we are looking at knowledge-based to

     17   improve the quality of metadata output. For

     18   example if, if you have an authority file, if you

     19   can build an authority file for, not for the title,

     20   but person number, report number, report date in a

     21   standard format, even if the person number put in a

     22   different format, the system will extract the meta

0107

      1   data, looking at the knowledge base and put it in

      2   the correct formats. That will save time in

      3   citation creation.

      4   That's all I have to say.

      5   If you have any questions, I'll be glad

      6   to answer.

      7   MR. SWINDELLS: I just, I have a

      8   question, have you looked at the difference in

      9   quality between the RDP and the non-RDP documents?

10   I know you're developing, say you're developing

11   software for non-RDP, but have you sort of looked at

12   the difference in quality?

13   MR. NAIR: Difference in quality in

14   terms of extraction depends upon the type of the

15   document. If the quality of the document is very

16   good, you know, the, basically it depends upon the

17   output on the OCR engine, you know, and if the

18   quality of the document, it will be very good and

  19   the output of the OCR is very good, then the meta

   20

20   data extracted will be pretty good, you know.

21   So I think you have 100 percent quality

22   for your document, but if you try to use the older

0108

 1   documents in the '70s and '80s, the quality is not

 2   going to be there.

 3   UNIDENTIFIED SPEAKER: Are there any

 4   other questions from council or the audience? So

 5   just to follow up, things that are born digital work

 6   very well.

 7   Are there any other questions?

 8   MS. STIERHOLZ: So just to follow up,

 9   things that are born digital work well really.

10   MR. NAIR: Yeah, of course.

11   MS. STIERHOLZ: And those that aren't

12   probably are a --

13   MR. NAIR: Struggle.

14   MR. NAIR: Yeah, right, if it is born

15   digital, it's very easy to do it and, you know, we

16   prefer 100 percent perfection, you know, you don't,

17   you don't have to use the OCR engine.

18   MS. PARKER: Okay, I'm looking at my

19   watch and in order to get our third presentation in,

20   I think we need to save our questions until the end,

21   so I'm sorry, please, let's not miss any of the next

22   presentation.

0109

1   Laurie.

2   MR. NAIR: Thank you.

3   (Applause).

4   MS. PARKER: And while they're getting

5   ready for the third presentation, I want to remind

6   you that in the handouts that you picked up, there

7   are questions that Laurie and her team and all of

8   the people working on metadata and cataloging want

9   you to pay attention to. There will be

10   opportunities online to correspond with Laurie and

11   the group about what your issues and concerns are if

12   we don't have time to go over these questions today.

13   But they really do want our input into

14   what is going on and what we need as the consumers

15   of all of this information.

16   MR. WARNICK: While we're waiting for

17   the next presentation to set up, I'll take an

18   opportunity again to pose a question to George and

19   the gentleman from DTIC and that is, are we to

20   understand that the DTIC exercise is being

21   collaborated with, by, by GPO?

22   MS. HALL: Yeah, well the ODU DTIC is a

0110

1   procurement activity. It's a standard -- it's a

2   statement of work. They have a contract with ODU

3   and we are investigating writing that contract.

4   We've created a statement of work and

5   we've got, it's in the procurement area because we

6   really want to do some testing and do some documents

7   through that process, so that's where it is, yeah.

8   We're -- it's not simply in the investigation stage,

9   we're moving it forward.

10   MR. WARNICK: Right, thank you.

11   MR. HEMPHILL: Just one quick question,

12   is there an intent for GPO only, GPO only to be the

13   user of this software or is it going to be made

14   publicly available?

15   MS. HALL: At this point, it's just GPO.

16   MR. NAIR: The other thing is, you know,

17   it's all based on the taxpayers' money. It is, even

18   though it is DTIC, but it is, it's a software that

19   developing for the agency. I believe that any

20   agency should be able to use it and DTIC has the

21   proprietary authority to use it, give it to other

22   agency.

0111

1   MR. HEMPHILL: I'm thinking more along

2   the lines of institutions that may want to extract

3   metadata from their documents.

4   MS. HALL: Well, right now the, your,

5   your, your commitment with ODU is based on, is open

6   only to SNDI organizations, so those are the

7   scientific and technical Federal agencies at this

8   point.

9   MR. WARNICK: Yes, and speaking for, on

10   behalf of the Department of Energy, we'd be very,

11   very interested in following your progress and happy

12   to take advantage of your successes. Thank you.

13   MS. DAVIS: We're good to go?

14   Okay, thank you. I'm here today to talk

15 to you all about the U.S. Congressional serial set,

16 GPO's data entry end user search techniques in the

17 catalog of Government publications.

18   We decided that we would use the ILS to

19 record serial set information as opposed to printing

20 the separate serial set guides, so we started this

21 new practice.

22   Oh, well, you get to see the nuts and

0112

 1 bolts as well. This is a recent volume in serial

 2 set. This is serial set number 14721 and you'll see

 3 that we are no longer printing the separate serial

 4 set catalog. We're going to check in the volumes

 5 individually within this serial set, so this is one

 6 of the volumes in case you haven't seen one or it's

 7 been awhile since you've taken a look at one.

 8   And this is an individual record of one

 9 of the serials, one of the volumes within the serial

10 set. It's the Debt Tax Elimination Act of 2001 and

11 it's one of the individual reports.

12   This is the cataloging record for this

13 volume -- this individual report and it's from the

14   107th Congress. We just started checking in with

15   the 107th.

16   This is the short record view for this

17   volume and it's the serial set number is recorded

18   within the, the 440 field. And you can see it there

19   where it says United States Congressional serial

20   set, serial set number 14721. We're recording the

21   information about the serial set that the report is

22   printed in within the 440 and that's how the

0113

 1   information ties back.

 2   Then when you run a search in the ILS

 3   for the serial set and you enter Y 1.1/2 colon

 4   serial, then you get all the hits within this set.

 5   This is pretty much cookbook.

 6   (End Track 16 on CD.)

 7   (Beginning Track 17 on CD.)

 8   MS. DAVIS: I'm much more the concrete

 9   side of the operation and you're seeing here where

10   the rubber hits the road. This is the general

11   record for the Congressional serial set and in this

12   record you can go to the item record and see what's

13   been checked in, the volume -- the individual

14   reports within the volumes.

15   This is a holdings record for the serial

16   set and you would click on the holdings to see

17   what's been checked in so far.

18   This is the list of the holdings that

19   we've actually checked in, which, which serial set

20   volumes and you see the numbers under the SUDOCS

21   number where it says Y 1.1/2 colon serial number and

22   then the volume number.

0114

 1   This is an individual item record for

 2   the serial set volume and we hope to expand this

 3   view later, but we're still working on that. It

 4   would provide more information if we could get some

 5   of the suppressed information for the item record

 6   for you, but we haven't got there yet.

 7   This is a standard search for the serial

 8   set so that you can look up the individual volumes

 9   for the serial set. This is how you would find what

10   volumes have been checked in, what volumes have been

11   received when you're looking to check them in your

12   own catalog. You would run an expert search, WSR

13   equals U.S. Congressional -- sorry, Congressional

14   serial set and the serial set volume number. And if

15   we've sent it, you'll find it. And if you find it,

16   we've sent it and you should have it.

17   If not, you know how to get in touch

18   with us.

19   Oh, my goodness. I have not had enough

20   coffee today.

21   This is your listing of the reports that

22   are in the serial set volume that are recorded

0115

 1   within the serial set volume and so you get a list

 2   of all the individual titles that you got in the

 3   little paper unbound pieces. Now you know what,

 4   everything that was listed in that serial set

 5   volume.

 6   And that's it. It's pretty tied up --

 7   it's very easy to follow along with. It's just much

 8   easier to find things, everything is indexed and

 9   inter-linked.

10   Do you all have any questions?

11   MS. PARKER: Right, council has

12   questions, I believe, for you.

13   MS. MILLER: Yeah, I have one. This is

14   Ann Miller from Duke and I'm kind of intimate with

15   ex-leapers in so many ways and one of the things

16   I've discovered recently in moving my serial set to

17   off site is that you can only have 500 items per

18   bibliographic record.

19   So you're making a separate bib record

20   for every serial set volume; is that correct, and

21   then when you check it in, is that what you're

22   doing?

0116

1   MS. DAVIS: No.

2   MS. MILLER: Or you're checking it in on

3   a main, the U.S. Congressional serial set record?

4   MS. DAVIS: Right, and then we're adding

5   the 440 to the individual report record.

6   MS. MILLER: Okay, at some point you're

7   going to run into trouble because your holding

8   records will be too large because as you check

9   things in, you're adding an item, item, item, and it

10   can only have 500 items on a bib record and I'm just

11   warning you, this is going to happen.

12   And there is an answer to it, you can do

13   what's called up and down-linking through short bib

14   records and I will be happy to share that with

15   Laurie. But you're going, what will happen is you

16   will be able to continue to add items to that bib

17   record, but the catalog, the OPAC part will only

18   display the first 500. So if it's the 501st record

19   or item that you've checked in, it will not appear.

20   So, there are a couple, the up,

21   down-linking with short bib records is a

22   possibility, that's what we've done to connect them

0117

 1   as we moved some, I don't know, 7,000 items to off

 2   site and it all had to have it on one bib record.

 3   Well, it's a system setting in 18 but

 4   not in 16. In 16 it's a set limit, we've been told.

 5   (Woman not speaking in microphone).

 6   UNIDENTIFIED SPEAKER: Okay, I'd love to

 7   hear about it, because I talked to my systems people

 8   and they said they couldn't change it.

 9   UNIDENTIFIED SPEAKER: We have (not

10   speaking in mic).

11   We're, I'm sorry, we're on 16.2 at

12   University of Maryland. We do not have that

13   limitation, we have been able to change the setting.

14   MS. MILLER: Okay, I'd love to hear

15   about it, because I talked to my systems people and

16   they said they couldn't change it.

17   UNIDENTIFIED SPEAKER: (Not speaking in

18   microphone), because we're a consortium.

19   MS. MILLER: Right.

20   UNIDENTIFIED SPEAKER: 16 libraries,

21   we've got close to 4,000 items.

22   MS. MILLER: Okay.

0118

1   UNIDENTIFIED SPEAKER: Plus (not

2   speaking in mic), like Time magazine and some of our

3   regionals, so you can imagine the --

4   MS. MILLER: Okay, I want to know how to

5   do it.

6   UNIDENTIFIED SPEAKER: I'll tell our IT

7   people.

8   MS. HALL: Yeah, get with Linda Resler

9   if you have time or just E-mail me and we'll get it

10   to her to make -- because this will be our next

11   stage of planning.

12   MS. MILLER: Yeah, okay, that's great

13   news but, maybe.

14   Otherwise, I think this is wonderful.

15   I, you know, I like to be able to go in and sort of,

16   because we're binding our serial set as we go and it

17   will be nice for us to be able to look at it sort of

18   on our schedule rather than GPO's schedule.

19   And one question I did, another question

20   I have since I've got the microphone is how do we

21   know when a volume is finished, is there an

22   indication in the record? You've sort of said,

0119

 1   okay, these are all the reports in 14271, there will

 2   be no more added.

 3   MS. DAVIS: We get the complete bound

 4   volume, so when we start checking them in, we check

 5   in everything that's in that volume. That's it,

 6   that's the end.

 7   MS. MILLER: Well, but how did I know?

 8   MS. DAVIS: Did I understand your

 9   question?

10   MS. MILLER: How did I know it's the

11   end?

12   MS. DAVIS: If I did it, it's the end.

13   (Laughter).

14   MS. MILLER: Well, I don't know what

15   you've done.

16   MS. DAVIS: Trust.

17   MS. MILLER: I don't know when you've

18   finished doing it, you know, unless we have a mind

19   meld thing. Do you see what I'm saying?

20   MS. DAVIS: Well the mind meld is we

21   would do it all on the same day, so we would have

22   the bound volume. So when we start checking them

0120

 1   in, we check them all in on the same day and so when

 2   you see them in the OPAC, that's it, that's

 3   everything.

 4   MS. MILLER: So, you don't check them in

 5   until the bound volume's complete?

 6   MS. DAVIS: Right, that's all she wrote.

 7   MS. MILLER: That, that, thank you, that

 8   will do.

 9   MRS. RUSSELL: Let me point out for

10   everyone here that you do have a copy of the

11   handout, but there was a notice posted on FDLPL on

12   the 17th, there was an electronic version of this

13   online and the re-production in this is

14   unfortunately not very clear in the handout, but you

15   can see the more detailed records in the online

16   copy, so you may want to look at that when you get

17   home, particularly if you're going to be sending

18   comments in.

19   (Not speaking in mic).

20   MS. PARKER: Barbie, I don't think it's

21   on. Barbie, can you get it?

22   UNIDENTIFIED SPEAKER: Can't hear.

0121

 1   You all started this June; is that

 2 right?

 3   MS. DAVIS: We started this in June.

 4   UNIDENTIFIED SPEAKER: (Not speaking in

 5 mic). Are we supposed to get (inaudible) records

 6 from utilities. My understanding is that the

 7 (inaudible) updated records that (inaudible) in

 8 those updated records, so I guess the telling us

 9 about it because there are those libraries that

10 don't have (inaudible) serial set number (inaudible)

11 have, again, have (inaudible). Get all the

12 information, so (inaudible).

13   MS. DAVIS: Right.

14   MR. MCKINNEY: Rick McKinney.

15   MS. PARKER: I'm sorry, I can't hear

16 you.

17   Right, we're going to ask if everybody

18 will come use the mic at the end of this table so

19 that everybody can hear the questions and the

20 comments, thank you very much.

21   MR. MCKINNEY: Rick McKinney, Federal

22 Reserve Board Law Library.

1   The service that catalog in hard copy is

2   no longer being published; that's correct?

3   MS. DAVIS: Yes.

4   MR. MCKINNEY: Now the last one we have,

5   and I checked with others, is the 104th Congress.

6   Do you have now things beyond the 105th,

7   the 106th, 107th catalog in the way that you talked

8   about?

9   MS. HALL: We're editing the 105th. The

10   105th will be the last serial set catalog, so we

11   have one more to go and then that will be it. Then

12   we will move totally over to what the ILS, there's

13   a, did somebody say something, I'm sorry. Then

14   we'll move over to the functionality with the ILS.

15   MR. MCKINNEY: Now, will this catalog

16   then be part of GPO Access? Or, or it has to be

17   through --

18   MS. DAVIS: It has to be accessible

19   through the ILS.

20   MR. MCKINNEY: Through the ILS.

21   MS. HALL: And we have a logical,

22   there's a logical base, if you go to one of the

1   operational forums, or is Linda's session going on

2   right now, there is a logical base for the

3   Congressional serial set and from that you can, you

4   can, you know, retrieve volumes just with that

5   serial set number.

6   It also links to the preliminary

7   schedules and other components and that draft paper

8   or the paper that's up on the desktop has all of the

9   indexes that used to be in the paper that we had and

10   we've indexed for those same fields in the ILS.

11   So there's a comparison there so you

12   know we're not losing any functionality from the

13   paper to the online serial set.

14   So, I don't know if you've even seen

15   that paper or not. I don't know if we even had

16   copies, but we can get you a copy of that.

17   So Linda's session is at 1:30 p.m., so if you

18   want to see that logical base and the demonstration

19   of the serial set piece, you can see that at 1:30 p.m.

20   MS. DAVIS: Does, I'm sorry, just to

21   clarify, when we say the ILS, we mean the CGP, the

22   Catalog of Government Publications.

0124

1   MR. MCKINNEY: Okay. Now is the catalog

2   as well as the documents going to be preserved for

3   perpetuity as GPO has said about the documents so

4   that you can have access to the collection?

5   MS. DAVIS: That is certainly the plan.

6   MR. MCKINNEY: That's the plan, all

7   right. Thank you.

8   MS. PARKER: Are there any more

9   questions from the audience, if so, we'll ask you to

10   please come up and use this mic so everyone can

11   hear.

12   Thank you. I know it's a pain, but it

13   works.

14   MS. SMITH: Lori Smith, Southeastern

15   Louisiana University. In the draft that was

16   distributed prior to the conference, it looked to me

17   like there was a record for an individual report or

18   document where the call number had been Z'd out and

19   the call number for the serial set volume had been

20   written in and I shot you a brief comment saying,

21   oh, that's bad.

22   But just to confirm, is that going to be

0125

1   done?

2   MS. DAVIS: No.

3   MS. SMITH: Okay, good.

4   MS. DAVIS: I got that question from you

5   and I was very disturbed by that. I've been meaning

6   to E-mail you back and I haven't had a chance with

7   the conference activities.

8   No, we have no plans to do that. That

9   would be wrong.

10   MS. PARKER: We love your candor.

11   Thank you.

12   Are there more audience questions?

13   Are there any more questions from Ann or

14 anybody else on Council? Ann's our most

15 knowledgeable cataloging person.

16   MS. MILLER: That is a very scary

17 statement.

18   MS. PARKER: We agree, but there you go.

19   MS. MILLER: Just wait for basketball

20 season, Marian.

21   MS. PARKER: You can have my tickets.

22 Okay.

0126

1   Laurie, do you want some closing

2   remarks?

3   MS. HALL: No, I just wanted to remind

4   everybody about these two other important things

5   that we're dealing with right now. We really need

6   your input, my E-mail is on the back, the

7   cooperative cataloging, you know, we talked

8   cooperative cataloging for so long, we really are

9   wanting to move forward on that, so we'll be giving

10 you some more information shortly and then we had a

11 bunch of questions here that we need, you know,

12 people to confer on and to discuss and give us

13 feedback about some baseline metadata requirements.

14   You saw the metadata extraction. You

15 know we have thousands of harvested, potential

16 harvested things coming in. We can't do lovely full

17 level mark for every single one of those, so we want

18 to get your, you know, input on what would be a base

19 level of metadata that's acceptable to everyone.

20   We probably will be putting out

21 something in the next couple of weeks as a draft for

22 you to comment, but we need, I've already gotten

0127

1   some comments from somebody and he wrote me down his

2   baseline, so we'll be putting that out shortly.

3   We want comments back from the community

4   so we can probably, you know, looking forward to ALA

5   mid-Winter to maybe to finalize one.

6   Just also from the cataloging, we're

7   also looking at the content access level discussion,

8   we're involved in that, too, so, and then we have,

9   if there's any other metadata schemas we need to

10 look at, George has covered most of them, I don't

11 think there's -- is there any more left? I think

12 we're, you know, there's -- oh, plenty.

13   So if there's anything else we need to

14 be investigating, you know, we're looking at a lot

15 of different things, so we always like for somebody

16 to say oh, what about, have you heard about this

17 project, so let us know.

18   And then historically we've had this

19 list of cataloging priorities, which things go first

20 and they're the Congressional, but did you see that

21 lovely record that came from this metadata

22 extraction for Congressional publications, it really

0128

1   looks good.

2   So, because Congressionals are published

3   a certain way, it's really easy for the extractor to

4   grab that information. So we need to re-assess our

5   cataloging priorities, they're available on the

6   National Bibliography Web page in, I think they are

 7   in the cataloging guidelines, aren't they, Jennifer,

 8   is the priorities -- yeah, they are on that NAB bib

 9   page in the cataloging guidelines our priority, so

10   we're going to be looking at that. Again, we would

11   like your suggestions or comments on that, too.

12   MS. MILLER: I have one question,

13   surprise. Have, have you -- this is Ann, again.

14   I'm sure the court reporter can't see me.

15   In terms of pre '76 cataloging, in, have

16   you thought about the fact that a bunch of us are

17   sending a lot of our older material and some of our

18   newer material to off-site storage and for those of

19   us who are using the Harvard model, you know,

20   storage system, we have to have cataloging records?

21   And I'm wondering if it would be useful

22   to explore that kind of partnership where, you know,

0129

 1   we've made minimal level cataloging or loaded

 2   minimal level cataloging from wherever for these

 3   things that we have and I mean I'd be happy to try

 4   and report out some of that for you.

 5   MS. HALL: Right, we, yesterday at a

 6   quickie lunch, Cindy, Mark Sandler and I got

7   together with Jennifer and we were looking at what

8   we called them briefly as three mini little

9   projects. They're kind of based on this.

10   We've heard that discussion that

11   everybody needs to move their stuff to off-site

12   storage, we need to do some inventory stuff as well.

13   We're looking at three little scenarios. We want to

14   catalog some of the stuff from our shelf list, we're

15   working on a contract to do some of that. But

16   sometimes we need to go out to validate that, we

17   don't have enough information, so we're looking for

18   some, one method, a partner to, so our cataloger can

19   call your cataloger and say go to the shelf and pick

20   this piece off the shelf and validate what I have.

21   Is there any other information that I have?

22   So we're looking at that one approach.

0130

1   Then we're looking at the approach of

2   taking, you know, opening our Z 39 gate to go into

3   some libraries and grabbing some based on some

4   minimal level, and so that's one of the things we,

5   what's that minimal level that we will be able to

6   take in and not compromise the catalog's integrity.

7   And I forgot the other one.

8   Jennifer, do you remember what the other

9   three -- Cindy, do you remember what the three were?

10   I wrote them down yesterday.

11   (Woman not speaking in mic)

12   Right, right. Right. We're looking

13   kind of like a registry kind of function, we're, we

14   don't need to spend our limited dollars on

15   cataloging stuff that's already been done, so we

16   want to find out, find pieces that nobody's done

17   before and then we will do that.

18   So there's three little thing tests that

19   we want to do in the next, you know, three or four

20   months.

21   MS. PARKER: Yeah, this is a huge

22   opportunity for us to be the partners with GPO in

0131

1   getting all of this information documented for the

2   use of all of us. So, I encourage all of you to let

3   them know what we're doing and what, what we can

4   help with and then also what we would like to have

5   them do as Laurie said for the priorities, because

6   this is our opportunity to give our input as well to

7   these projects that are currently moving forward.

8   And please, I mean Laurie said it, I've

9   said it, the feedback is needed and it's, it really

10   is a great opportunity to make access real.

11   Are there any other council questions or

12   comments? Or any additional comments or questions

13   from the audience?

14   That doesn't work. If you'll come up

15   here to the front, please. Oh, it does, oh, well.

16   MS. ABBOTT-HODUSKY: Bernadine Abbott-

17   Hodusky. I just want to know how this metadata is

18   going to work with serials, if there are changes in

19   titles and the history of a serial and the series,

20   things like that, monographs I think will be great,

21   but what about the serials, if anybody would care to

22   answer that.

0132

1   MS. DAVIS: If you're talking about the

2   Congressional serial set, we plan on checking in the

3   individual serial volumes.

4   MRS. RUSSELL: No, she's talking about

5   serials, in general.

6   MS. DAVIS: All serials.

7   UNIDENTIFIED SPEAKER: Yeah,

8   periodicals.

9   MS. ABBOTT-HODUSKY: I'm talking about

10   all serials, I mean even the --

11   MS. DAVIS: Oh, the metadata

12   extraction.

13   MS. ABBOTT-HODUSKY: Even scientific

14   reports come out in series or as serials.

15   MR. NAIR: We haven't tested anything on

16   the serials because, you know, basically DTIC has

17   only the technical reports and so we use the

18   software to do that one. But I believe we can use

19   the software, you know, to test the serial section,

20   too.

21   MS. PARKER: We'd like to thank you,

22   Laurie, and all of the presenters and all of you all

0133

 1   for joining us for this most important session and

 2   update and thank you so very much.

 3   (Off the record for lunch 12:00 p.m.)

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2   (Back on the record 1:40 p.m.)

3   MR. SUDDUTH: Okay, welcome back from

4   lunch and I hope you enjoyed being able to get out.

5   I certainly enjoyed getting out even though it was a

6   little cooler than the last time I was outside the

7   building, but it felt nice. Yes.

8   Okay, we have mics that work. Something

9   for Geoff and Susan to look forward to.

10   Our next session is access assessment

11   and marketing and this will be moderated by Geoffrey

12   Swindells and Susan Tulis and I will let Geoff

13   start.

14   MR. SWINDELLS: There we go.

15   In the front of the room for those of

16   you who haven't noticed, you should have a handout,

17   two-sided handout. One side says access assessment

18   questions for council, the other side says marketing

19   questions for Council.

20   Okay. What I'm going to do, I have the

21   access assessment portion. I'm going to say some

22   very brief introductory words, but that I'm going to

0135

1   run through each question, there are five of them,

2   and then I'm going to open up responses to the room

3   and Council at the same time. Oohh, and so that

4   you'll have to fight.

5   And when you come to the microphone, I'd

6   like you to tell us which question you are

7   addressing, as well as your name and your

8   institution.

9   Okay. Before I go to access assessment

10   question one, I actually like the title, access

11   assessment. It has the word assessment in it, yes,

12   but I like the word access and that's what I want

13   to, I'll focus on before assessment.

14   And that's both physical access to our

15   collections, physical means and tools to obtain

16   information from an inkless report of a few years

17   ago and intellectual access, the abilities necessary

18   to obtain that information, understand it and put it

19   to use.

20   And I think that as we move forward into

21   a service-oriented program, I mean we've always been

22   a service-oriented program, but really stress our

0136

 1   service responsibilities, assessing how we're doing

 2   in both physical and intellectual access and for

 3   physical access, I mean, would mean equity of

 4   access, to bring up Ann's point earlier and Sandra's

 5   point.

 6   And for intellectual access, it's also

 7   very important to know that the assistance is there

 8   to help people understand, use information.

 9   Title 44, Section 1909 which I'm sure you've all

10   memorized, I actually had to look up the exact

11   wording, although it's pretty much the same as in

12   the instructions, requires that the superintendent

13   of documents shall make firsthand investigation of

14   conditions for which need is indicated.

15   And the, the last regime we had for

16   making this requirement real was a system of

17   mandatory self-studies and then on-site inspections

18   were necessary.

19   So I'm going to play Sheila Garr and I'm

20   going to ask for calisthenics and the first

21   calisthenics is how many people remember Shiela

22   McGarr. Oh, that's a lot, okay.

0137

1   How many people in this room filled out

2   a self-study? How many people in this room have no

3   clue what a self-study is? Okay.

4   The self-study process was I think a

5   great conception, having a self, an instrument and

6   then using that instrument to determine where help

7   was needed. It was a great idea, but the instrument

8   itself was burdensome on both depository librarians

9   and on GPO staff. So the question is how do we move

10   forward and find other ways to assess how we're

11   doing.

12   So let me read the questions one by one

13   and we'll come back and I'll open it up for

14   questions.

15   Question one, given -- start again.

16 Given limited resources, what are some of the

17 effective ways of ascertaining conditions in our

18 partner depository libraries given Title 44

19 requirements. Possible options include but are

20 certainly not limited to the use of the biennial

21 survey, modified self-studies, et cetera.

22   Question two, how may GPO best identify,

0138

 1 share and promote depository management best

 2 practices to depository library staff and library

 3 administration?

 4   Question three, how may GPO assess

 5 public access at depository libraries in an accurate

 6 and responsive manner? Public access includes

 7 bibliographic, physical building, Internet and

 8 on-site computer access.

 9   Question four, how may GPO best provide

10 depository management and educational assistance

11 given limited resources to maximize the benefit to

12 all depository libraries?

13   And question five, how may GPO better

14 assist regional depository libraries as they provide

15 assistance to their selective depositories?

16   And I'll add a note on the last, given

17   that Tim Byrne is on council, how do we best assess

18   regional libraries?

19   Since Tim did devise an instrument and I

20   never really, I don't remember what happened with

21   that instrument, but an instrument to do that kind

22   of thing.

0139

1   So now I'd like to open it up to the

2   floor, both council and audience and again, at the

3   microphone tell us which of these questions you're

4   addressing, I'll page through, put it up on the

5   screen and identify your name and institution.

6   Thank you.

7   MRS. RUSSELL: Geoff, can I make one

8   comment before we begin on this.

9   This is an information-gathering process

10   that we wanted you all to talk to us and to council

11   with the idea of planning for a more-detailed

12   discussion. So this is a beginning of a process,

13   not an end of a process and we didn't feel that we

14   knew enough to start out with a white paper or a

15   briefing topic and, you know, kind of force the

16   dialogue.

17   We wanted this to be a pretty free-form

18   discussion so that we could then have sort of a

19   baseline with which to really begin developing some

20   ideas, so please be very open with us and we would

21   value your input.

22   MS. WEIBLE: I'm Arlene Weible from the

1   Oregon State Library.

2   I think what I'm going to suggest has an

3   impact on all of these questions, but I guess I'll

4   pick one, number two.

5   What are depository best -- or

6   depository management best practices? Are they

7   written anywhere?

8   I mean I think it comes down to we

9   expect -- we talk about we want good service at

10   depositories, but we don't define what that is and I

11   mean we have ways of defining it in terms of, you

12   know, equipment or whatever, but I think we need to

13   look at it more from a service perspective rather

14   than a bean counting, how much computers you have

15   and that kind of thing.

16   So I think that that's something that

17   GPO can do, is help us develop some standards

18   that --

19   (End Track 17 on CD.)

20   (Beginning Track 18 on CD.)

21   MS. WEIBLE: -- help us develop some

22   standards that then libraries can measure themselves

0141

 1   against. I mean it goes back to the self-study

 2   concept except that it's given us some real, you

 3   know, practices that we want to achieve.

 4   Because, and then there are also

 5   standards that don't fit, that aren't one size fit

 6   all because as we've heard over and over again, not

 7   all depository libraries are the same and that we

 8   need to develop standards that can be adaptable to

 9   the circumstances in a given library.

10   So I think that's a really good place to

11   start and I think it's really doable, too.

12   MR. SWINDELLS: Arlene, do you think the

13   best practices should come from GPO or from the

14   community?

15   MS. WEIBLE: Well, I think that's one of

16   those collaborative kinds of things that probably

17   should happen, I think that both, both of those

18   groups have something to give on that particular

19   issue.

20   MR. SWINDELLS: Okay, thank you.

21   MS. STIERHOLZ: This is Katrina. I

22   don't, I can't address a question because I have a

0142

1   question for you, for GPO, really.

2   Have you, do you get complaints about

3   libraries and their access and if so, without naming

4   names, you know, what kind of complaints are you

5   getting? Sort of where do you see the need?

6   MS. HAUN-MOHAMED: Robin Haun-Mohamed,

7   GPO.

8   We do get complaints and they're pretty

9   across the board from I can't get into the library

10   because I'm not an ex-student to the library closes

11   at 5 and I can't get there before the end of work,

12   so therefore I can't get any material.

13   Then there's also the complaints that

14   come not from the, the parties trying to gain access

15   to the materials, but from the librarians themselves

16   saying we're instituting sign-on software for

17   authentication of users, everybody has to have a

18   card, how does that impact.

19   And so in the past we've kind of had a

20   unit dedicated to, to reacting and to being somewhat

21   proactive in the development of policies related to

22   this. And so we're trying to find a way to be more,

0143

1   more responsive and be proactive again and deal with

2   a new reality, which prior to 9/11 meant anybody

3   could get in anywhere, in theory, and now we know

4   that reality is unless you have two forms of ID,

5   you're not getting into public buildings, Federal

6   buildings.

7   So, trying to find, you know, what is

8   the -- what's a good mechanism of re-instituting a

9   response -- a more responsible or responsive way to

10   deal with some of these issues and to fulfill our

11   Title 44 requirements.

12   MR. SWINDELLS: Did you have a

13   follow-up, Katrina?

14   MS. STIERHOLZ: No, I --

15   MR. SUDDUTH: Okay, Dan.

16   MR. BARKLEY: Dan Barkley, University of

17   New Mexico.

18   With respect to number two, I have to

19   wonder, I mean I think Arlene is on to a good point,

20   excuse me, in that I don't think it's just

21   necessarily up to GPO to develop best practices, I'm

22   sure they have some, but I also think that there are

 1   a lot of people out in the depository community that

 2   are doing a lot of good things to promote their

 3   depository and manage their depository, so I think

 4   it's probably, there's got to be some data-mining

 5   mechanisms that either GPO has or some other people

 6   have that just, are you going to just make, perhaps

 7   make a call for how do you market for a depository,

 8   what do you do to draw people in from the local

 9   community.

10   How do you attract people into your

11   library when the hours are open because Rob, and our

12   complaint is well libraries are not open in 3 in the

13   morning when I want to study.

14   You know, I'm sure there's more than one

15   other academic institution that's heard that

16   complaint as well. So I think there's a lot of

17   different means, it's a matter of developing good

18   communication mechanisms which are already in place

19   in most cases, so I think you need to try and

20   exploit that a little bit more.

21   You know, we've had a couple marketing

22   seminars this afternoon -- during -- at this

1   conference and whatnot, both, by those, by private

2   vendors as well as by the depository communities, so

3   I think kind of got the foundation there.

4   Regarding number three, I think you need

5   to add at the end of that last sentence staffing,

6   administrative willingness to continue in the

7   program and other types of questions that we are

8   starting, that we continue to get. I mean when I

9   was chair, we listened to these same issues that

10   we're dealing with right now and it's not getting,

11   it's not lessening any.

12   I mean I'm in a situation right now

13   where I don't know what my status might be in six

14   months, I don't know given a new dean coming in

15   where we're going to be, what kind of support I may

16   or may not have, things like that.

17   So I think you really do need to look

18   at, I've lost a lot of our staff over the last

19   18 months. It's hard to be a regional of one. You

20   might be able to be an Army of one, but you can't be

21   a regional of one.

22   The last one I would also, how does GPO

1   assess regional depository librarians, I think

2   you've gotten feedback on this. There's no great

3   surprises out here, folks. Some regionals do a

4   really good job. Some regionals don't. You know

5   who they are. You know, let's not, let's not try to

6   gussy up the windows any more than they are. You

7   want to know more, go ask some selectives. I bet if

8   you ask a couple of my selectives, they may say I'm

9   doing a good job or they may say Dan who.

10   I think, again, there's, there's

11 feedback mechanisms in place. You get informal

12 feedback at these conferences, you get informal

13 feedback by a variety of places that Judy has

14 attended, other council members have attended, ALA,

15 things like that, PLA, you know who's doing a good

16 job, you know who's not.

17   Now, you need to look behind the

18 curtains, why are they doing a good job or why are

19 they not doing a good job and look at those

20 particular reasons. In some cases it's staffing, in

21 some cases it's administrative support. In some

22 cases they've -- they're wearing too many hats. In

1   some cases they just would prefer to do other things

2   besides be a regional librarian, but they're stuck

3   in that role.

4   So, again I think it's, let's look at

5   the root causes again in some of these, thank you.

6   MR. SUDDUTH: Thanks, Dan.

7   Ann.

8   MS. MILLER: One thing that strikes me

9   and I'm going to I think look at number, I think

10 it's question number one because -- well we talked a

11 lot about this when we went to the modified

12 self-studies or the self-study process.

13   If you're someone in, say, Dan's

14 position or a place that's facing some issues in a

15 variety of ways, there's nothing better than having

16 a bunch of Government bureaucrats come in and tromp

17 around and look at the administrator in the eye and

18 say, you know, you can't treat our depository like

19 this because you just can't.

20   And I think the plan had been with the

21 self-studies that, you know, there would be a way

22 of, you know, short of semaphoring SOS, there would

0148

1   be a way for the depository to say, well, I really

2   need to be, I need to have an on-site inspection.

3   And I think there, there really is no replacement

4   for that in some circumstances.

5   It, it really can make a difference to

6   have someone on the ground.

7   A question or a thought that I had, but

8   it puts, puts a, somewhat of a burden on the

9   community, but I think it might be working, possibly

10   work is to use depository library consultants from

11   within the depository library community to come in

12   and talk.

13   And I know that that's a role for the

14   regionals, but I'm not sure that the regionals need

15   to bear all of that. I think that there are a lot

16   of very good selective depositories who often can

17   provide advice and council in a unique way to, and

18   can assess conditions and maybe make suggestions

19   from their own area -- point of view.

20   But I'm wondering if there's any way

21   that we can get back to sometimes having the foot

22   tromping on the ground, you've got a, you know, the

0149

1   evil Robin Haun-Mohamed coming, shape up.

2   MR. SUDDUTH: Yes.

3   MS. CRAWFORD: Hi, I'm Esther Crawford

4   from Rice University in Houston and I guess this is

5   partly a response to number one and partly to

6   number three.

7   Drawing on the Patent and Trademark

8   depository library program, again, one thing that

9   they did for their libraries is they provided us

10 with a customer survey tool and it was a paper tool

11 and there were only, you know, 85 of us, so it's a

12 little different with FDLP, but I would think this

13 is something that could be automated, would help

14 give a feeling for what was happening with a

15 particular depository, but it might also give the

16 program helpful feedback on what we should be doing,

17 where we should be going, so.

18   MR. SWINDELLS: Could you tell us a

19 little bit more about how the tool perhaps differed

20 from the self-studies tools that we had?

21   MS. CRAWFORD: It was, it was filled out

22 by customers rather than the depositories.

0150

1   MR. SWINDELLS: Oh, okay, I see, okay.

2   MS. CRAWFORD: Just getting, just

3   getting that information and getting the people that

4   we served to say how we're doing I think would be

5   very valuable.

6   MR. SWINDELLS: Okay, that's good.

7   MS. SANDERS: Ann Sanders from the

8   Library of Michigan, mine is I guess sort of one,

9   well it's kind of all over the board.

10   Any assessment that's done has to have a

11 positive component to it. Universally for some

12 reason that I never really quite understood, people

13 perceived on-site inspections to be a negative

14 thing.

15   First of all, the inspectors only see a,

16 if inspectors only see the bad libraries, how are

17 they going to know the good ones? And secondly,

18 having your Government bureaucrat come in and say

19 what a fine job you're doing is equally powerful.

20 So there has to be some positive aspect.

21   I've seen GPO inspectors very graciously

22 put somebody on probation and do it very nicely, you

0151

1   know, it's possible to do. It's just it's hard and

2   it's, it's time-consuming and it's costly.

3   My other aspect to this is that

4   assessment not only has to be positive, but

5   assessment has to have teeth. I have watched

6   depository staff look the superintendent in the eye

7   and say we don't care and they've pretty much gotten

8   away with that. And that so there, there, it really

9   does to have a little bit more teeth. I understand

10   that you don't want to drive people away in droves,

11   but it's got to have more teeth than it's had.

12   MS. SINCLAIR: Hi, I'm Gwen Sinclair

13   from the University of Hawaii at Manoa.

14   I'd like to first address question

15   number four about how GPO can provide educational

16   assistance.

17   I lead hikes for Sierra Club. Sierra

18   Club made a video called how to lead a hike, so

19   maybe GPO could put together a video called how to

20   run a depository library. You know, obviously you

21   cannot get into the minute details that are included

22   in the depository library manual, but you can hit

0152

1   the highlights. And the main advantage of having a

2   video is that you can use visuals to illustrate the

3   things like putting the depository symbol on the

4   door, what does a shelf list look like, what does it

5   look like when you mark your pieces with property

6   marks. What does it look like when you have a

7   public access computer. You know, what does it look

8   like when you give good service to patrons. So

9   that's, you know, an idea of how to handle that at a

10 relatively low cost.

11   I'd also like to talk for just a moment

12 about number one. We had a GPO inspector come out

13 to our region a few, it was one of the last

14 inspections that took place before the inspectors

15 were re-assigned to other duties and we found that

16 to be an extremely positive experience. Even though

17 I think some of our selectives were very

18 apprehensive about having an inspector visit, a

19 couple of them were on probation and the purpose of

20 the visit was to get them off of probation, but I

21 think almost all of them came away saying that

22 having the, a person from GPO come there and have

0153

1   some means of interfacing with the GPO is a very

2   positive experience. They were able to ask

3   questions.

4   Most of my selectives have no ability to

5   come to these conferences, so if there's no visit

6   from anybody and they can't get visited by me

7   because I don't have any money to visit them, then

8   GPO is the only possibility they have of actually

9   being able to sit down with somebody and ask them

10   questions about procedures and how they're set up.

11   Thank you.

12   MR. SWINDELLS: I'm going to do a quick

13   calisthenics here.

14   How many people in this room have been

15   inspected, actually had the physical presence of an

16   inspector?

17   Would you want to be inspected again,

18   how many of those same people?

19   MS. PARKER: Geoff, ask if everybody who

20   has been inspected actually met the inspector.

21   MR. SWINDELLS: You just did.

22   Okay. Let's go to Barbie. Barbie.

0154

1   MS. SELBY: No, I'm good.

2   MR. SWINDELLS: Okay. Go ahead.

3   MS. HOLVOET: Okay, I've got, this is

4   Kate Holvoet from the University of Utah.

5   I have like four different thoughts as I

6   listen to people that keep cropping up.

7   One, going back to the first issue on

8   assessing. All the assessment in the world doesn't

9   help if there aren't any consequences, good or bad

10   from the assessment. When you have a lethargic,

11   non-responsive regional that has always been that

12   way, us communicating to you that this regional is

13   not working and not doing large swaths of their

14   responsibility doesn't seem to result in anything.

15   And so after a while you just write it off and go,

16   okay, we've got a regional who's, you know, doesn't

17   answer an E-mail.

18   And so it gets frustrating when you feel

19   like we're operating like we're the regional when

20   we're not and we don't have the same resources and

21   we don't have the same access, so, that's just one

22   piece.

0155

1   Addressing number four, the best way to

2   provide depository management and educational

3   assistance, the thing that I see, and I don't know

4   how, how this is happening in other places, but I

5   think it's pretty common is that stand-alone

6   documents departments are going away, which means

7   you're going to have one person, possibly a subject

8   selector who's ultimately going to be responsible

9   for keeping track of are we maintaining our

10   Title 44.

11   Almost more than that, I'm worried about

12   the loss of just straight subject expertise as it

13   kind of gets lost in the shuffle and it's an

14   administrative thing and it no longer becomes sort

15   of the high, the high level of assistance.

16   And so in all of the educational

17   programs that we do here, I think I heard about the

18   OPAL system and putting things online. I'm really

19   looking forward to that as a way for people who

20   don't have the funds to travel to have those

21   introductions to documents librarianship and access

22   to all that training expertise, because, you know,

0156

1   even in my department we have four librarians, only

2   three of them ever come at some point to DLC and not

3   always every year.

4   And so that sort of refreshing and

5   staying up on top of things can be really difficult

6   in the absence of a clear place to locate all of

7   that.

8   Even if what GPO was doing was giving a

9   list of if you need census training, contact these

10   people in this region, that would be tremendously

11   helpful because in the meantime, we have to sort of

12   try to remember to go to the State data center and

13   go to all these other places, so even a path-finder

14   on training opportunities would be tremendously

15   useful.

16   And I totally forgot my third point, so

17   I'll stop.

18   MR. SWINDELLS: You can always come back

19   when you remember.

20   Barbie.

21   MS. SELBY: Barbie Selby, University of

22   Virginia.

0157

1   It occurs to me we're the regional for

2   Virginia and I do try to get out to, you know, some

3   libraries every once in a while and one thing that

4   would be helpful for me, I don't, I mean I don't

5   want to be an inspector, but having a checklist of

6   just, you know, things to ask or things to notice.

7   A success story, our State library never

8   had the seal on their front door. It is now

9   sandblasted on the font door of the library of

10   Virginia and it's beautiful. It's not red, white

11   and blue, but it's this very tasteful gray and it's

12   the depository symbol. Yeah, and they've got it on

13   every door, there's a bunch of doors, anyway.

14   But some kind of checklist would be

15   helpful for me.

16   MS. GOLDSWORTHY: Janet Goldsworthy,

17   Gary Public Library, Gary, Indiana.

18   I started as a Government documents

19   librarian about three years ago with the

20   understanding that I would have at least half of my

21   day off of the reference desk to work on the

22   Government documents collection.

0158

 1   I started with the ten best things,

 2   first things for a new Government documents list and

 3   one of the things I realized pretty quickly is I

 4   needed to do a self-assessment. I approached my

 5   department manager and said I think I might be able

 6   to get this done in maybe three to four months.

 7   Well, we lost three full-time librarians

 8   and since then I am on the reference desk 7 and a

 9   half hours to 10 hours a day, managing our

10   Government documents collection.

11   One of the things that I would suggest

12   is I do manage to get the deadlines done, so I get

13   my biennial survey gets done, my item selection is

14   very carefully assessed and gone over.

15   One thing that could be done is divide

16   up this self-study into maybe four sections and say

17   this year everybody is going to do the first, I

18   don't remember, it's been a long time since I've

19   looked at it, so I've been chipping away at my

20   self-assessment and for everything I find, there's

21   one more thing that I need to fix. And I'm working

22   on it, but as is, I don't know when I'm ever going

 1   to get a self-assessment done.

 2   MR. FISCHLSCHWEIGER: Tom

 3   Fischlschweiger, Broward County Main Library.

 4   I'm a bit concerned from what I'm seeing

 5   and from what I'm hearing. This is my second

 6   conference here. There is to a degree a myopia

 7   among the FDLP with regards to academic institutions

 8   and I have talked, I personally have never been

 9   inspected, but a few people on our staff have been.

10   And they universally say that when the inspector

11   came last time, the earth moved. Everything

12   stopped, everybody dropped everything they were

13   doing and got involved in preparing for this

14   inspection.

15   And while the inspections may be very

16   good at maintaining a certain amount of standards,

17   it is an odd fact, but the librarians that I've

18   talked to that have been through inspections at

19   academic institutions oftentimes use the inspection

20   as leverage against their own administration.

21   When the administrator says I want to

22   cut this amount of space, this amount of staff, this

0160

 1   amount of money, it is oftentimes saying, well, you

 2   know, Mr. Administrator, you can't do that because

 3   the accrediting body over here that you're also

 4   beholding to says we need to have access to X amount

 5   of material and so on. Public libraries don't

 6   usually work that way and right about now, if we had

 7   some GPO person coming down and saying you naughty

 8   boy, you haven't done your self-inspection in

 9   18 months and you haven't done a policy review and

10   so on, he's going to get thrown out on his ear.

11   This time last year I was creating a

12   policy statement, a justification of why we should

13   remain a Federal depository library and it was a

14   very near thing. In the intervening year we have

15   been told that we will have to reduce our collection

16   and our space because we will be looking at fusion

17   of all reference services within the main library.

18   We're looking at building and expanding

19   agency services, a young adult section. The only

20   people that we're beholding to is our county

21   administrators and our taxpayers and if you want to

22   get on Sun Sentinel, there was a near taxpayer

0161

1   revolt about three weeks ago, okay.

2   Make sure that whatever assessment model

3   you're using may have teeth, but the teeth better

4   not come back and bite you because a lot of

5   libraries that are teetering on the edge may just

6   say this is not worth it and you'll lose a lot of

7   good public libraries in particular.

8   MS. MILLER: I have a question. This is

9   Ann Miller, I'd like to have a question, sir.

10   If we were to try, if we were to try and

11   formulate a good assessment that would work well in

12   public libraries, do you have this suggestions of

13   what that might include and in, you know, how, it's

14   true a lot of us are academic, we don't have to talk

15   to a Board of trustees, although we are beholding to

16   people who give us money.

17   MR. FISCHLSCHWEIGER: Right, it's very

18   strange and I'd actually been giving this quite a

19   bit of thought actually over the last couple of days

20   because what I'm finding is that in public

21   libraries, at least the emphasis is not so much even

22   on providing information anymore, but services that

0162

1   actually go beyond information.

2   There's a big emphasis, though, on the

3   public library as a community place, and we've been

4   talking a lot about Government information as it's

5   now separate from print, as it has an intangible

6   quality to its own, many library directors, I'm not

7   100 percent sure about ours in particular, but

8   certainly in public institutions, the public

9   libraries are looking at beyond not just books and

10   brick and mortar, but into other intangible

11   services.

12   And so the very concept of a public

13   library is changing very, very quickly and I think

14   that the, the idea of the public library as brick

15   and mortar education center for the common man has

16   got to go along with the idea of paper documents

17   from GPO.

18   I don't quite know how to get all this

19   in and this would have to be discussed in much more

20   detail later, but, and I don't want to say public

21   libraries need to be held to a different standard

22   than academic libraries do, but they are certainly

0163

 1   operating under some very different realities these

 2   days.

 3   MR. SWINDELLS: Thank you.

 4   MS. MILLER: Thank you.

 5   MS. HOLVOET: Kate Holvoet, University

 6   of Utah.

 7   I remembered my third point just after I

 8   sat down.

 9   The inspection program has had its

10   history and its good and its bad parts, but

11   something that puzzles me about what GPO doesn't do

12   is why don't you guys follow any other publisher,

13   vendor model.

14   You know, we have people, vendors come

15   in to talk to us about their products, whether we're

16   purchasing them or not. Lexis Nexis, a lot of

17   people, that's a non-judgmental contact that still

18   gives you a tremendous amount of feedback about how

19   people are using your products, what people want

20   from you and, you know, if you sent, if you had, you

21   know, five basically vendor reps for GPO that

22   visited public -- not public, visited depository

0164

 1   libraries, you know, and you sent them out to the

 2   western region and they were covering and, you know,

 3   once a year they were coming through and making

 4   contact with all the selectives, you know, are you

 5   getting what you need, what kind of training

 6   opportunities are you looking for.

 7   I mean I really think that that would

 8   tremendously help communication and it would also

 9   help us to have a GPO representative there who can

10   go oh, by the way, here's a nifty thing that we're

11   doing, here's a resource you can use at the point of

12   need versus the self-assessment. There's always the

13   issue of you don't know what you don't know.

14   And sometimes having somebody there when

15   it's not a, oh, my goodness, if we got it wrong,

16   we're going to go on probation issue, but somebody

17   who's actually more seen as a person who's informing

18   us about your services and partnering with us in

19   that way. I really think that that would be a

20   tremendous boom, particularly to smaller libraries.

21   I mean as a big academic library, we

22   have the money to send people places, but a lot of

 1   regional, a lot of smaller libraries in the area

 2   just really can't do that.

 3   MS. VASSILAKOS: Jill Vassilakos Long,

 4   California State University, San Bernardino.

 5   Just my luck I was standing behind her

 6   and she said very close to what I was going to say,

 7   but I thought I'd go forward anyway.

 8   We actually haven't been inspected but

 9   we've had a site visit and one thing that was

10   remarkable about it was that the person who came in

11   was able to tell us there's an easier way to do

12   this, or this is what some other librarian,

13   libraries are doing, you might look at it.

14   One thing about depository librarianship

15   is that oftentimes you're the only depository

16   librarian in your building and you're not really

17   getting a good chance to meet together with a large

18   group and talk about different possibilities and

19   someone who's seen, maybe not seen it all, but seen

20   a lot and comes into your library and can say, oh,

21   well someone else had that problem and they did

22   this, that's really very helpful.

0166

 1   MR. HAYES: Steve Hayes, University of

 2   Notre Dame.

 3   Go ahead, if you want, council.

 4   MR. SUDDUTH: No, go ahead.

 5   MR. HAYES: A couple of different

 6   points. First, I hate the first three words, given

 7   limited resources. No one has sufficient resources,

 8   so get rid of it.

 9   But the process one thought was we just

10   went through a North Central accreditation, all

11   right, we did self-assessment. There is a

12   consequence. With the poor public librarian or

13   public library who can't meet their needs, yadda,

14   yadda, yadda, well then my, and again, I'm getting

15   into the assessment part, my assumption is until

16   proven otherwise, then you are really not meeting

17   the need that you decided to become a depository

18   librarian and your loss to the program will not be

19   that critical.

20   If you don't have the resources to

21   accomplish what needs to be accomplished, so the

22   accreditation process, skipping back and forth here,

0167

 1   we just went through at Notre Dame is away from the

 2   measures we are used to having.

 3   Did you have the eagle on the door,

 4   could all of your people get at the computer, the

 5   log in, the printing, into what was meant to be

 6   accomplished. Are you meeting the assessed needs of

 7   your user population, your students. You have these

 8   teaching objectives, are you meeting it, if you are

 9   not meeting it.

10   When I mentioned assessment earlier on,

11   I was not thinking, and you have identified one

12   assessment, access assessment, but there are

13   multiples that you then go what is the objective

14   you're trying to meet for which we are assessing you

15   and how can we help you meet that accomplishment.

16   Again, going back to the North Central

17   Association, they don't send out the accreditors,

18   okay, so that using Indiana as a, an example.

19   We have some people in Indiana who are

20   very long in the tooth at being active in delivering

21   information and meeting what I think is the

22   expectation for a depository, regional or otherwise,

0168

 1   to meet the needs of our constituents, given

 2   sufficient guidelines in terms of this is what we

 3   expect you to assess, this is the outcomes we are

 4   looking for. How you meet those outcomes is up to

 5   you, but then there is a choice of X depository

 6   librarians in the State of Indiana who then meeting

 7   the given limited resources could drive to

 8   X depository, do an inspection given the guidelines,

 9   write the report anonymously, so that, oh, that

10   Steve Hayes, I can go back and beat him up or tell

11   his depository, his director, you graded us wrong,

12   yadda, yadda, yadda. Could give what some teeth

13   because you're being --

14   (End Track 18 on CD.)

15   (Beginning Track 19 on CD.)

16   MR. HAYES: -- you have a, the blessing

17   of GPO saying we've given them guidelines, there are

18   expectations and their final report truly reflects

19   what we expect to be assessed. You're not meeting

20   it. Perhaps it will begin to give those teeth back

21   that Robin could then go or used to go to the

22 director of libraries and go, you know, Steve is not

1   doing the shelf list. Government documents not

2   linking on the list of locations within there. He

3   didn't put the eagle up. Well now, instead, you

4   have a collective group that again over Robin's or

5   Judy's name that says this is the report that came

6   back.

7   You obviously have some issues here that

8   need to be done and addressed because we are going

9   to send a team back again to follow-up and meet some

10 expectations. But you need to move beyond access.

11 There are other assessment areas that need to be

12 done, too.

13   Thanks for asking, Geoff.

14   MS. PARKER: Excuse me, Marian Parker,

15 and, Geoff, I want to add in here on question number

16 four for the intellectual access I guess is the

17 portion that I want to get at. When we talk about

18 the educational opportunities that GPO can provide

19 for all of us to be better at documents, I take that

20 to include being better at using the various agency

21 publications and Websites, et cetera.

22   And what I would love to see GPO do is

 1   partner with or strong-arm the agencies or, you

 2   know, provide candy or something to, and you know,

 3   and get documents librarians to volunteer to help

 4   out, too, but to have each of the agencies create

 5   some sort of online lesson to enable us to get

 6   better by being able to self-educate with prepared

 7   materials.

 8   In the legal community, again, my only

 9   frame of reference here, there's the center for

10   computer assisted legal instruction and for 20 some

11   years we've had people out in law schools creating

12   lessons where we can go to them to learn about

13   evidence or we can go to them to learn about

14   Attorney General information. We can go to them to

15   learn about how to use a reporter service.

16   I mean there, it can be broken down into

17   a smaller component or it can be blown up to as

18   large a component. But I see and I hear people

19   saying, well, I just want use anything from, you

20   know, this agency, or whenever that question comes

21   in once a year, you know, for using census

22   information or something, I need some help. And I

1   just think if we could develop a group of these

2   kinds of instructions or people, you know, we'll

3   just never get enough people out on the road to go

4   teach all of us everything we need to know.

5   But I'd love for that to be adopted as a

6   project to help all of us.

7   MS. DAVIS: Denise Davis.

8   I'm going to make an overgeneralization

9   and that is that in principle, the role of every

10   public library in this country is to provide equal

11   and open access to information. So the extent to

12   which that library has access to the online digital

13   materials available through GPO, every public

14   library in the country is at some level a passive

15   selective depository. That's my overgeneralization.

16   And it's true of academic institutions as well, but

17   I'm focusing on public libraries because of the

18   governance structure that's unique to them and their

19   funding sources.

20   Having said that and recognizing again

21   an overgeneralization, but for the most part the

22   mission of every public library is to provide equal

1   and open access to information to the residents of

2   their community, the taxpayers in their community.

3   They take on an obligation to be selective

4   depositories, even passively.

5   So when one argues that they cannot

6   defend supporting that collection, electronic or

7   print as a selective depository, I begin to question

8   how well the administration in that library and the

9   Board of trustees in that community fully understand

10   the role of Federal information in the lives of your

11   residents.

12   So, the extent to which, and this

13   becomes -- how one assesses this gets back to the

14   user interview, which again is very expensive to do,

15   but it does mean getting to the user.

16   The question I guess for council and for

17   GPO is who initiates that dialogue? Is it the

18   responsibility of the selective or the regional to

19   do that, to understand their community, or is there

20   a role that GPO can play sort of as an impartial

21   participant in this that gets the library out of the

22   political fray of asking these questions to

0173

1   self-protect, but does, in fact, give GPO

2   information that they could use to improve the

3   program and help libraries that are in this

4   situation where they're fighting for space and

5   fighting for money to better position themselves and

6   make the argument to maintain the collection.

7   MR. SWINDELLS: Okay, we're going to

8   have to move on to the next session. If we have

9   time left, though, I encourage you to come to the

10   mic again, or to submit comment cards or grab one of

11   us in the hallway.

12   Thank you.

13   MS. TULIS: I'm sure your assessment

14   question can somehow relate to marketing so you can

15   come back up.

16   I want to begin a little bit by giving

17   sort of a historical perspective on what has been

18   done in terms of marketing from GPO's side, but

19   before I even begin with that, our discussions this

20   morning about training I felt were very, almost so

21   similar to marketing. It's like just insert the

22   word marketing is where we were talking about

0174

1   training.

2   You know, Ann talked about spending an

3   hour a day learning about a database. I think you

4   could do the same thing with marketing in trying to

5   market your, your particular depository program.

6   And I also want to make sure I'm, we're

7   all clear, same, starting from the same point of

8   view. When I'm talking about marketing, it is not

9   just to our users, it's also to our administrators,

10   it's to our regionals, and it's to our Congressmen,

11   as well.

12   When I was asked to talk about marketing

13   for the program, what Judy and I talked about was

14   sort of just starting from the premise of what is it

15   that you can do at the local level to market your

16   program, which obviously is going to vary from

17   library to library.

18   In order to do this marketing, what is

19   it that you would like GPO to be able to do to help

20   you in order to do that sort of marketing.

21   In the past, and I know there are many

22   of you out there because you're as old as I am and

0175

1   will remember that in the 1980s there were a number

2   of PSAs that were created by GPO, both for radio and

3   for TV. Over the years we have seen posters,

4   brochures, bookmark, decals, stickers.

5   In about 2001 to 2003 there was sort of

6   a renewed promotional effort, some of that was to

7   take into account the fact that we were now doing

8   things electronically and not strictly paper-based.

9   I'm sure you will all remember the make the

10   connection at a Federal depository library which

11   then inserted a computer into all of the promotional

12   materials.

13   The other thing, you know, that's been

14   done and was the interactive map to locate

15   depository libraries. There's the order form on the

16   Website for promotional materials and in I think it

17   was 2003 there was a CD Rom that was sent out to all

18   depositories which had promotional material in there

19   that you could use for your particular library.

20   And let's not forget promoting

21   depository anniversaries, we have one coming up, by

22   the way.

0176

1   I do want to do just like Geoff did,

2   some aerobics.

3   How many of you meet at least once a

4   year with your directors to talk about the

5   depository program? If not meeting with them, do

6   you do some kind of, for those of you who didn't

7   raise your hand, do you do any kind of annual report

8   which sort of highlights your activities? That's

9   good.

10   How many of you know the name of your

11   Congressional staff member? Okay.

12   How many of you have contacted that

13   staff member in the last year? Okay.

14   With that in mind, I want to go through

15   the questions. Okay, and here's where I'm not good

16   with technology.

17   Okay, I, too, would like to read through

18   the questions and then allow time for discussion.

19   And I have seven questions. What is the

20   most desirable marketing method for the FDLP,

21   printed literature, interactive marketing via rich

22   media, radio, TV ads? What should the focus be on

0177

1   marketing efforts? Demonstrated expertise in

2   locating content, electronic access to content via

3   cataloging records or unstructured search, access to

4   tangible content?

5   Would it be helpful to utilize display

6   booths at State-wide events or library conferences?

7   What products or services should be highlighted in

 8   such a booth or display?

 9   What are some innovative ways to create

10   a marketing network of subject matter experts to

11   more effectively implement knowledge sharing?

12   Would it be helpful to send little news

13   blurbs and press releases to the major library and

14   information science Government technology journals,

15   magazines more often highlighting the benefits of

16   the program and technologies to support the user

17   community? GPO's sent them in the past, but I know,

18   as GPO knows, they have not been used, so is it

19   really worth the effort for them to do that, do

20   these blurbs?

21   Would it be helpful to develop a

22   marketing program specifically to educate

0178

 1   Congressional staff about the program? And as I, I

 2   highlighted a little bit of what was done during the

 3   2001, 2003 promotional campaign, is it time to

 4   update what was in that and are there other ideas

 5   that we could move forward with?

 6   And I will open it up for discussion.

 7   Larry?

8   MR. MEYER: Larry Meyer, I'm the

        9   Director of the San Bernardino County Law Library,

       10   so in answer to your previous question, I do talk to

       11   my director every day, usually every minute.

       12   For question one, might I suggest that

       13   all of the above and anything else you can think of

       14   would be appropriate. It seems that especially in

       15   this modern day and age we need to use everything at

       16   our disposal or whatever we want to promote and we

       17   need to promote it many different ways, many

       18   different times.

       19   So it just makes sense that GPO with its

       20   vast network as well as its own promotion department

       21   should be focusing more on those efforts of

       22   promoting the program. And tying that to number

0179

        1   five, I would suggest that, again, we're being a

        2   little bit myopic in the promotion and that in

        3   reality there should be constant promotion going to

        4   local media and there is no reason why, for example,

        5   something shouldn't go to the San Bernardino Sun and

        6   include the fact that Jill and I are, have the two

        7   depository libraries in the City of San Bernardino

        8   as it is appropriate. Same thing can be done all

9   over the country.

10   MS. TULIS: But is that GPO's

11   responsibility to send that out or your

12   responsibility?

13   MR. MEYER: If GPO wants to prepare

14   something and send it out, we've had this discussion

15   before with the radio and TV spots, all we need to

16   do is have them and, you know, if we need to

17   distribute them locally, fine, but again, in today's

18   day and age I cannot believe GPO does not have a

19   listing of every media, both TV, radio, and

20   newspaper, every single media outlet in this

21   country. If not, I know some local public libraries

22   they can go to and look at the books that have them

0180

1   listed.

2   MS. TULIS: Thank you.

3   Amy.

4   MS. WEST: Amy West, University of

5   Minnesota.

6   There were two things. One relates to

7   the media issue. This happened to us accidentally,

8   but it would have been nice if it had happened on

9   purpose, which was we had an elections page from

10 2004 that I had been thinking, boy, we should really

11 update that and just about the time I walked out to

12 the reference desk to talk to the person who had

13 originally done it, our communications director came

14 down and said, hey, NPR wants to talk about this, do

15 we have a page.

16   So, it, I think it would be wonderful if

17 GPO could say, you know what, X and so current event

18 is happening right now, we would like to send out

19 some blurbs to some of the major media around the

20 country in two weeks. So, these are the things that

21 we would like to talk about, you guys, here's a

22 heads up in case somebody wants to contact you about

0181

 1 it. Then you have some time to prepare and it

 2 doesn't necessarily require that people actually,

 3 you know, prepare an entire page or that there's any

 4 particular script, but it allows for a certain

 5 amount of customization.

 6   Because one thing that was the case with

 7 this NPR interview which I ended up being the one to

 8 do was our communications people said okay, we want

 9 you to talk about this and so knowing that, I mean I

10 have to, you know, do what they want but I also

11   wanted to make sure that I gave certain other

12   information that's just specific to the Government.

13   So there gives a little flexibility.

14   The second thing is that we are a land

15   grant institution as I'm sure plenty of other people

16   are here, which means everybody who is a land grant

17   is having their 100 anniversary next year, in

18   addition to probably others. We are already

19   planning because it coincides with our collections

20   symposium to focus on Government information for our

21   symposium next Spring, but if there's going to be a

22   lot of people going through this anyway, it would be

0182

 1   great to have a set-up display section that covers

 2   the, you know some of the historical issues, maybe

 3   some of the more fun documents out there, et cetera,

 4   that could be used by all of the institutions that

 5   are going through their Centennial.

 6   The last piece is that in the last year,

 7   since we've had this communications director,

 8   there's been a strong move to create a consistent,

 9   single brand for University libraries Web-based

10   materials and I thought that the following would be

11   really trivial until I tried to do it and found out

12   it wasn't so much, which was I said, hey, we

13   probably should stick the FDLP logo on our

14   University libraries home page. It's on the door.

15   Julie Wallace actually was the one that said, you

16   know, we're not doing this, we should do this.

17   There was a very long conversation to

18   get that on there.

19   MS. TULIS: I'm sure there was.

20   MS. WEST: Partly because the color

21   schemes don't match. Now, we ended up going with a

22   non-standard version of the logo, we made up our own

0183

1   that's gray and white. It would be super if any

2   content that was produced that was marketable could

3   either be in a format that might work well with an

4   institution's own marketing structure or could be.

5   And I realize you guys don't want to do

6   that because you also want to market yourself, but

7   something that is amenable to existing branding

8   structures of the institution at the other end.

9   So, flexible branding, notice on media

10   things and big, pretty display for the

11   100th anniversary.

12   MS. TULIS: Thank you, Amy. I'm not

13   sure if it's Jill or Bernadine, you guys --

14   MS. ABBOTT-HODUSKY: Bernadine Abbott-

15   Hodusky.

16   You wanted to get to the library press,

17   which would include the American Library Association

18   and the law librarians of SLA, ALA be here in D.C.

19   next Summer and SLA is here and so are the law

20   librarians already.

21   I would suggest that you have a special

22   luncheon with the editors and whoever on the journal

0184

 1   and not just American libraries, but the division

 2   journals, public libraries, so on, and invite them

 3   for a special tour of the Government Printing Office

 4   and a luncheon and nothing gets to their hearts

 5   faster than through their stomachs, so.

 6   And just to introduce them because

 7   there's a new editor of library journal, there's a

 8   new assistant editor of the American libraries and

 9   there are other new people, so I think that would be

10   good.

11   The other thing is that I think that you

12   ought to market the program to the journalism

13   schools where they're creating future newspaper

14 people of the world and I don't really think that's

15 ever been done, so.

16   MS. TULIS: Thank you.

17   Jill?

18   Thank you, Bernadine.

19   Jill?

20   MS. VASSILAKOS: Jill Vassilakos Long,

21 San Bernardino Public Library, Feldheim branch. I

22 moonlight.

0185

1   I was thinking of another constituency

2   that you could market to, as if you don't have

3   enough to do, but it was public libraries. I was

4   thinking about what people said in the last session

5   and I thought it's great to have training materials,

6   for instance, this is stat USA, look at the site,

7   this is what it does, but it's better to have this

8   is how you answer this question, like someone comes

9   up to the reference desk and asks, I'm writing a

10 business plan, how do I figure out the demographics

11 of my area and you show them tools. And if you

12 could do that on the Web, I know our public library

13 has weekly training sessions and the guy that runs

14 them is always going nuts looking for content. If

15   you had three questions up on the Web, he'd use them

16   in a heartbeat.

17   MS. TULIS: Thank you.

18   MR. SHUMAKER: Earl Shumaker, Northern

19   Illinois University.

20   In regards to number one, I most

21   certainly agree that all of these would be very

22   beneficial. The thing is that a lot of us do, a lot

1   of -- a lot of us do a lot of marketing locally,

2   but, for example, like myself, there are certain

3   things I don't, I'm not expert at such at graphics

4   and we could use the help of GPO.

5   For example, in my own community I work

6   with a lot of service clubs, like AARP,

7   not-for-profit organizations, the Women League of

8   Voters and I'm always looking for ideas on, you

9   know, on what, how we can advertise the depository

10   program.

11   Also, on number three, you mentioned the

12   display booths, exhibits. This summer I gave three

13   presentations, I'm our libraries representative to

14   our library system in Northern Illinois and part of

15   that system we have 400 libraries, and that, those

16   libraries, it includes all types of libraries, so as

17   I said, I gave some workshops this summer throughout

18   that area, that geographic area. But of course

19   there was a lot of people that could not come to

20   those workshops.

21   So I talked to the executive director of

22   the system and I said what about the possibility of

0187

 1   having traveling exhibits and I talked to our

 2   regional depository library about this, also, and

 3   everybody is very positive about this.

 4   But this, again, this is something that

 5   I need additional help on and I think in this case,

 6   you know, with GPO, if they had the expert, experts

 7   there to help, give me some ideas, help me with

 8   graphics, that sort of thing. Just, you know, it's

 9   a collaboration of a lot of different organizations

10   and, but, yes, working together, I think there's

11   just so much that we can do in regards to

12   publicizing the depository program.

13   MS. PARKER: Thank you.

14   MR. FISCHLSCHWEIGER: Tom

15   Fischlschweiger, Broward County Main Library.

16   One of the things that I think we need

17　to look at is not just marketing from the standpoint

18　of we, meaning GPO, FDLP, putting information out to

19　our users, but looking at marketing as a part of the

20　communication cycle that allows also the feedback to

21　come back in.

22　　　　　　Because we were discussing earlier

1　about, earlier in the day about training, deploying

2　expertise and so on. When the public or our users

3　become more aware of the program and especially if

4　we do emphasize things like the expertise of the

5　staff, when they come back in to us and say I need

6　help on this or that topic or to use these tools,

7　you will know very quickly whether you're an expert

8　in this area or not.

9　　　　　　And I've actually had this happen to me

10　personally, I then became an expert, so to speak, in

11　some of these areas of our collection, developed

12　training modules and then took those back out

13　through our regional consortium to very great and

14　positive responses.

15　　　　　　So I think that when there was this

16　discussion earlier today about what do we need

17　training on, how do we get trained and who trains

18   us, let the public tell you what it is you need

19   training on. Because to this person you're an

20   expert, to this one you're not. You will find out

21   very quickly.

22   So marketing as part of an ongoing cycle

0189

 1   I think would be part of the vision document as

 2   well. It could be very beneficial.

 3   MS. PARKER: Thank you.

 4   MR. SEXTON: Steve Sexton, Georgia

 5   Southern University.

 6   And this, my comments concerns I guess

 7   maybe question number one, but more so than one of

 8   the earlier comments about the use of the depository

 9   logo on library home pages.

10   And I did complete or conduct a survey

11   of at the time I think all of the depository

12   libraries in the country over the span of February

13   to September or October of 2005 and I would suggest

14   that more libraries need to do more to promote

15   online access such as using the logo. And I

16   actually did this regarding three specific

17   questions.

18   Is the use of the logo, was the logo

19   used by the library's home page, was there a

20   prominent link to Federal depository library program

21   or other Federal Government information resources

22   and, well, and number three, was there some sort of

0190

1   obvious statement by that depository library to the

2   affect that they are telling the public that they

3   are a depository library and stating what that

4   function is.

5   The public, you know, general in my

6   opinion, much of the public does not even know what

7   the depository library symbol means, so even if you

8   tell, or they don't know what a depository library

9   is. So if you tell them that we're a depository --

10   excuse me, we're a depository library, that most, a

11   lot of the people are not aware of what that is.

12   So, I don't have my statistics

13   memorized, but I think less than 5 percent of

14   depository libraries did use the logo on their

15   library home page. I don't have the percentage, but

16   somewhere on the order of a little over 400 out of

17   1,290 depository libraries did provide some sort of

18   link to resources, online resources. And the third

19   question, I think it was less than 400, 300 or so,

20 I'd have to check my statistics, had some sort of

21 statement to the effect that they are a depository

22 library and provide this function to the public.

0191

1   So I was a bit disappointed, I mean not

2 to indict all of the depository libraries, but I was

3 a bit disappointed in the numbers that I found that

4 do this in an online manner and so it's not an

5 earth-shaking conclusion, but one of my conclusions

6 was that depository libraries should do much more in

7 an online manner.

8   So that's my suggestion.

9   MS. PARKER: Thank you.

10   Sandy.

11   MS. MCANINCH: Sandy McAninch,

12 University of Kentucky. I'd like to suggest that

13 maybe GPO take Denise's comments about all public

14 libraries can now be a virtual by de facto

15 depository library. Try to market that to more

16 public libraries. I realize they may not to able to

17 be official depositories, but it should be a way to

18 begin to heighten their awareness of what they can

19 do without being one and if the mission is to get

20 this information out, whether they are a depository

21   or not, I think that would be a useful exercise.

22   MS. PARKER: Thank you. Go ahead.

0192

1   MS. BARBER: Marcia Barber, Hollins

2   University.

3   With regard to number one in desirable

4   marketing methods, go online. You're basically

5   trying to market an information services network,

6   right, we're all part of this big information

7   services network. Well we know there's a Google,

8   but does Google know there's an FDLP. There are

9   other services that are online that are

10   information-oriented. How many people here use the

11   DocuTicker or Resource Shelf Websites or get that

12   newsletter. That takes advertising. Advertise this

13   program through those outlets. Go online to other

14   areas of information services of people concerned

15   about search, people concerned about data and

16   advertise, market to them and advertise through

17   them, as well. That's the community that should

18   know much more about this program and they don't.

19   MS. PARKER: Thank you.

20   MS. SELBY: Barbie Selby, University of

21   Virginia.

22   Follow up on what Sandy and Maranka said

1   and the vision document, I mean there's lots and

2   lots of this stuff in one of the earlier iterations

3   of that vision document, the sort of next step

4   things, the Google ads, the, and I'll put my Linda

5   Saferite hat on, also the Gov For You program that

6   would have, would go towards public libraries in

7   general and other libraries in general. So there's

8   wonderful things in some earlier iterations of that

9   vision document.

10   MS. PARKER: Esther.

11   MS. CRAWFORD: Esther Crawford, Rice

12 University.

13   And this kind of follows up on what's

14 just been said, but to take it a step further, I'd

15 like to see GPO work with other agencies to get

16 referral links to us. It would be nice if somebody

17 that was using Thomas or using the census page had a

18 very obvious way or a place to link to find out

19 where they could go to get assistance with those

20 tools, where they could go to get more information.

21   Again, and I'm sorry for, I keep

22 referring to the Patent and Trademark program, I do

1   that to them in reverse, too, but I get a lot more

2   referrals from people using different resources on

3   their pages and they link to us all over the place.

4   It would be nice if GPO used its contact

5   with agencies to have referral spots for us at the

6   information points where the users already are,

7   because as much as I love the glossy brochures and

8   the pretty posters and I do use those and I don't

9   want that to stop, it's the people that haven't

10   already found me that I need to be marketed to, so,

11   thanks.

12   MS. TULIS: Thank you, Esther.

13   Steve.

14   MR. HAYES: Hi, Susan. I'm Steve Hayes,

15   I'm the business services librarian at the

16   University of Notre Dame, I'm no longer documents.

17   Marketing solves a problem, delivers a

18   message, identifies the needs and meets that need.

19   What you've got in question one is the answer is

20   yes. The question --

21   (End Track 19 on CD.)

22   (Beginning Track 20 on CD.)

1   MR. HAYES: The question you've got

 2   ahead of that is, okay, which audience are you going

 3   to meet, what is the message you wish to deliver.

 4   One of the people have already spoken I

 5   think and we need to go to our audience to find out

 6   what it is and our audience here is, and I think

 7   you're doing it with the depository librarians, but

 8   also the end user, they don't know what the

 9   suppository librarian system is, you know, so

10   depending on what it is that you want, something

11   that is common to all of us.

12   I think if you ask some of us, I don't

13   want any marketing because I'm up to my ass in

14   students now, I do not want more of them. However,

15   each segment has a message to deliver. Just this,

16   the name recognition of there is a Federal

17   depository library program to me strikes a national

18   level and GPO I think has that obligation, or it

19   could have that obligation or have that role in that

20   they are a national level down to the other extreme,

21   which is some of us put out or need in an internal

22   Website that a nice, short news article that you had

0196

 1   later on, all I have to do is copy and paste the

2 appropriate ones into my audience in the college of

3 business or college of arts and letters, et cetera,

4 meets my need of I want something fast, I want

5 something easy. I don't want to do much work on it,

6 yet I'm delivering message out there.

7   So I think some of your answers that you

8 get is more in terms of what messages do we want to

9 deliver.

10   One that you asked that I'll, that would

11 be not GPO's to have is that information to a

12 Congressman. I think that they may take that as not

13 education but perhaps something elsewhere as the

14 community here may want to go and devise that

15 elsewhere, then the role would go to a GODORT, or an

16 ALA or ARL, et cetera.

17   So, but good questions, but we still

18 have to know what's the big question we're trying to

19 do, is it just to get us until they know it's not

20 the suppository collection or what?

21   MS. TULIS: Thank you, Steve.

22   Go ahead.

0197

1   MR. CISMOWSKI: David Cismowski,

2 California State library.

3   The obscurity of the Federal depository

4   program was brought home in a very personal way to

5   me when my neighbor across the street moved in a

6   year ago. And I went over to talk to him and I told

7   him that I work for a Federal depository library and

8   this man is, is very active in local politics, he's,

9   he's a real estate agent, he's not an uninformed

10   individual and his response to me was how does it

11   feel to handle that much money every day?

12   So I, I think that we face the problem

13   of obscurity not only with members of the public but

14   also with other librarians, because I've talked to

15   other librarians at conferences and they don't know

16   what this program is, either.

17   We can, we can sit here and think that

18   we know how to market this program to the various

19   audiences that we're trying to reach, but unless

20   we're marketing experts, we're just guessing at what

21   might work.

22   I think, I think that it might be

0198

1   appropriate, especially in this age when marketing

2   is such a finely-tuned activity to hire a marketing

3   consultant before embarking on a marketing program

4   to, to try to identify what techniques would work,

5   to identify first of all, as Steve said, who is, who

6   is, who are the audience, who are we trying to

7   market to. And what are the problems in getting the

8   message out that we perceive and what are the best

9   tactics to use to get that message out.

10   MS. TULIS: Thank you. Susan, Ann,

11   different Ann.

12   MS. MILLER: That plays well to what I

13   wanted to say, because my first thought as I'm

14   looking at these things, you know, printed

15   literature, interactive marketing, radio, TV ads, I

16   started thinking I get a blog from the FDLP and I

17   manage, I only look at a few blogs, but I manage

18   them on blog lines and it's the very last one I ever

19   look at because it's boring. I mean I -- it's not,

20   I don't think it's meant to be real exciting and I

21   do actually look at it, but so far what I've seen is

22   not, it doesn't have a hook. It doesn't have a

0199

1   pizazz, it doesn't have, it's boring.

2   And we're, you know, I think a good

3   marketing consultant, a hip marketing company might

4   be able to bring us a little more up market, which

5 is I think what we need and want. We need to know

 6 who we're marketing it to, but I think we just are

 7 not, not, not doing it in a very creative manner.

 8   MR. HEMPHILL: This is Pete Hemphill.

 9   I have just a question, isn't there a

10 Government agency called the ad council that

11 specializes in that kind of thing promoting

12 Government programs?

13   MRS. RUSSELL: We're all thinking over

14 here.

15   MR. HEMPHILL: I see their ads on

16 television all the time.

17   MRS. RUSSELL: I think the ad council is

18 a group of, brought together out of the advertising

19 industry and they do coordinate PSAs and that kind

20 of thing, but they're not, I don't believe that

21 they're Government.

22   MR. HEMPHILL: They do, I know they do a

0200

 1 lot of Government public service ads. I don't know

 2 if that's a funded organization by the Government or

 3 what, but could they possibly, could GPO investigate

 4 discussing it with them?

 5   MS. TULIS: Short answer, yes.

6   Ann.

         7   MS. SANDERS: Ann Sanders from the

         8   Library of Michigan.

         9   I can't count the number of minutes

        10   wasted in the last 22 years discussing with a

        11   library director about the sticker on the door,

        12   okay. Do we have to have the sticker, can we have

        13   the words and not the sticker, can we have the, the

        14   eagle and not the words, does it have to be red,

        15   white and blue, do I have to put it right side up.

        16   I mean, you know, I've even had a library director

        17   argue with me that he didn't have an exterior door,

        18   you know, so.

        19   We, we tend to kind of get bogged down

        20   in the small stuff, but my point is is that I think

        21   we have as much or more of a problem within our own

        22   profession as we do with potential audiences outside

        0201

         1   of our profession and the simplest and one of the

         2   most effective things we ever did was go through the

         3   entire State library and everything that had a

         4   Federal imprint, whether it was a depository copy or

         5   not, got a spine label with the little eagle that

         6   says Federal publication.

7   And patrons brought them to desks and

8   asked people, staff to explain it and the staff all

9   freaked and thought we were going to take them all

10   away. So, it was a real simple thing, but that it

11   opened.

12   MS. TULIS: Branding.

13   MS. SANDERS: Yeah, it was branding,

14   pure and simple. So maybe starting smaller is not

15   necessarily a bad concept here.

16   MS. TULIS: Thank you.

17   Dan.

18   MR. BARKLEY: Dan Barkley, University of

19   New Mexico.

20   You know, when you're surveying the

21   audience earlier about working with Congressional

22   staff and everything, obviously it's a good idea to

0202

1   always educate Congressional staff, but why stop

2   there, why don't we continue to educate the agencies

3   who produce the information because I'd sure like to

4   see more from the EPA online rather than hearing

5   about their libraries closing.

6   Talking to directors, I just have one

7   question for Larry, when you talk to your director,

8   does your director talk back to you?

9   (Laughter)

10   And if he does, then it's, it's time for

11 the home, Larry.

12   You know, in, I agree that I've heard

13 some very interesting and good comments and as I'm

14 sure council has and I would agree with Larry that

15 all seven questions that you ask are good ones and

16 we've gotten some good answers.

17   When you work with Congressional staff,

18 I had the opportunity a while back to work with a

19 Congressional archivist who after about a 30-minute

20 conversation it dawned on her that she was working

21 with Government information, from a Senator's

22 office.

0203

1   So, there's another kind of a hook to

2   grab. Somehow, Ann, a hip and slick sexy commercial

3   with LL Cool J and U2, I don't know, man, I'm, I

4   think you're on to something there.

5   MS. MILLER: Would you watch it?

6   MR. BARKLEY: You know what, it would be

7   a hook, I would.

8   MS. MILLER: Yeah, I just, I keep

9   thinking back to those, the Pueblo ads from a few

10   years ago and you remember those and you watch those

11   and you go yeah, I can go to the, I can get this

12   stuff free from the Government. Well that's what we

13   need.

14   MR. BARKLEY: I agree. The other thing

15   I was thinking of that, given our little trash can

16   fire we had a few weeks ago, we did a lot of work

17   with the campus news media and they really are good

18   people who are knowledgeable not only in dealing

19   with the media, but in receiving media announcements

20   and publicizing them campus-wide, so that's another

21   venue that I would certainly look into.

22   MS. TULIS: Yes, and most campus

0204

1   newspapers are usually looking for.

2   MR. BARKLEY: Well it's not so much

3   campus newspapers, because I don't know how many

4   people get through our campus newspaper after they

5   get through the ads for the wanted dancer ads and

6   things like that, so, but I think the campus news

7   media, people who deal with the announcement of

8   who's having breakfast with the University

9   President, things like that is a very good source of

10   information both for input and output.

11   MS. TULIS: Thank you, Dan.

12   Sir.

13   MR. WILLIAMS: Hi, I'm Dave Williams,

14   I'm with Bernan. I'm not a librarian, so maybe I'm

15   not allowed to make a suggestion.

16   MS. TULIS: No.

17   MR. WILLIAMS: But I love marketing,

18   I've been a publisher, book distributor, marketer

19   for over 30 years and marketing has always

20   fascinated me I guess no matter what side you're on

21   because there's certain axioms you tend to develop

22   over a period of time. And one of them that's

0205

1   touched on here, I believe this lady over here

2   mentioned something about listening to what end

3   users ask for. I just came from the other session

4   on development of collections and some other

5   gentleman mentioned something about the local

6   associates in an area and that kind of thing.

7   And one of the marketing axioms that

8   I've always adhered to is a focus, and quite often

9   less is more. And as a quick example of that in the

10   mid-80s, a publisher I was with, we were putting out

11   a CD Rom on special education and there were five

12   programs in there that were very specific to special

13   education and four programs that were general

14   calendar, time-keeping kinds of things that first

15   were popular when CD ROMS came out, and working with

16   the author of that product for special education and

17   I said I'd really like to take out the four programs

18   on general time-keeping and that kind of stuff and

19   he said well why, he said they're very useful.

20   And I said, well, they probably are, and

21   he said but I have plenty of room on the disk. And

22   I said, well, you certainly do, but I said as

0206

 1   marketing the product, if I market that and it says

 2   there's nine things here and my end user sees it and

 3   says yeah, but I'm really only interested in the

 4   five on special education, they're not necessarily

 5   going to want to get it because it doesn't focus on

 6   their needs.

 7   On the other hand, if the other four

 8   never appear, you're most likely to get the reaction

 9   of, look, I can use every single thing on that CD,

10   this is great.

11   And we did that, and to be honest, I

12   can't remember whether it sold or not. It could

13   have not sold for another reason, but it's sort of

14   an axiom in marketing that private publishers and

15   marketers and distributors follow. And I sometimes

16   wonder if there's an opportunity when you're dealing

17   with such a wealth of information to provide a

18   market focus around whether things like social

19   security, Medicare Part D, somebody mentioned real

20   estate, whatever it is, the value of the collected

21   material you have in a given area and develop a

22   relationship with local, local groups in that area

0207

 1   and develop very tailored messages, develop very

 2   tailored descriptive pieces on those kind of

 3   products and services and take a very focused

 4   approach.

 5   And that's always part of a marketing

 6   mix. I mean obviously you need a very broadcast

 7   kind of approach, but a true marketing mix in my

 8   experience involves both the very general broad

 9   branding of something in conjunction with a very

10   tight specific focus on specific end user groups as

11   we were talking about.

12   So for what that's worth, two cents, and

13   maybe taking a focused approach.

14   MS. TULIS: Thank you.

15   Arlene?

16   MS. WEIBLE: Arlene Weible, from the

17   Oregon State Library, and formerly of the University

18   of North Texas where we got a tremendous amount of

19   publicity when material was withdrawn from our

20   collection, so.

21   And I, I think that my point is that,

22   you know, seizing upon events that are of interest

0208

 1   beyond a library but, you know, what's going on in

 2   our world socially and politically is really

 3   important and the other thing I was thinking about

 4   is I can't remember which big investigative report

 5   it was, the Star report or something, those were,

 6   those are opportunities when there's something in

 7   the news and, yeah, look, we've got something

 8   associated that we need to push that out really

 9   quickly.

10   I think it might have been the Star

11   report or one of the other ones where we actually

12   got a press release from, I think it was GPO about

13   it, but we got it in our boxes three weeks later,

14 you know. You know it just doesn't, it just doesn't

15 work like that. I mean if you've got something

16 that's really hot and now, you need to address it

17 hot and now and if we can get some help with getting

18 that information out to us quickly, I think that's a

19 really good thing to think about.

20   And then another thing I wanted to

21 mention was in puzzling about how to work with

22 public libraries and the program. I would really

0209

 1 love to see if there's a way we can think about

 2 marketing the depository program as a way that

 3 public libraries can address the needs of

 4 E Government services that are being provided in

 5 public libraries. We need to kind of get those two

 6 things together in peoples' mind.

 7   What is it about the program that can

 8 help support those types of services that public

 9 libraries are now being asked to support. And I

10 think, you know, the fact that it helps libraries

11 get good, you know, Internet access and good

12 computer terminals is one thing, but what are, what

13 are the things that we are really truly providing to

14 librarians to help them understand E Government

15   services and help the public use them. I mean we

16   need to be serious about training and, you know,

17   maybe the training is helping people figure out how

18   to use the FEMA site so they can help people fill

19   out their FEMA claims, you know, I mean it's that

20   kind of thing.

21   It's very specific rather than, you

22   know, worrying too much about how to process a box,

0210

 1   but how to look at what services people are, again,

 2   it's taking it back to what did, what are people

 3   coming in and asking for and really trying to look

 4   at how our program can support those specific needs

 5   and do it now and not six months from now.

 6   MS. TULIS: Thank you. Okay, you each

 7   have 30 seconds.

 8   MR. BYRNE: Susan, can I just say

 9   something real quick? Susan?

10   MS. TULIS: Who's talking?

11   MR. BYRNE: Me.

12   MS. PARKER: Tim's talking.

13   MS. TULIS: Okay, go ahead.

14   MR. BYRNE: I just wanted to brag in

15   that following up on what Arlene has said about the

16   things being removed from the program, I had my

17   picture in the Menichi Daily in Tokyo holding two

18   pieces of the USGS CD Rom.

19   MS. TULIS: Cool.

20   Go ahead.

21   UNIDENTIFIED SPEAKER: Just a fast

22   thought, is there some way when GPO puts mark

0211

 1   records out, when you go into Google or Amazon, the

 2   picture of the book comes up?

 3   Is there a way that the symbol could

 4   come up if it's an electronic only document?

 5   Just a thought.

 6   Also, we put SUDOC numbers on books,

 7   paper materials, if we start putting the symbol on,

 8   every time we put a SUDOC number on a material, if

 9   it's also in the catalog, if it pops up somehow,

10   that might be a way to have recognition of

11   Government document.

12   MS. TULIS: Good idea.

13   Ann.

14   UNIDENTIFIED SPEAKER: (Ann).   Really

15   fast.

16   There's another model besides the Patent

17   and Trademark Office, the Census Bureau State Data

18   Center Program actually embargoes data and if you're

19   part of that, if you're an affiliate, you get the

20   data before the general public does. There's an

21   obvious way in which documents that are being

22   released in E only format could go to depository

0212

 1   libraries and, oh, look, you also have an incentive

 2   to be a depository library because you're going to

 3   get it first. You're going to have access to the

 4   actual information before it's released to the

 5   public.

 6   It's a model that's out there and

 7   potentially useful.

 8   MS. TULIS: Thank you, if you have other

 9   questions, comments, ideas, please feel free to

10   either talk to any of us or write them on the card.

11   Thank you for your attention.

12   (Applause)

13   (Short break taken).

14   (Audio reporter not requested to be

15   present for remaining sessions.).

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4   FALL FEDERAL DEPOSITORY LIBRARY

5   COUNCIL MEETING AND CONFERENCE

6

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8   OCTOBER 25, 2006

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0002

1   PANEL MEMBERS:

2   Susan Tulis

3   Walter Warnick

4   Evelyn Frangakis

5   Peter M. Hemphill

6   Marian F. Parker

7   Denise Davis

8   William Sudduth

9   Judy Russell

10   Ric Davis

11   Robin Haun-Mohamed

12   Richard Akeroyd

13   Ann Miller

14   Tim Byrne

15   Geoffrey Swindells

16   Katrina Stierholz

17   Denise Stephens

18

19

20

21

22

0003

1   MR. SUDDUTH: I know we've made it to

2   the last morning and apparently people are slowly

3   gathering, but we do want to get started in about

4   five minutes.

5   There are handouts on the stage, but

6   I'll give everybody five minutes and then we'll get

7   going.

8   There are handouts for this session on

9   the stage. Okay. Okay, let's go ahead and get

10   started with this morning's session and one last

11   mention, there are handouts for this.

12   This morning's session is going to be

13   led by Geoff Swindells from the University of

14   Missouri and he's going to go down on the floor

15   here. He's actually, I came over and asked him a

16   couple minutes, it looked like he had a choir set up

17   over here and then asked him who was singing tenor

18   in this group and he said, no, it's more like a

19   Greek choir, which then --

20   MR. SWINDELLS: Chorus.

21   MR. SUDDUTH: Chorus, sorry, which

22   invited the question is this a comedy or a tragedy.

0004

1   And I'll let him answer that. But some goal to

2   actions, a regional/selective dialogue and I'll let

3   Geoff take it away from here.

4   MR. SWINDELLS: Thanks, Bill.

5   Okay. My name's Geoff Swindells from

6   the University of Missouri and you might call this

7   one of the first steps in translating the vision

8   document into action statements.

9   The vision statement outlines -- whoops,

10   let's get it back. There we go. The vision

11   statement outlines a number of goals for the FDLP in

12   the 21st Century, and our challenge is to make them

13   into effective, concrete actions that really work to

14   the benefit of the residents of the United States.

15   And we're going to sort of begin the process today.

16   My regional colleagues and I, the Greek

17   chorus, will be, although they don't usually have

18   speaking -- they usually don't speak at once in a

19   Greek chorus, so we're not really going to do that,

20   and they of course convey the moral of the story, or

21   whatever.

22   But, each of my regional colleagues will

0005

1   read one statement out of a total of six and they

2   are somewhat provocative statements, although people

3   keep telling me they're not. So at the very least,

4   they are unadorned and unqualified and announced

5   statements. They are going to give a little bit of

6   context behind the statement and then after each one

7   is read, we'd like to take 10 or 15 minutes to, for

8   both council and the other attendees to discuss

9   these.

10   And what I mean by discussion is we'd

11   like to get a sense of do these action items make

12   sense. Do you agree with them? Do you disagree

13   with them? Do we need to qualify them in some way

14   to make them realizable, to make them work? Do we

15   need support from someone to carry them out and who

16   is that someone, is it GPO, is that the regionals,

17   is it cooperative work amongst ourselves.

18   So, let me go to the first of these and

19   I will sit down.

20   MS. MCANINCH: Sandy McAninch from the

21   University of Kentucky and I have the pleasure of

22   going first with a provocative statement.

0006

1   Regional libraries should provide users

2   with digital copies of materials that have not yet

3   been digitized on demand and at minimal cost.

4   The context of this statement is that

5 our feeling was that perhaps digital copies had

 6 become the equivalent of what we used to do or still

 7 do in providing our users with fiche-to-fiche copies

 8 or paper copies at no cost and in most cases at

 9 minimal cost and so have we now moved far enough

10 into the digital era that this is a one-to-one

11 correlation?

12   Comments? Council?

13   MR. HEMPHILL: This is Pete Hemphill.

14   I have one comment. Digital copies as

15 opposed to point them to the area where they can

16 locate them online so that you don't have version

17 issues, things being out of date?

18   MS. MCANINCH: There is one

19 qualification in this statement, not yet been

20 digitized, so we're only talking about things that

21 are not already out there.

22   MS. STIERHOLZ: What about those things

 1 they have access to in paper?

 2   MS. MCANINCH: I'm sorry?

 3   MS. STIERHOLZ: Does this include things

 4 that they have access to in paper?

 5   MS. MCANINCH: Yeah.

6   MS. PARKER: So what you're saying is

7   you would in this statement, you would expect the

8   regional to digitize anything that any user in the

9   region might ask for?

10   MS. MCANINCH: If they prefer the

11   digital copy. Kind of like I want my fiche copy or

12   I want my paper copy.

13   MS. PARKER: Right, and in saying that

14   this might -- that this could be a goal, are you

15   anticipating support from GPO to provide equipment

16   that would be standardized or better than what your

17   organization might be able to afford?

18   MS. MCANINCH: We aren't anticipating

19   anything. We are just throwing this statement out

20   for -- to be made about how this might need to

21   happen, what kind of support might need to be

22   provided, you know. Is this even anything anyone

0008

1   thinks is going to be an expectation from our users

2   or our selectives.

3   MR. SUDDUTH: Well, this is Bill

4   Sudduth, it's going to, it's going to depend on the,

5   what's being requested to be done because at my

6   institution, if it's a journal article, if it's a

7   chapter in a book and a library alone does it and

8   delivers it electronically, but they don't do over

9   50 pages.

10   I mean something like that, so if

11 somebody came to me and said they wanted this

12 Congressional record digitized from the, you know,

13 from X time, it would, my question back would be

14 what part do you want digitized? And but then

15 you're digitizing something that is just for that on

16 demand use. Do you save it?

17   I mean I guess the other end question to

18 that is are you digitizing and saving the file and

19 making that available so there's a whole lot more?

20 That statement grows and grows if you look at it

21 that way.

22   MR. ACKEROYD: Yes, this is Richard

0009

1   Ackeroyd from New Mexico.

2   I think what makes this provocative,

3   statement provocative is exactly the conversation

4   that's, that we've been having up to this point, but

5   it seems to me that we have a history of doing

6   things in the library world in an on demand way and

7   that is that sometimes we catalog materials that are

8   in a queue waiting to be catalogued if somebody

9   demands them. Once they are in somebody's hands

10   when they come back, we catalog them right away. On

11   your book Mobiles, we do a lot of things after

12   people have asked for or demanded something. We

13   then get it into the queue if we don't already have

14   it there.

15   It seems to me that in an -- with some

16   kind of organization around this we might be able to

17   see this as a way of gradually getting things

18   digitized that we, that we might not otherwise have

19   done or have waited a long time to do it. But I do

20   think that once we go through the process of

21   digitizing something, we certainly would save it and

22   then you, so that it can be used again and again.

0010

1   MR. HEMPHILL: This is Pete Hemphill.

2   If the regionals are going to take this

3   on, I would think they would want to make sure that

4   they scan it in a method that is compatible with the

5   GPO specifications for the FDsys.

6   MS. MILLER: This is Ann Miller at Duke.

7   I have one thing, I mean is this, for me

8   the question is is this digitization or preservation

9   and access or is this digitization for use. And if

10 it's digitization for use, then, you know, we're

11 going to scan it the way we do in our library alone

12 and send it on.

13   I do think that making this kind of

14 blanket commitment could get people into trouble. I

15 mean if someone comes to me or comes to my regional

16 and says I'd like you to scan the Atlas to the

17 company the War of the Rebellion, which is, you

18 know, about this big (indicating), and maps, I don't

19 think maps, you know, are feasible for anyone to do.

20   So I think, I see it -- I would like to

21 see it as Bill was talking about it where within

22 certain reasonable limits, that that is a potential

0011

1   service that could be provided, but I also don't

2   think it necessarily has to be only the regionals

3   that provide this service. I think also there are

4   those of us who have the facilities or the

5   capabilities to do this, but I think we need to be

6   very clear that this is digitization to get it to a

7   person who wants it in electronic form. This is not

8   digitization that is going to have to meet

9   standards, that is going to be ingested in the

10   FDsys, because then we have to provide, then we are

11   providing the metadata issue and if we want to do

12   that, then it's a different provocative statement.

13   MR. SUDDUTH: And again, it's, it's good

14   to bring this up because our digitization unit is,

15   or program is very young and it's still searching

16   for what it should and should not do.

17   So, to have this out there in my case

18   would allow me to go and say this is a possibility,

19   how would we handle this and, and, you know, what

20   are our limits, because we've gone back and forth on

21   that. I've done some on demand things and then

22   told, well, don't tell anybody you're doing this.

0012

1   It's like, but you know, sometimes the cat is out of

2   the bag. It depends on the format, too.

3   Maybe there is someone -- maybe there

4   will be one library out there that does get the

5   equipment and can do the larger formats, you know.

6   I wish we could.

7   MS. FRANGAKIS: Can I interject the

8   preservation voice here?

9   Are we talking about things that will

10   eventually make it to the GPO's digitization

11 program?

12   At New York public we have an approach

13 that, that is a public service oriented approach but

14 also meets preservation needs for other types of

15 re-formatting projects. Actually we do it with

16 digital, as well, in which a patron requests

17 something, so it's sort of, you know, an on demand

18 request, but what we do in our re-formatting efforts

19 is perform them to accepted preservation standards

20 and best practices so that, A, we will have an

21 institutional preservation copy and record of that

22 item and we won't have to do it again. No one will

0013

1 have to do it again because we've already done it

2 and we provide the bibliographic control for that

3 item to let other institutions know that we have

4 done it.

5   So, in an effort to minimize both

6 duplication of effort and some cost effectiveness in

7 terms of long-term resource expenditures, I just

8 throw that out there as another way of doing it.

9   MS. MCANINCH: I hate to cut council

10 off, but we do have only three minutes left and we

11 have five audience members. I'm not sure, I think

12   you were first.

13   MS. WEIBLE: Arlene Weible from the

14   Oregon State Library.

15   I mean I guess I basically at the moment

16   agree with Ann in the sense that if you start

17   bringing in new preservation aspect of this, you

18   will get pushed back from the regionals because

19   everybody is not ready for that level of

20   digitization. Some are, some aren't, and if they

21   can do it, great.

22   But I think the real point is any

0014

 1   institution that's a regional that is not using some

 2   form of digitization to accomplish their ILL

 3   activities in other areas is way behind the curve.

 4   So I don't think this is an unreasonable expectation

 5   at all, within guidelines like limited pages and all

 6   that kind of thing. You do have to have those

 7   guidelines, but I don't see any reason why any

 8   regional shouldn't be doing this right now.

 9   MS. MCANINCH: Barbie?

10   MS. SELBY: Barbie Selby, University of

11   Virginia.

12   I guess the should provide is part of

13   what I'm not sure about because we, anybody can

14   digitize anything they want from our documents

15   collection as from fiche or from print if they want

16   to do it themselves. It obviously as Ann says

17   wouldn't be to preservation quality, so, you know,

18   that's another, another aspect of it.

19   MS. SINCLAIR: I'm Gwen Sinclair from

20   the University of Hawaii at Manoa Library.

21   We are a regional, we would be the

22   library in our region doing this, we don't have any

0015

1   selectives that would have this capability. You've

2   asked what would be required for us to take this on?

3   We do, currently do scanning for

4   inter-library loan but we would have to purchase

5   additional scanners, we would have to hire

6   additional staff, we don't have a fiche scanner

7   right now, so we would have to purchase a fiche

8   scanner. This would be a significant cost issue for

9   us.

10   Currently we charge 25 cents a page for

11   people who are not affiliated with our University

12   for this type of service, so then it becomes a

13   question of what is a minimal cost, what's

14   reasonable.

15   MS. BOBISH: Hi, my name is Mary Beth

16   Bobish, I'm from the New York State Library.

17   I just wanted to add a comment of what

18   our current copying costs are at our library. We

19   charge a dollar per page. Our document delivery

20   staff will not deliver an electronic document that

21   is over 50 pages as was mentioned earlier, and some

22   preservation issues have been mentioned. We don't

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1   have OCR software and I think there are a lot of

2   variations in OCR software out there, so it would

3   not necessarily be a searchable document that is

4   scanned as people have been mentioning earlier, it

5   would just be scanned for providing access to that

6   person at that moment. Thank you.

7   MS. MCKNELLY: Michele McKnelly,

8   University of Wisconsin, River Falls.

9   I'm a selective, but I'd like to say

10   that if I were the administration of a regional

11   library and I saw this coming at me, I would say

12   what have you done for me lately? Really.

13   We have, our libraries all have

14   particular institutional missions and if this is not

15   part of the mission, this is not what they signed on

16   for as being a regional library and you have to

17   really look at this. Should they or could they, I

18   mean, you know, as to whether it's part of their

19   mission and whether it serves the needs of the

20   people in their area.

21   In Wisconsin we have an extremely fine

22   documents delivery system that would probably work

0017

 1   faster than doing it because it would be out the

 2   door immediately instead of having to wait for a

 3   larger document to be scanned.

 4   So you have to go back and step back

 5   away and look at particular situations for

 6   particular States. In States where things are not

 7   delivered as quickly, larger, more rural States,

 8   this might be a very viable option, but to say that

 9   they should, I don't know.

10   To say that they could and that it would

11   be a good thing is, is entirely different.

12   MS. MCANINCH: Thank you all very much.

13   We're out of time?

14   We're going to move on to statement

15   number two. You can always make further comments to

16   Geoff or on the little cards.

17   MS. CANEPA: Laurie Canepa, New Mexico

18   State Library and I have provocative statement

19   number two.

20   And -- the slides move, so.

21   And now it may not look provocative on

22   the surface, I have confidence that if you get any

0018

 1   more than two documents librarians in a room, even

 2   at 8:30 in the morning, anything is provocative.

 3   And the statement is, regional libraries

 4   should sponsor in-person or virtual training

 5   sessions at least once every quarter. This

 6   statement is tied to rationale or goal four of the

 7   vision statement which is, provide excellent

 8   training to deepen and expand knowledge of

 9   Government information resources via excellent

10   training.

11   Comments?

12   MS. PARKER: Marian Parker, Wake Forest.

13   I'm a selective and my regional, Beth,

14   is here. I would hope that all of the regionals and

15   the selectives can begin working together. This is

16   sort of carrying out a theme I started long before

17   yesterday, but I said it yesterday where we can work

18   to create virtual training packages, whether they're

19   self-paced computer instruction, or videos or DVDs

20   of, you know, people sort of doing an in-person

21   training with a lot of visuals and share them around

22   the country. I mean we're all, we all have the same

0019

 1   interests or similar interests.

 2   There are a lot of things that all of us

 3   want to learn and we could put the power of this

 4   huge organization to work and if every regional and

 5   its selective committed to creating one to five

 6   lessons, you know, off a list of things that people

 7   want, all of a should you'd have an entire

 8   curriculum available for people to borrow any time

 9   they wanted to and then it would be very simple to

10   either have in-person or self-paced training, and

11   that's the kind of stuff we do all the time.

12   I just think we don't have a good

13   mechanism for sharing it with people.

14   MS. MILLER: This is Ann Miller, from

15   Duke, and I think one of the things that I'm a

16   little concerned about with this statement is that

17   it's this once every quarter and I think we all know

18   from our library instruction experience that people

19   learn best at the point of need. They don't learn

20   best if you're going to a session that's kind of not

21   affiliated with anything you're actually doing, so I

22   really like sort of Marian's concept of having a

0020

 1   database of curriculum or training opportunities

 2   that we could go to when, when we need it.

 3   Because I just don't think that -- I

 4   would, I would certainly go if, if my regional

 5   offered these kinds of things and I would certainly

 6   help my regional do this, but I think that unless we

 7   have an active use for it immediately thereafter,

 8   like our students and our public, we will forget it

 9   shortly thereafter.

10   MR. ACKEROYD: This is Richard Ackeroyd

11   at the New Mexico State Library.

12   Marian, we do have a delivery mechanism

13   we're beginning to explore it with the five-State

14   training program that Tim has talked about a number

15   of times and he looks like he's ready to talk about

16   it again.

17   But, but anyway, we're exploring a

18   relationship with Web Junction. They have, already

19 have a delivery mechanism for an enormous body of

20 training materials that can be taken online and they

21 have been, begun working with their partner States

22 to, to collect other locally-developed curricula

0021

1   that is now shareable across the country and indeed

2   across the world.

3   So I think building on what we're doing

4   with the IMLS grant program and the relationship

5   that we're establishing with Web Junction, I think

6   it's probably a small step toward working with

7   Web Junction to get a Government document space on

8   Web Junction and get Government documents, training

9   materials there, they are available to anybody when

10 they want them at the point of need or on a

11 scheduled basis.

12   So, I think we have the really exciting

13 opportunity to take advantage of something that we

14 don't have to develop. Somebody else has already

15 developed the mechanism, we just have to take

16 advantage of it.

17   MR. SUDDUTH: Thank you.

18   MS. CANEPA: Comments from council?

19   All right, we'll move to the familiar.

20   Ma'am.

21   MS. ANDERSON: I'm Nancy Anderson from

22   the Library of Michigan, we're the regional for

0022

1   Michigan.

2   There's a couple of key points here and

3   it didn't really matter whether I stood up for the

4   first provocative statement or the second, it's not

5   a question of whether a regional library does it or

6   a selective library does it or for that matter if

7   the GPO does it.

8   The key word in this particular

9   statement is sponsor. It's a question of leadership

10   and it, if you use the State data center model that

11   the Census Bureau runs, lead agencies in each State

12   do not guarantee that they will provide every

13   service. They, instead, coordinate the offering of

14   every service throughout the network.

15   And so it doesn't matter to me whether

16   the regional does the training or the regional does

17   the training, it matters whether or not the regional

18   is even conscious of both abilities and capabilities

19   in their State.

20   I mean I'm, I'm very fortunate to have

21 Grace York in Michigan and I would no sooner try to

22 re-do one of her census presentations than I would

0023

1 try to fly. There's no point in that.

2   And I think that it's more than anything

3 else, it's a question of communication and

4 leadership and coordinating the talents of what we

5 already have.

6   MS. BURKE: I'm Helen Burke at

7 Minneapolis Public Library.

8   I just want to speak to the tradition

9 that we have in Minnesota established by the

10 regional and the State library association for a

11 forum every, for the past 20 years, in the Spring

12 bringing together documents librarians. It's a

13 two-day session, it's done in person and there's a

14 reliable attendance because everybody knows that

15 this forum is worth going to.

16   And so I think that compliments the

17 ideas that Marilyn -- Marian and Ann had mentioned

18 about doing it at the point, at the time of need,

19 but also having something in-person that's

20 predictable that people plan to attend.

21   MR. BULLINGTON: Jeff Bullington,

22 University of Kansas and a regional.

 1   And we are having discussions like this

 2 within the State of Kansas, taking place more under

 3 the heading of our State's GODORT group in many

 4 ways, but having discussions about making use of our

 5 State library's acquisition of OPAL as a framework

 6 for providing training both to ourselves, but also

 7 trying to create and field training to all the other

 8 libraries that are not depositories in certain sets

 9 of awareness in and ability to incorporate

10 Government information.

11   And I think our approach has the benefit

12 of being able to fold in not just Federal, but also

13 State and local kinds of topics, which I'm sure

14 everybody would probably do anyway, but I think this

15 is a laudable goal. It's a question again of

16 resources and capabilities to actually field it and

17 I really agree with Ann Marie, the notion of the

18 regional's responsibility might be to help lead the

19 coordination, but not necessarily carry that entire

20 burden, that would put a lot on all of us, so.

21   MS. BOBISH: Mary Beth Bobish from the

22 New York State Library.

 1   My question in reading this statement is

 2   whether the intended audience are, is the regional

 3   delivering this presentation to the selectives or if

 4   the intention is just the regional delivering this

 5   to anyone who might be interested in learning more

 6   about U.S. documents and databases?

 7   I mean we have public training sessions

 8   almost weekly for 10 months of the year, not all

 9   about U.S. documents obviously, but I'm just

10   questioning whether the intention is for the

11   regionals to deliver this to selectives or is it the

12   regional delivering this to anyone who might make

13   use of U.S. documents?

14   MS. WEST: Amy West, University of

15   Minnesota.

16   One question I have is about what the

17   content of the training would be and I was having a

18   conversation the other day with Valerie Glenn at

19   University of North Texas and Dan Barkley, who's

20   also a regional, and Dan and I were talking about,

21   oh, you know, you get those questions for the

22   transmittal from 1975, there was no loose-leaf

1   binder, and she's like I never get those questions.

2   And it reminded me that probably the

3   single most popular guide that we have is one that

4   was written by Julie Wallace that explains exactly

5   how you find Atomic Energy Commission documents.

6   And she goes through the legal changes, its changes

7   in depository status and how to find it and the

8   column numbers and everything. It's incredibly

9   popular with other librarians, but it's unlikely for

10   those institutions that don't get questions about

11   the Atomic Energy Commission to be particularly

12   useful.

13   And so we put a lot of our time into

14   these guides for the more obscure materials rather

15   than some of the basic questions that people would

16   have, and I have no problem with doing training or

17   putting together virtual training sessions, but I do

18   think it would be good to define what it is, because

19   one thing that I'd like to do since we appear to be

20   good at it is to continue to work on guides for some

21   of the more obscure materials that we have.

22   MS. CANEPA: Move to number three.

0027

1   MS. HALE: My name is Kathy Hale, I am a

2   regional for Pennsylvania and I'm from the State

3   Library of Pennsylvania.

4   Our statement is that every Federal

5   depository library should establish at least one

6   area which it has expertise and be willing to

7   provide training and specialized reference in that

8   area to other libraries.

9   And I think we're dove-tailing on the

10 provocative statement number 2 in the fact that we

11 do have a lot of training out there, we do have a

12 lot of people who are experts. It has been shown by

13 study after study that people will go to people who

14 are geographically close to them, whether that's in

15 the next cubicle, down the hall, down the street,

16 down the State. So that an example of those in

17 Pennsylvania is the, is the Documents and Maps

18 Association group. This is a group of 14 State

19 Universities in Pennsylvania. They have each

20 committed to collect a specific area that supports

21 their curriculum or activities, so they, in fact,

22 become an expert.

0028

1   When I come here, there are many experts

2   that I have called on or I have come to to say,

3   you've done this before and I haven't.

4   And maybe what we're talking about here

5   is a sort of clearinghouse to say, okay, I, I'm a

6   small public library, I'm not able to come to

7   Washington, I'm not able to go to Reno, Nevada, or

8   Seattle, but I need a place that I can come to if I

9   have a question and my regional can't answer this or

10 a regional could go to to say this person has done a

11 totally digital library or this person has done this

12 type of training before so that we can use each

13 other.

14   Aren't we our greatest resource to try

15 and get these things together and especially the new

16 Federal depository librarians that we have, that may

17 be the way that they got to their job is that they

18 fell into it and that they had one course in library

19 school on Government documents and I have no idea

20 what I'm doing, or even a regional who has never had

21 those kinds of responsibilities before and have no

22 clue, so that they have a place that they can go to

0029

1   that is available to see that maybe it, like the

2   Eric clearinghouse model in order to have a place

3   that we all can go to the same page and look at what

4   we are doing with each other.

5   Council?

6   MR. BYRNE: This is something that I do

7   in Colorado quite a bit is utilize the depository

8   librarians to do training, and so I see one of my

9   roles as sort of the regional to anoint experts.

10   Often the depository librarians don't

11   think of themselves as experts. I think of it

12   somebody that knows a little bit more than the rest

13   of us is an expert and so I will, you know, look

14   depository, see what their strengths are, E-mail

15   them or call them and say you're doing a

16   presentation, I want 20 minutes on rocks and water.

17   And it works.

18   MS. HALE: Are you the one that talks so

19   fast like Judy Russell, they can't say no?

20   MR. WARNICK: That's Judy. Also, you

21   call them experts or maybe call them specialists

22   might be a less extensive term, but the idea is

0030

1   exactly the same. I think provocative statement two

2   and provocative statement three are, have in common

3   that they seem to be calling for a clearinghouse or

4   a registry or something which would be something

5   that a GPO could assume as an action, a very simple

 6   action so that there would be someplace, just a

 7   listing, really, of these training for statement two

 8   and for reference specialists for reference three.

 9   It seems like it's a natural action to take forward.

10   MS. TULIS: This is Susan Tulis from

11   Southern Illinois University.

12   We do something on our campus, all

13   faculty can sign up to be an expert in a certain

14   subject, whether it's, you know, an academic subject

15   or down to how to do taxes for our students.

16   And I think dove-tailing with what Walt

17   just said, you know GPO puts out the call for people

18   to sign up as an expert in a certain area and then

19   they can maintain the registry.

20   MR. WARNICK: This, in fact number two

21   and number three, but especially number three also

22   addresses Michele McKnelly's question of

0031

 1   administrator asking the very important question

 2   what's in it for me, what's in it for my

 3   institution.

 4   Because if you have a -- are developing

 5   a specialized expertise that is, you would think

6   would be something related to your geographic area

7   or for example in the Michigan, something about the

8   Great Lakes Commission, for example, and every,

9   every place in the country would have something like

10   that, perhaps, and so you have that expertise, but

11   then in addition, by, by having access to your

12   colleagues' specialists at other institutions, then

13   you've actually increased the power of your own

14   institution because you have that access that you

15   would not otherwise have.

16   MS. HALE: Well, and I also think that

17   this extends to agencies, et cetera, that, for

18   example, I was at a session yesterday and one of the

19   people -- I asked one of the people will you come

20   out, so even having agency contacts of if I want

21   someone to come to my region, who will that be, who

22   could that be?

0032

1   Anyone else from council? Okay, we do

2   have someone at the mic.

3   MS. MCKNELLY: There are a couple things

4   about this.

5   First of all, I think that this is a

6   very academically-driven provocative statement

7   because most academic institutions at the libraries

8   have subject specialists and you all will be glad to

9   know that I know a lot about groundwater. I just,

10 but it's need based. It's based off the needs of my

11 institution and what was happening there at the time

12 and it's never static.

13   And I think that developing a registry

14 kind of pins people into, you know, that she's the

15 cranberry expert over here and maybe she doesn't

16 want to stay that.

17   The other thing is is that when Kathy

18 was describing the documents library and I think we

19 have a lot of people in smaller public libraries who

20 have this as a very small percentage of their job

21 and they're never going to be able to develop an

22 expertise and that if you would say your expertise

1   is knowing someone to call, you know, picking up the

2   phone and calling someone, that that would certainly

3   qualify for this because if only 10 percent of their

4   job is devoted to this, they're really not going to

5   be able to develop a comfort library.

6   And I don't know that public libraries,

7   except for the very large ones, have subject

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 8  specialists.

 9              MS. MILLER:  This is Ann Miller, at

10  Duke.

11              I just, I disagree a little bit with

12  you, Michele, I mean I agree with you about the

13  academic part, I think that that's true in that

14  there aren't subject specialists.  But I know when I

15  get a question that, that something like how do I

16  find Section 8 housing, I call my public library

17  because I don't know and they are an expert and they

18  have the expertise on some of these things that they

19  get their questions more regularly.  I get them

20  because people think Duke knows a lot of stuff and I

21  just don't happen to know that bit.

22              So I think that, I think there's a level

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 1  of expertise within every library.  You just have to

 2  figure out what it is.  It may not be something that

 3  is registrable, but I think that undervalues what

 4  kind of services our public libraries provide.  And

 5  I know you didn't mean it that way, but I just,

 6  yeah.

 7              MS. CANEPA:  Ann.

 8              MS. SANDERS:  Ann Sanders from the
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9   Library of Michigan.

10   I think I can bridge that with maybe

11   broadening the statement to not be limited to

12   reference and service, but also to the operation of

13   a depository library. If I need somebody who needs

14   help in how to run a public library depository on

15   very little money, I'm sending them to Fred Kirby

16   and Jill Rauh at Benton Harbor because they do it

17   better than anybody I've ever seen. And they do it

18   with literally, you know, next to nothing. And so

19   that's where I'm going to send them.

20   And if you broaden it to the operational

21   side and not just the service side, you might be

22   able to bridge that gap a little more easily.

0035

 1   MS. HALE: Or also if you look at the

 2   goals at number four, the first one it also talks

 3   about a reference service. I was part of the

 4   Government information online pilot project and a

 5   lot of us are doing virtual reference type of things

 6   that this also might be part of the mix.

 7   MR. ACKEROYD: This is Richard Ackeroyd

 8   from New Mexico.

 9   I, I just need to take a little issue

10 with, with the statement about, about what public

11 libraries are capable of. We have an enormous

12 number of small rural libraries throughout New

13 Mexico and I am constantly surprised at the level of

14 expertise and the kind of service that they provide.

15 And I think any of you who might like to come out

16 there and take a look around some of our small

17 public libraries and see what they're doing would be

18 equally impressed, so I wouldn't minimize that at

19 all. I think there's a lot to offer out there.

20   MR. BYRNE: Tim Byrne, University of

21 Colorado.

22   One of the things that I often find in

0036

 1 doing the, you know, BI with classes at CU is that

 2 that's where I develop my expertise. I get asked to

 3 do a class I don't know anything about. I have to

 4 then develop the expertise. I then, this is the

 5 same thing I do with the training that I get the

 6 depository librarians to do, is that they're not

 7 necessarily experts, but once they pick a topic and

 8 work on it.

 9   So, I have several public librarians who

10 are very, very reluctant to get involved because

11   they are not full-time documents librarians, they

12   don't have the, you know, the background and

13   expertise, but when I say I think you can do this,

14   they come in and do just absolutely fantastic jobs.

15   MS. MILLER: Just one last thing and I'm

16   not -- the thing I think we might want to think

17   about when we're looking at expertise is maybe not

18   limiting it to subject or to, you know, like I know

19   all about the Department of Interior.

20   I think perhaps something like how do

21   you start a small business, you know, I'm a

22   hairdresser and I'm in a small town and I want to

0037

1   know how do I start a small business, where do I go

2   for information. How do I find out whether I'm

3   getting enough -- how do I find everything I need to

4   find out about social security and how can I read it

5   and where is it available.

6   So I think if we start, that's the other

7   thing I think that sometimes happens with training,

8   and I'm as guilty of it as anybody else is, you

9   know, it's, it's framed in a, not a particularly

10   attractive way and we need to find from our users

11   what the hook is. I mean again, what are they

12   wanting to find out. Are they establishing small

13   businesses, are they looking to sell a small crop

14   that they're starting to grow.

15   Figure out what the need is and then

16   teach to the need as opposed to giving them

17   something that they may or may not actually want.

18   MS. HALE: I'm sorry, in the interest of

19   time, we'll have to table your discussion. Thank

20   you.

21   MS. SWANBECK: Hi, I'm Jan Swanbeck from

22   University of Florida and this is a provocative

0038

 1   statement.

 2   All Federal depository library

 3   collections should be catalogued by the end of the

 4   decade. And I would just say we did a dry run of

 5   this at our regional meeting Sunday morning, again,

 6   bright and early and when this statement was read,

 7   everyone burst out laughing.

 8   So, including me, this is something I've

 9   been involved with since those of you who remember

10   Judy Meyers at University of Houston back in the

11   late '70s, early '80s, we, I was at Texas A&M,

12   participated in a grant that actually did result in

13   the marchive retrospective tapes, but another

14   component of it was pre-'76 cataloging. And we, we

15   had a plan and that was many, many years ago of

16   that, so.

17   We're still talking about it. I think

18   this is wildly improbable. We've been talking about

19   it at this meeting. As a matter of fact, there was

20   a whole session devoted to metadata and cataloging

21   topics. Cataloging wasn't really discussed, but

22   there was a handout provided by Laurie that dealt

0039

 1   with cataloging priorities and the possibility of

 2   partnering with depository libraries to do this.

 3   And we also heard from DTIC how they're

 4   creating minimal records using metadata. It was

 5   very intriguing and would seem a possible way to do

 6   it, so.

 7   Council? Come on, we've been talking

 8   about it for years.

 9   MS. MILLER: Well, I can't disagree with

10   the statement. I mean, you know, it's, yeah. Well

11   yeah.

12   And I'll go home and catalog, I mean

13   I'll set myself 10 documents a day, you know, let's

14   figure this out.

15   Yeah, sure, why not, but I, you know, I

16   don't think we're going to make it, but I do think

17   that we can give it a damn good try. What's there

18   to say.

19   MR. SUDDUTH: This is Bill Sudduth. I

20   think some of it is perception, again, because of

21   the amount of material I'm sending to my annex, I

22   keep looking for these huge gaps of where I don't

0040

 1   find records and I'm only finding these little gaps

 2   of where I don't find records.

 3   So my perception over the last three

 4   years is there, there have been projects, there's

 5   the five colleges in Ohio, there's actually the

 6   Virginia State library that has put tons of records

 7   in there and I only find these little, teeny gaps.

 8   Now, what happens when I find these gaps

 9   is I create a template, records get put in my

10   catalog. They are not going to OCLC; why, do you

11   see I don't have the blessings, the authority and

12   whatever, but I have records in my catalog.

13   Somebody could harvest that, you know, pull those

14   records out.

15   So, I -- it's possible. I mean my, my,

16   I guess I'm more of a glass half full on this is

17   that to me I think it's possible. Will it get done,

18   I'm not going to bet on that, but.

19   MS. MILLER: Well, this is Ann Miller,

20   again. I, some of it has to do with forming good,

21   if we're not a cataloger already, forming good

22   relationships with our catalogers and you might be

0041

 1   surprised at their willingness to accept what we

 2   might not think they are willing to accept.

 3   We, we do not put in -- we don't put

 4   short records in our catalog. We put short records,

 5   minimal level record cataloging in OCLC because it

 6   doesn't do anybody good, I mean other than us, to

 7   put it in just our catalog. It doesn't -- but we

 8   have the okay to put this kind of record in OCLC

 9   from our catalogers because they would rather have

10   access than no access at all.

11   And we've got the training and we've got

12   the ability now.

13   Now, we still are doing it one by one by

14   one and hand typing the stuff in and this is where

15   the kinds of things where we saw the DTIC

16   demonstration, anything that can speed up the

17   process is a good thing. But, you know, I hear

18   people say oh, my catalogers won't let me do that.

19   Well I have lunch with my catalogers every day and

20   that's how I got it done. It's like make friends

21   with your catalogers because, you know, you might be

22   surprised.

0042

 1   MR. SUDDUTH: And this sounds like we're

 2   getting to a debate that maybe we should do

 3   somewhere else, but again, part of my perception is

 4   if I put it in my catalog, it's, we've got, we're

 5   going to have a State-wide union catalog, so at

 6   least my State sees it and we also participate in

 7   KUDZO, which means there's 15 other ascorbic

 8   libraries that see it. And so we get back to the is

 9   it, is it got to be in OCLC kind of thing, which, I,

10   I think it should be. I mean I, that's, there's

11   that guilt factor in there, so.

12   But, back to my original statement is

13   there's a lot that's already out there and I think

14   it's, we're almost left with that hard 20 percent

15   that has to be just tackled.

16   MR. BYRNE: This is Tim Byrne again.

17   I'm not a cataloger, but I supervise

18   five of them and if we have to go title by title

19   through our collection, we will never catalog it by

20   the end of the decade. But if we can load large

21   batch files of records, we may have a chance.

22   And the interesting thing is of course

0043

1   I've been batch loading records for quite a while

2   now and I've been the oddball in our library. The

3   rest of the cataloging department, you know, they're

4   committed to, you know, the perfect record. But

5   things are changing and now they're coming around to

6   our point of view. They're looking at the only way

7   that they can get in 44,000 records that we have for

8   electronic serials now is to batch load those

9   records.

10   And, so, it's, the world is changing

11   right now in terms of cataloging and how we get

12   cataloging records is changing also.

13   MS. WEST: Amy West, University of

14   Minnesota.

15   I'm not sure I actually totally agree

16   with what I'm about to say, but I think I'm just

17   going to throw it out there anyway.

18   Having never actually catalogued

19   anything, my primary knowledge of cataloging came

20   from class in library school and what I do remember

21   vividly is that one of the primary tenants is that

22   the catalog record is supposed to stand in as a

0044

 1   surrogate for the item.

 2   And what I'm wondering is if we have

 3   multiple libraries with massively large documents

 4   collections and the recent edition of both the

 5   University of Wisconsin and Wisconsin State

 6   historical society where (inaudible) to focus

 7   exclusively on or primarily on public documents,

 8   then in the relatively near future there's going to

 9   be a substantial number of publications that are

10   readily to hand and while that doesn't mean there

11   shouldn't be some structured descriptive

12   information, maybe this is a problem that will, to a

13   considerable extent, go away in the near future.

14   I mean we have a shelf list, we have an

15   inventory of what we have. Maybe the University of

16   Minnesota doesn't need to actually add those records

17   to our catalog since the likelihood of someone

18   finding something in Google is substantially higher

19   than them finding it in our catalog.

20   MS. PROPHET: Mary Prophet, Denison

21   University Library.

22   When we started the five colleges

0045

1   project, we estimated that it would take us 10 to

2   15 years to do it. We're doing it for four

3   colleges.

4   Denison and Wooster are completely

5   finished. We finished over a year ago and except

6   for a few odds and ends on maps.

7   And I would agree with Bill, the more we

8   got into the project, the farther we got into the

9   project, the fewer things we found that did not have

10   good records in OCLC.

11   The last two years, three years of our

12   project we had a tec pro contract with OCLC and

13   we've sent anything that we did not have catalogued

14   to them by the end of the last year, we were out of

15   stuff. Stuff that we could not find three years

16   earlier we were finding by the end of that time.

17   So the records are getting there a lot

18   faster than you might think.

19   And the other thing is even though it

20   took us quite a while to do it, if we had never

21   started, we wouldn't have gotten there. And so some

22   of you have already started and that's wonderful,

0046

 1   but there are people who haven't started and the

 2   only thing to do is just start and do it.

 3   I think the title of one of your

 4   presentations here was just do it and I agree with

 5   that, just do it.

 6   MS. STEWART: Tammy Stewart, Missouri

 7   State University, Springfield, Missouri.

 8   I've got to get your rotten vegetables

 9   ready to start throwing and everything, but I've got

10   a dollars question.

11   Is this an effective use of our time? I

12   know that people over me would say no because we

13   have retrospective records in our catalog back to

14   1976 and they still don't get used.

15   So I'm not sure that it would improve

16   the usage of it and since I'm the only full-time

17   librarian dealing with documents now, I don't have

18   realistic hope that this is ever going to happen.

19   We do try to, you know, get some when they get

20   checked out back into the catalog and get a full

21 record, but it, it's very difficult.

22   MR. SUDDUTH: Well, I mean in my guess,

 1 fortunate -- and in response to this, fortunately

 2 when I have older, fragile and rare materials and

 3 the best place for that to be is in our storage

 4 facility, then I have to have the record to get it

 5 to my storage facility.

 6   So, if it's something that isn't a

 7 record, we, we will, we do it and we try to create

 8 it, so, you know, we're still trying to send that

 9 material there because it's going to preserve it for

10 a lot longer.

11   So, I mean it's, that, but that's just

12 one library. I mean there, there are people whose

13 storage facilities are getting full and they are not

14 engaging in this process, so.

15   MS. MILLER: Yeah, and I would add, I'm

16 cataloging, we've, we've just currently catalogued

17 our entire League of Nations collection which had

18 never been catalogued before and we have also, we're

19 now working on cataloging our Rand collection.

20   The League collection was just to get it

21 out there and we have seen an increase in use. The

22   Rand collection I'm doing because I've got to move

0048

 1   my collection again in two to three years and I

 2   think it might have to go to off site.

 3   So my, my driving force for cataloging

 4   things is partly to get it out there and get people

 5   to see it, but partly because I'm not sure how long

 6   it's going to stay on site and it's just a heck of a

 7   lot easier to have it done ahead of time than it is

 8   for me to have to go into emergency mode and get it

 9   out.

10   MS. CANEPA: Okay, we're out of time.

11   MS. HARPER: Hi, my name is Laura

12   Harper, I'm from the University of Mississippi. I'm

13   the regional from Mississippi.

14   Provocative statement number five.

15   Comprehensive virtual collections managed

16   cooperatively by FDLs in a State or region are an

17   essential part of FDLP's mission and should be

18   encouraged. This statement is related to the third

19   goal in the vision statement. Ensure continuing

20   access to digitally-available Government

21   information.

22   The latest biennial survey results show

1   that 18 percent of depository reports that they are

2   currently downloading, storing locally and making

3   accessible from 1 to 25 files I think is the, the

4   most of these, of these respondents were really

5   currently downloading a small number of files, but

6   33 percent were willing to accept digital files on

7   deposit from GPO and 28 percent of these were

8   willing to accept less than 100 files.

9   So, should regionals have the

10 responsibility of building virtual comprehensive

11 collections in their State? Should they be assisted

12 cooperatively by selectives?

13   Council?

14   MS. STIERHOLZ: By virtual -- this is

15 Katrina, by virtual collections, you mean digital

16 deposit collections?

17   MS. HARPER: Right.

18   MS. STIERHOLZ: Not just electronic,

19 okay.

20   MS. HARPER: Anyone from the audience?

21 Amy?

22   MS. WEST: Amy West, University of

1   Minnesota.

2   Yeah, I think so, I mean one of the

3   defining characteristics of a regional is that you

4   acquire and retain in perpetuity the materials that

5   are part of the FDLP, so I think that digital

6   distribution certainly needs that requirement.

7   You know, I think that the cost

8   comparison between maintaining servers over time and

9   migrating formats as you go is probably comparable

10   to what it cost to heat and light a building and to

11   pay staff to be there to provide assistance.

12   There are other issues of what you would

13   do with those records once you have them. Do they

14   sit there as potential substitutes in case the

15   Website ever goes down or are the materials not

16   otherwise available, but that is something that I

17   think could be worked out, so, this is at least one

18   regional or -- for the time being who says yeah.

19   MR. HEMPHILL: This is Pete Hemphill.

20   My only concern about this is

21   duplication across multiple institutions with

22   multiple versions and then having to sort out what's

0051

1   current and what's not.

2   I would say that perhaps the statement

3   applies for Government information which the GPO

4   does not provide.

5   MS. STIERHOLZ: Yeah, Pete, I look at

6   this and I think what a lot of server space -- this

7   is Katrina.

8   I, I mean I think in theory this makes

9   reasonable sense. I can't imagine 50, you know,

10 50 States, 50 virtual collections, 50 digital

11 deposit collections of everything that is

12 electronic. You know, it means GPO Access in

13 essence 50 times over and that just seems very, it's

14 a lot of duplication.

15   So, I, I mean this seems very expensive

16 and I'm not sure that the return is there.

17   MR. HEMPHILL: You know if you have a

18 rare, if you have a rare collection of information

19 that GPO could benefit by or the rest of the folks

20 could benefit by, I'd say go for it.

21   If it's information that's commonly

22 available through GPO, I would say I would think

0052

1   think about that carefully because you may be

2   duplicating effort.

3   MS. CISMOWSKI: This is David Cismowski

4   from the California State Library.

5   I, I know that this topic is going to

6   come up again later this morning in spades, but I, I

7   agree with Amy that in theory regionals should

8   ideally be able to do this; however, it's important

9   to realize that while most regionals are academic

10   institutions, there are regionals such as mine that

11   are State libraries and there are two regionals that

12   are public libraries.

13   I know that in my State for us to

14   implement this would take probably five years of, of

15   filing action plans, requests with State Government

16   to get permission to do this. Because in our State,

17   doing anything with information technology takes at

18   least a year and it's very, very difficult to do.

19   I personally find intellectually the

20   difference between storing books and providing money

21   to do that and providing money to store digital

22   files to be, you know, the same type of thing.

0053

1   But, there are bureaucratic structures

2   for IT projects in certain jurisdictions that, that

3   seem to throw up roadblocks to this.

4   And so, you know, in theory it, it's a

5 good thing. But in reality, if you're going to have

6 different types of regionals other than academic

7 institutions and keep them in this program, then

8 those have to be taken, those road blocks have to be

9 taken into considerations for those who do not have

10 large IT operations on academic campuses.

11   MR. BULLINGTON: Jeff Bullington,

12 University of Kansas.

13   Again, a goal with some merits and

14 things like that and for those of you who have heard

15 it before, please bear with me. The Kansas county

16 analogy. Kansas has 105 counties in it for a

17 relatively small State.

18   The value behind that was those district

19 lines were drawn so that a person would only have

20 one day's travel to their county seat of Government

21 in order to have equitable access to the

22 Governmental structure. That worked well when those

0054

1 counties were set up 150 years ago. If we re-drew

2 those now, how many might we have?

3   The goal behind this ought to be

4 reasonable redundancy of the electronic collection

5   to provide safety for and preservation for the

6   future and equitable access and timely access, but

7   it may be that 53 such collections may not be as

8   needed any more in that way of the electronic.

9   I mean the print may still, that may

10   still be the same way, but it's, let's look back to

11   what the value and the purpose behind it is and then

12   draw our map forward instead of using the same map

13   and then just making everything fit within it.

14   MS. CANEPA: Thank you.

15   Arlene?

16   MS. WEIBLE: Arlene Weible from the

17   Oregon State Library.

18   I, I keep coming back to what Ann Marie

19   said about leadership in regionals and where we are,

20   we, we tend to be so bogged down by the model of the

21   regional system that we don't think outside of it

22   enough and I think this is a really good example of

0055

1   that.

2   Nobody thinks that every regional

3   library should do this. I mean it's just, it is

4   unreasonable, but every regional library in each

5   50 States or however it's actually divided up should

6   provide some leadership in their State about talking

7   about this issue with the institutions that can

8   consider thinking about this.

9   I, the, the value of virtual collections

10   is they don't have to be all in one place and to

11   think that we want to put that model on to the

12   virtual collection model is just ridiculous.

13   But what we need is leadership and

14   coordination and I really, really hope that those

15   that are in regionals who are thinking we can't even

16   think about this are thinking about how they can

17   talk to other institutions in their State to talk

18   about it.

19   MS. CANEPA: Thank you.

20   Any other comments?

21   MR. HEMPHILL: I guess related to this I

22   have a question for GPO in that how are they

0056

1   prioritizing what is going to be digitizing, when,

2   and how are they going to communicate that to the

3   FDLs so that they know what's going to be up and

4   available?

5   MRS. RUSSELL: We went through a process

6   several years ago working with the community and

7   analyzing the most heavily-used materials on GPO

8   Access and put up a document on our legacy

9   digitization Website that is the current priorities

10 for digitization that could, of course, always be

11 re-visited, but essentially to start building

12 backwards from the most popular GPO databases, which

13 both given the nature of our databases and given the

14 usage patterns on our databases focuses heavily on

15 legal and, core legal and regulatory materials, but

16 there is a document up there and up until this point

17 no one has raised the issue of wanting to kind of

18 re-visit those priorities, although obviously that

19 could be done if, if the focus of the community

20 changed.

21   We've also been working with

22 organizations like Katrina's, we're going to be

0057

1   having conversations with the National Agriculture

2   Library, USGS, other places where digitization

3   projects are going on so that we're taking advantage

4   of what others are doing in sort of filling in the

5   puzzle and not trying to duplicate that.

6   MR. HEMPHILL: Thank you.

7   MS. CANEPA: Any other comments?

8   Okay. I think we're ready for the

9   provocative statement number six.

10   MR. SWINDELLS: Okay. The statement is

11   with the exception of essential reference materials

12   and rare or endangered items, a comprehensive

13   circulating collection should be maintained within

14   the boundaries of each State or region.

15   Region here is undefined, by the way.

16   Make no assumptions about the boundaries of that

17   region.

18   With, we all know, I think, some of the

19   reasoning behind this. With space considerations at

20   both regionals and selectives, with much of the

21   current FDLP collection currently available online,

22   directors and collection managers are starting to

0058

1   look at valuable library shelf space and say why --

2   they're increasingly loathed to commit that space to

3   collections that duplicate other collections at

4   nearby institutions or institutions that are within,

5   let's say, inter-library loan distance.

6   And, so, of course we're thinking about

7   this in terms not just of the FDLP, this is really

8   not an FDLP question so much in many respects as it

9   is a cooperative collection development issue.

10   And the only way we can do cooperative

11   collection development is if we can move materials

12   around.

13   Council?

14   MR. BYRNE: Tim Byrne. I'm finding that

15   as more and more material becomes available

16   electronic, especially the older material, I'm

17   finding less and less need to have things

18   non-circulating.

19   You know, in the past it was always we

20   had to keep the serial set here so it's available

21   when one needs it, but I don't need to do that

22   anymore. So more and more of my collection is

0059

1   circulating.

2   MS. STIERHOLZ: It seems like, this is

3   Katrina, it seems like an odd statement, too, in

4   light of provocative statement number one where

5   we're digitizing everything for everybody and then

6   now we're going to circulate it, too.

7   I think between the two it might make

8   sense to pick the priority that matters the most.

9   We want to be able to circulate physical documents,

10   because I assume we're talking about physical

11   documents here or do we want to make available

12   material perhaps electronically and on demand and

13   not be so concerned about circulating things?

14   MR. SWINDELLS: Gwen.

15   MS. SINCLAIR: I'm Gwen Sinclair,

16   University of Hawaii at Manoa Library.

17   My University is under great pressure to

18   why don't you digitize everything, why are we

19   keeping all those old documents? And my response to

20   that is that a lot of our students and a lot of our

21   patrons don't have Internet access at home.

22   It's great to make everything digital

0060

 1   and that's what everybody seems to want, but there's

 2   a significant number of people out there who don't

 3   have the ability to have materials delivered to

 4   their desktop. They don't have a computer or they

 5   don't have the bandwidth.

 6   So, I think it's extremely important for

 7   us to maintain materials that can be circulated to

 8   people who want to take it home, otherwise we're

 9   condemning this 30 percent of people to always have

10   to come in to the library to use depository

11   materials because they'll have no ability to take it

12   home with them.

13   MR. HEMPHILL: This is Pete Hemphill.

14   Will print on demand solve that issue?

15   MS. SELBY: Barbie Selby, University of

16   Virginia.

17   I get -- I mean I use the P word, print

18   collection as opposed to circulating collection,

19   because part of this, I mean it's that whole light

20   archive, dark archive, GPO's got everything, but,

21   you know, I mean it's, it's a preservation, it's

22   keeping it in print somewhere, I think. I mean at

0061

 1   least in part, so.

 2   MS. UNIDENTIFIED SPEAKER: I think we

 3   have to have this conversation in light of State and

 4   institutional policies and that if you detach this

 5   and just talk about Federal Government collections,

 6   you know, that we're way off the mark here.

 7   That our institutions all define what

 8   circulates based on the needs of our local

 9   constituents in that we can't come in and just say,

10   you know, well I'm going to change that for this,

11   but we have to get up and talk about other resource

12   sharing, too, which is, most States is pretty well

13   developed and highly sophisticated and that we need

14   to go back and look at institutional missions again

15   and cooperation within States.

16   MS. UNIDENTIFIED SPEAKER: I'm from the

17   Indiana State Library and most of our patrons are

18   historians and genealogists and they do want the

19   materials. There's very little pressure on us to

20   have them electronic. On the other hand, we're very

21   close to Indiana University and they have more

22   electronics.

0062

1   So I think there's room for all of us

2   and that our patrons would lose if we decided on one

3   or the other State-wide.

4   MR. SWINDELLS: That may be it? Last

5   questions? We may break early.

6   Okay, I want to thank -- oh, Dan

7   Barkley.

8   MR. BARKLEY: Hi, Dan Barkley,

9   University of New Mexico.

10   Number one, I have cataloging envy with

11   Tim, because he's got five and I have none and

12   catalogers bring out pepper spray when I approach

13   them, so, I don't know why that happens.

14   With this statement and number one I'd

15   like to thank council for developing these

16   provocative statements. I'm not sure I find any of

17   them provocative, but I think them interesting and

18   intriguing and that's the whole point of generating

19   some conversation here.

20   I think a lot of the regionals without,

21   with few exceptions are doing this. I know we do,

22   our colleagues up in Santa Fe, we share our

0063

 1   resources as much as possible, we circulate a

 2   variety of our collections. I'm even willing in

 3   some cases to let certain rare and endangered

 4   materials go if I know the person, so I'm kind of

 5   wondering what was the thought behind the

 6   development of this statement in terms of is this

 7   something many people aren't doing anymore, is this

 8   something regionals aren't performing anymore?

 9   And in part to answer Peter's question

10   of Gwen, we do do print on demand. If we have

11   something that, for example, Laurie or a patron up

12   in Santa Fe needs, we'll either loan it or make a

13   copy of it for them, regardless of the size.

14   We don't have much of a digital

15 collection right now. And I have to I guess wonder

16 with all the digitization going on, is this in part

17 the motivation behind statement number six, as we

18 digitize parts of our collection and we kind of take

19 the binding apart where they can't circulate it

20 anymore, is this -- I'm just kind of curious with

21 council as to the reasoning and thoughts behind

22 this, not that it's --

0064

1   MR. SWINDELLS: That's not council's

2 fault.

3   MR. BARKLEY: All right, well, then I'll

4 blame you, it's Geoff's fault.

5   MR. SWINDELLS: Yeah, it's my fault.

6   MR. BARKLEY: Thank you.

7   MR. SWINDELLS: No, this is just a lot

8 of collections do not circulate, a lot of documents

9 collections do not circulate in various ways. Some

10 circulates it in a library loan. Some do not

11 circulate directly, so.

12   MS. SELBY: Barbie Selby, UVA.

13   But also part of it is that region thing

14 and the shared regional and, you know, if I don't,

15   if I let UNC have EPA, then I'll take War Department

16   or I mean it's obviously getting at that and

17   something that we're all very interested in

18   pursuing.

19   MR. SWINDELLS: Yeah.

20   Okay. Thank you very much.

21   (Applause).

22   MR. SWINDELLS: I guess we have one

1   more. One last.

2   MR. YARNALL: I'm, and (inaudible)

3   carefully because generally I've never, I've only

4   spoken once before at a DLC meeting and I'm Richard

5   Yarnall and I'm the section head of the Government

6   document sections of the Library of Congress, and my

7   section acquires the documents for the libraries

8   collection.

9   And what, and under Title 44 of the

10   U.S. Code, we get paper editions of almost

11   everything that GPO prints and what I want to point

12   out to council and to the other documents librarians

13   here is that this has created a unique situation in

14   that right now the Library of Congress has the only

15   circulating collection of current Federal

16   publications in the nation. 90 percent of the

17   material going to the regionals is electronic,

18   correct, Judy?

19   MRS. RUSSELL: Well, 92 percent is

20   online, whether or not it's also tangible, so I

21   think in the handout it's 25 percent of the material

22   that's online is also available in tangible form and

0066

 1   then another 8 or 9 percent is available only in

 2   tangible form, so.

 3   MR. YARNALL: Right, so basically my

 4   collection, our collection, your collection at the

 5   Library of Congress is very unique right now.

 6   And I'm not sure that this is good. My

 7   personal opinion. Now I'm not speaking as a Federal

 8   employee, I'm not sure that this is a good situation

 9   for the country and that as we discuss this and

10   think about this further, it puts a real different

11   spin on where we as a community are moving.

12   You know, do you really want LC to be,

13   have the only paper copies, what if LC changes our

14   mind. We could, you know, like our collection

15   policy committee could go and change their mind. We

16   could go all electronic and save the taxpayers lots

17   of money. I think that's what we'd like to do, too.

18   But there's a preservation and a

19   responsibility for the nation's memory to have

20   circulating copies of tangibles, at least my

21   personal opinion. And I think this is an important

22   question and I'm very thankful that the council put

0067

 1   this in a vision statement and is raising this

 2   issue. And I just wanted to point out that, golly,

 3   this is where we're walking to and that we know this

 4   together, that this is what's -- what may well

 5   happen. Thank you.

 6   MR. ACKEROYD: This is Richard Ackeroyd

 7   at the New Mexico State Library.

 8   Richard, could you stay at the mic,

 9   please.

10   MR. YARNALL: I knew I should have gone

11   to the other meeting at work.

12   MR. ACKEROYD: Provocative statements

13   result in provocative statements, right.

14   Anyway, could you, could you just

15   clarify for everybody what, what you mean when you

16   say that the Library of Congress has the only

17   circulating collection of documents? How do they

18 circulate, who has access to them and things like

19 that?

20   I, you and I have talked about this

21 before, but I'm not sure that everybody has an

22 understanding of exactly what you mean when you say

0068

 1 that.

 2   MR. YARNALL: There are two ways that

 3 documents come to the library's collection. One is

 4 that our serial and Government documents division is

 5 a selective and they select quite a bit, you know,

 6 whatever a 90 percent selective is now. But that's

 7 a separate collection and it's not permanent.

 8   Under Title 44 of the U.S. code, we are

 9 entitled to up to 25 copies of any Federal

10 publication. These come into my section.

11   We do a selection based upon our

12 collection policy statements and they are put into

13 the permanent collection in the Library of Congress,

14 Congress, I can't speak, getting nervous, and they

15 are part of the permanent collection that will

16 circulate just like any other book or serial in the

17 library's collection.

18   So, if you want a copy of a soil survey,

19   we will have a copy, a paper copy of that soil

20   survey in the library's collection. If you want an

21   EPA document that's published and we select, it's

22   there. And we select quite a bit in tangibles now

0069

1   because until my administration who's much higher in

2   the food chain than I am tell me differently, it is

3   the policy of the Library of Congress that the only

4   thing that is archival in nature is paper and fiche.

5   We know how to keep paper and fiche alive for 100 to

6   200 years. No one has told me how we are going to

7   keep an electronic document alive, sorry, Judy, for

8   200 years.

9   And that's just our policy and I will

10   march that policy until my administration tells me

11   to march somewhere else.

12   MR. ACKEROYD: Okay, I just, but again,

13   I just want to clarify, so if I want that soil

14   survey for a patron in Santa Fe, I can request that

15   on inter-library loan from the Library of Congress

16   and receive it?

17   MR. YARNALL: That's correct.

18   MR. ACKEROYD: Okay.

19   MR. YARNALL: Assuming it's gotten

20   through cataloging, has been bound. I don't want to

21   embarrass our, anybody and say how long it takes for

22   some of our material to get on to the shelf, you

0070

1   know. But that's a true statement and that's why I

2   said that we have the only circulating comprehensive

3   copy and it's not totally comprehensive, we don't

4   select everything. You know, we select on a

5   research level.

6   MR. WARNICK: Just, well go ahead, go

7   ahead.

8   MR. ACKEROYD: I was just going to say

9   thank you.

10   MR. WARNICK: Just to make one further

11   clarification, for those 60 or 70 percent of items

12   that GPO makes available only in electronic format,

13   do you then blow that back and then circulate the

14   hard copy? Or not?

15   MR. YARNALL: If we, if we select a hard

16   copy.

17   MR. WARNICK: If you select the

18   electronic copy --

19   MR. YARNALL: We don't select

20   electronic.

21   MR. WARNICK: You don't, you just don't

22   do that.

0071

1   MR. YARNALL: We don't do that. I have

2   no place to store electronic material. GPO has to

3   commit itself to permanent public access of

4   electronic material and we are not pointing to it at

5   all. If you want electronic material, I would

6   assume that you'd be going to GPO Access and looking

7   for it there, not through our catalog.

8   MR. WARNICK: Great. Thanks.

9   MR. YARNALL: Thank you.

10   MR. SWINDELLS: Thank you.

11   Okay, thanks very much.

12   (Short break taken.)

13   (End of 8:30 a.m. session.)

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1   (Beginning of 10:30 a.m. session.)

2   MR. SUDDUTH: There's a handout for the

3   next session on the stage up here and I want to get

4   started in two minutes and I really do want to get

5   started right at 10:30 a.m. for this next one.

6   As I said a moment ago, there are

7   handouts on the next session on the stage and we'd

8   like to get started promptly at 10:30 a.m.

9   It's nice to see that so many people are

10   still here on a Wednesday morning and give everybody

11   a chance to get in their seats and before we start

12   the last session, there is some business the council

13   would like to take care of and a couple of

14   announcements.

15   One thing I want to remind everybody, if

16   you have not gone to the registration desk and pick

17   up your CE certificates, they are at the

18   registration desks and get those when you have a

19   chance at the end -- or I mean at the end of the

20   session before you leave. Don't forget those.

21   Council has some other business that

22   we've taken care of. We always have a secretary and

     1   Ann Miller has volunteered and agreed to be our

     2   secretary for the coming year, so I want to thank

     3   Ann for that.

     4   As per tradition, during the Fall

     5   meeting the next class, which is the class of 2008,

     6   caucused, got together, nominated an incoming chair

     7   and then the rest of council just nodded, which is

     8   what we do because you, it's about all we can do,

     9   sometimes, and Geoff Swindells will be our incoming

    10   chair.

    11   That's --

    12   (Applause)

    13   And I hope I've, can fool him and make

    14   it look easy so that he can find reality next year.

    15   No.

    16   Being chair is very nice, you get lots

    17   of support from all the previous chairs and lots of

    18   nods.

    19   Also want to thank the folks who have

    20   been out at the registration desk, Lance, Nick and

    21   Yvonne, but particularly Lance who, and I do

    22   logistics at my library when we do events, I know

1   how hard his job is. It's just, it's rare to see

2   him not moving. It's nice to see him just being

3   able to lean against the wall, which I'm sure that's

4   about all you feel like you can do at this point.

5   So, we need to give all three of those

6   guys, a --

7   (Applause)

8   Another reminder, the next meeting of

9   the depository library council will be in the Spring

10   and as the tradition over the last few years, we

11   will be west of the Mississippi.

12   So if you're from west of the

13   Mississippi and you came here, go back, tell all

14   your folks it's going to be a lot closer and come.

15   And it's going to be in Denver April 15th through

16   the 18th. Again, the downside of that is your tax

17   forms will have to be filed. I don't want to say no

18   because it's so electronic now.

19   Again, before we get to the program,

20   there's one of the, a bit of business that we like

21   to do. We, we don't have the production that we had

22   last night and I hope most of you were able to

0075

1   attend the ceremony that honored Judy last night.

2   It was a wonderful ceremony and some, a lot of

3   wonderful things said.

4   And it would be so easy, it would have

5   been so easy for me to sit there with a piece of

6   paper and write it all down and just repeat it.

7   I've known Judy since 1987 because

8   that's the first depository library council meeting

9   I went. It was actually right across the street in

10   the Holiday Inn Capitol Hill. It was the Fall

11   meeting. I have other stories related to that

12   meeting. It was the first one I ever went to. I

13   actually got to the hotel at about 11:00 p.m. at night

14   having traveled by train and was just exhausted and

15   I got greeted at the desk with, oh, Mr. Sudduth,

16   your reservation is for tomorrow night.

17   Luckily they asked me if I knew someone

18   at the meeting and the next thing I knew, there was

19   Ridley Kessler screaming out of one end of the

20   telephone saying yeah, he can share the room with

21   me. But that was my first council meeting. I do

22   remember one thing, that is sometime during the

0076

1   meeting or after the meeting soon after Ridley

2   Kessler told me Judy Russell, she's smart, she works

3   hard and that's damn scary when you have both.

4   Back then you didn't know how long, how

5   many times you were going to run into someone, but

6   Judy came back to GPO in 198(?) -- 1991 and took over

7   EADS and that's the electronic dissemination took

8   off then.

9   Ann and I have several memories of

10   working with or sometimes maybe contrary when Judy

11   was an ILMS and Ann was chair of GODORT and I was

12   chair of legislation and we were up in Washington

13   several times and it was, it's been very nice to

14   have Judy here as Superintendent of Docs for the

15   last almost four years.

16   So, thank you for that. Before, we have

17   a little gift before that, we do have August

18   Emholtz, he has something he would like to say, or

19   August.

20   MR. EMHOLTZ: Thank you, Bill. With

21   apologies to Edward Lear.

22   How pleasant to know Mrs. Russell who

0077

1   published such volumes of stuff, but she never loses

2   a tussle, but all think her pleasant enough. Her

3   mind's concrete and fastidious, her heart remarkably

4   capacious. She thinks tangible items hideous, and

5   yet she's very perspicacious. She seconds venerable

6   old GPO with thousands of books wall to wall.

7   Occasionally sips a fine Pinot Grigo, but never gets

8   tipsy at all. She reads and also speaks Spanish.

9   She cannot abide ginger. Ere the days of her long

10 career vanish, how pleasant to know Mrs. Russell.

11   (Applause)

12   MR. SUDDUTH: Again, Judy, thank you and

13 this is just a, just a very small token that's from

14 council and for all your hard work and working with

15 us, in tough times, in good times and also

16 challenging us because that's what you've done over

17 the last couple of years is made us better by

18 challenging us.

19   MRS. RUSSELL: Thank you so much.

20   (Applause)

21   MR. SUDDUTH: Well, we had a special

22 committee, I mean don't look at me thinking scarves.

0078

1   Like any good council, we had a subcommittee that

2   went out and we made an appropriation and had this

3   select committee go and purchase the item, so.

4   So, let's move on to our program, the

5   rest of our program, digital distribution to

 6   depository libraries and it is Ted Priebe is going

 7   to be our moderator and first presenter and thank

 8   you.

 9   MR. PRIEBE: Well this is a tough

10   follow-up after following on that one last

11   opportunity to say thanks to Judy for everything.

12   I'm here to talk about digital

13   distribution and for today's topic, much like the

14   development of GPO's future digital system, GPO is

15   exploring the topics of what that system has to do

16   specifically for digital distribution.

17   So today's discussion and that briefing

18   paper that's out front, if anyone hasn't had an

19   opportunity to get one, is about the how, the

20   details -- or excuse me, it's about the what, it's

21   about what. How that gets implemented is something

22   that's going to follow, so today's discussion really

0079

 1   is about what the GPO needs to do, what the future

 2   digital system needs to do.

 3   In today's digital information age,

 4   distribution of these FDLP publications in the ink

 5   tangible digital form to Federal depository

6 libraries is an evolutionary step in transforming

7 the 20th Century model of distribution into tangible

8 publications.

9   Throughout the conference we've heard

10 from people and the common theme has been about

11 evolution and transforming and electronic, knowing

12 that there are still places for the tangible

13 publications, but we're clearly evolving.

14   When you think a bit about the evolution

15 of GPO and the technologies as a whole, when you

16 start out back in the '60s where it was strictly ink

17 on paper and then migrating into the '70s with the

18 edition of our friendly micro forms, moving into the

19 1990s, the addition of the tangible electronic

20 products with the CD ROMS, eventually evolving into

21 DVDs and other forms and then in 1994, the advent

22 of, the initiation of GPO Access and the access to

0080

1 the online resources.

2   Some of the positive affects of what's

3 happened in that evolution in terms of the born

4 digital content and the distribution, certainly one

5 of the first things is the improvement in

6 comprehensiveness of the collection. Second, and

7   probably most important to all of us here, is the

8   expansion to public access.

9   The results of this transformation as

10   it's evolving is certainly an increase in

11   information born digital. We've all seen that and

12   we've heard that theme as well across the past

13   several days. And along with that evolution of born

14   digital content is the correspondence and decrease

15   in tangible distribution of those products as they

16   go more on electronic format.

17   Much like today's model, people can

18   download content from GPO one of two ways, primarily

19   with GPO Access as most of us know, but also through

20   the PURLs that are relevant in the cataloging, as

21   well.

22   What we're looking for in our goals

0081

1   today are really to seek information specific to the

2   future digital system and the requirements of it for

3   digital distribution. We will continue to have the

4   ability that you have now with GPO Access in terms

5   of how you can access that content, but we want to

6   also delve into these issues of developing new

7   specific requirements for how content could be

8   distributed out in addition to being the current

9   form where it's a pull, there's an opportunity for a

10   push and a pull or a variety of things, automated

11   means as well.

12   What I'd like to do is go through all of

13   the assumptions first and then give council an

14   opportunity to validate or express their comments

15   and then open it up to the audience. And then after

16   that, we'll go through the questions with council

17   and look forward to that discussion.

18   So, assumption number one, consistent

19   with other formats, GPO will distribute authentic

20   digital publications in formats intended for public

21   access.

22   Assumption two, the characteristics of

0082

1   digital publications vary so significantly from

2   tangible products that new and more flexible

3   guidelines for managing them in depository libraries

4   will need to be developed.

5   Number three, preservation of the source

6   files called archival information packages in the

7   future digital system will be the responsibility of

8   GPO and its preservation partners.

9   Number four, for a majority of content,

10   digital distribution represents another format

11   choice that can be selected in addition to print,

12   microfiche and tangible electronic products.

13   Number five, libraries receiving FDLP

14   digital publications would be responsible for

15   providing sufficient infrastructure, including

16   bandwidth and storage to provide timely and

17   effective public access.

18   Number six, libraries would need to

19   ensure that they are providing access to the same

20   versions of a digital publication that are available

21   from GPO.

22   I'd like to open it up to council,

0083

1   specific to the assumptions, any comments or

2   questions?

3   MR. HEMPHILL: This is Pete Hemphill.

4   One thing on assumption number one that

5   may not be entirely accurate, we found in private

6   industry where the type of access is different for

7   downloading sometimes, particularly in the area of

8   data mining and research. There may be, it may not

9   necessarily be in the same format intended for

10   public access. It may be in an XML format or other

11   digital format that allows perhaps an academic

12   institution to do, write software to scan particular

13   documents for patterns or using techniques for

14   research.

15   MR. PRIEBE: Okay. I think specific to

16   the future digital system, one of the things that is

17   a core underlying function of that system is to be

18   able to deliver content in formats that the end user

19   requires.

20   So, you know, specific to those various

21   formats, I think that's part of the requirements and

22   certainly key to the development for the success of

0084

 1   the system.

 2   MS. PARKER: Marian.

 3   On assumption number six, it says that

 4   libraries would need to ensure that they are

 5   providing access to the same version of the digital

 6   publication as I'm assuming that means currently as

 7   of the date they're getting the publication from

 8   GPO.

 9   So my question is are you all planning

10   to develop some ability to push out a new version or

11   a new edition or a new whatever every time something

12   comes out or is there some automatic update

13   capability built into a document like this that

14   would go back and check against the GPO holdings to

15   see, you know, once somebody pulls it up that they

16   need to go get an update?

17   MR. PRIEBE: Well that's definitely a

18   good how question. As far as, you know, how the

19   inter-workings of FDsys plays out is something I

20   don't know at this point that we can really

21   reaffirm. And let me feel free to introduce a

22   couple of other folks that worked with me on this,

0085

 1   Gil Baldwin and Robin Haun-Mohamed and between the

 2   three of us or others from GPO, we'll, we'll answer

 3   what we can when it's definitive.

 4   But I think specific to, you know, the

 5   version of a specific product and how it's pushed

 6   out, that's really part of --

 7   MS. PARKER: Let me rephrase that then

 8   because I actually meant to ask a policy question,

 9   now a how it's going to be implemented question.

10   So as a policy, are you going, are you

11   planning to create an ability for the library or the

12   user to automatically know and be able to obtain the

13   most current version or is it going to be as it

14   seems to me to read here, the actual responsibility

15   of the library or the end user to check every single

16   time to see if there's something more current?

17   MR. PRIEBE: Well, the policy decision

18   certainly hasn't been made but, you know, whether

19   it's an automated push for a specific type of

20   content that a depository library selects and has

21   pushed to them, if that is a one-time thing or if

22   it's a request that's made, it really I think is

0086

1   going to depend on the end user in terms of how

2   that's distributed. If it's automated or if it's a

3   manual update process where, you know, via a catalog

4   record or some other means. Good question.

5   MR. DAVIS: This is Ric Davis from GPO.

6   Just want to add to that in developing

7   the requirements for the future digital system, we

8   built in the capability as many of you have read for

9   significant version control and part of what we

10   envision is being able to push this information out

11   based on user profiles and things of that nature

12   that are set up. So the capability is certainly

13   built in as a key requirement.

14   I think that the next step is as the CTO

15   office and GPO are working with the Harris team in

16   implementation is to figure out from a policy

17   standpoint how we go about implementing that.

18   MS. PARKER: That helps a lot and I did

19   miss that detail, so thank you, Ric.

20   MR. PRIEBE: Ann.

21   MS. MILLER: Yeah, I, I have a question.

22   I mean one thing I would like to express is that

0087

 1   some of us actually want to track all the versions,

 2   you know, the bills change over time and we don't

 3   want just the new one and I know that's not really

 4   what Marian was getting at.

 5   My question is on assumption number

 6   three, can you describe what you mean by

 7   preservation partners?

 8   MR. PRIEBE: Okay.

 9   MRS. RUSSELL: We obviously are designing

10   a system that will have significant redundancies for

11   protection of the content and we are active

12   participants in the so-called COOP, the Continuity

13   of Operations for the National Archives and for the

14   Congress and so in addition to the normal kinds of

15   redundancies, we have redundancies in order to

16   support them in their need to continue to access and

17   produce content.

18   So, we have lots going on within the

19   Federal system and then our partnership with NARA

20   and, you know, it goes from there.

21   But, but we also are considering how to

22   have external non-Governmental sets of information

0088

 1   and that might be done through other organizations

 2   such as Open Content Alliance or Portico or

 3   organizations like that, it might be done through

 4   partnerships with people in the depository program

 5   where individual institutions wanted to take

 6   responsibility for being the back-up archival site

 7   for certain parts of the content.

 8   I don't know how likely it is that

 9   there's any one institution that would want to take

10   on the financial burden and the logistics burden of

11   being a full back-up.

12   So, I don't think we have an answer to

13   that and we know, we know that we need to look

14   beyond the Governmental redundancies to other as yet

15   undetermined partnerships. Is that, okay.

16   MR. PRIEBE: And I think one of the

17   things you'll hear more about as GPO's future

18   digital system is actually in the implementation

19   stage of specific preservation functions and how

20   many redundancies are there and what they are and

21   that's going to give the community a better

22   understanding of where GPO is and how to respond in

0089

 1   addition to that.

 2   MR. WARNICK: This is Walt Warnick from

 3   the Department of Energy.

 4   Assumption number two talks about the

 5   need for new, more flexible guidelines for managing

 6   digital publications and certainly I think it's hard

 7   to disagree with that assumption.

 8   Specifically we note that the

 9   flexible -- the future digital system is supposed to

10   be inaugurated August 31st of 2007 and it presumes

11   that agencies are going to provide metadata with

12   items they submit, so I would certainly encourage

13   the guidelines for that metadata be made known to

14   the agencies well in advance of the August 31st

15   date.

16   MR. SUDDUTH: And this is Bill Sudduth.

17   And I look at that phrase and see

18 something different in that we're going to need new

19 guidelines, but the word flexible makes me

20 uncomfortable in that how can we know that at this

21 point as you develop new guidelines because as you

22 get down in five and six, you can't be but so

0090

 1 flexible when you talk about five or six.

 2   So flexible makes me uncomfortable in

 3 that it creates, it may be creating an assumption

 4 that there is, there's lots of possibilities, but as

 5 the system gets developed, it's going to start out

 6 fairly fixed and that there might be flexibility.

 7   So, I, I, you know, I wouldn't want to,

 8 you know, two years from now hear someone stand up

 9 and say, but you said it's going to be flexible

10 which means I get to do this. Okay.

11   MR. PRIEBE: Right, and I think that

12 also speaks to the issue of releases of the future

13 digital system when we talk about that first public

14 release 1C versus releases 2 and 3 where there's

15 that enhanced functionality that some of that

16 flexibility is, is really in terms of evolving on

17   the functionality of the system and as it's more

18   functional and there's no features and adaptability,

19   that's going to enhance that flexibility issue.

20   MS. STIERHOLZ: Can I just ask a

21   clarifying question on six. When you say that

22   libraries would need to ensure they are providing

0091

1   access to the same versions of a digital pub, is

2   that all the same versions or just the same versions

3   that they need?

4   In other words, do you mean the same

5   document or all the versions of that document?

6   MR. PRIEBE: All the iterations of it,

7   is that the question?

8   MS. STIERHOLZ: Uh-huh, right.

9   MR. PRIEBE: Yeah, well, I think where

10 we were going with this assumption specifically was,

11 you know, the most current version that is available

12 through GPO would, the libraries would need to have

13 that accessible.

14   MS. STIERHOLZ: So I'm just thinking of

15 the old model where people could stop receiving

16 things and have essentially a collection of

17 superseded materials which they held on their

18   shelves and theoretically hopefully informed patrons

19   that these materials were superseded.

20   This would not allow that, then; is that

21   correct, this assumption?

22   MRS. RUSSELL: I think this is part of

0092

 1   where we're needing to do a lot more exploration,

 2   but if you think about it at the time that we first

 3   distribute a publication, it has not yet been

 4   superseded.

 5   MS. STIERHOLZ: Right.

 6   MRS. RUSSELL: So there's no linking it

 7   to a more current version and if at a later time you

 8   stop, you de-select and you stop taking that and we

 9   later have a superseding version which may have a

10   link to the historical one and we refresh the

11   historical one to put a link to the more current

12   one, you now not only have a superseded publication,

13   but you have a superseded publication that doesn't

14   have the information about what supersedes it and

15   isn't, is probably not tagged as superseded.

16   This came up, for example, a very

17   concrete example with the Supreme Court. When they

18   issue a slip opinion, they supersede it. When they

19   issued a preliminary print and they supersede the

20   preliminary print and they release the final.

21   They have a concern about keeping the

22   permanent public access to the slip opinions and the

0093

 1   preliminaries when they've been superseded unless we

 2   in some way mark those as superseded and point the

 3   person to the right version.

 4   So, we're going to have to have

 5   different mechanisms and policies and we don't quite

 6   know how that's going to work yet, but that's part

 7   of this issue that the digital is not the same as

 8   the tangible and we may have different

 9   responsibilities.

10   So, I think this is more addressing the

11   fact that we know in general that we're going to

12   have to address this, but not, again, not so much

13   how are we going to address it.

14   MS. STIERHOLZ: Right. And addressing

15   it I totally think yes, we want to do that. But I

16   can see how this could get really complicated.

17   MRS. RUSSELL: Yeah, it will get

18   incredibly complicated.

19   MR. PRIEBE: Tim, did you have --

20   MR. BYRNE: Tim Byrne.

21   Yeah, I think that the assumption two

22   that really says we have to have new guidelines for

0094

1   this stuff really affects five and six.

2   We're looking at five and six and trying

3   to apply the old guidelines with things that we

4   understand to that, you know, we're working with

5   tangible things is not going to be that case and

6   it's really hard to think how this will be because

7   we don't have any experience with this. But we can

8   guarantee it will be different and we will have to

9   have something, you know, different guidelines.

10   MR. PRIEBE: Absolutely right. Yes.

11   MR. HEMPHILL: This is Pete Hemphill.

12   With regard to all of the assumptions, I

13   notice that everything is, is kind of lumped

14   together and my experience has been that you may

15   need to deliver different levels of information.

16   For example, some people may only want metadata,

17   some people may only want cross-reference

18   information, some people may only want, may want the

19   whole thing.

20   MR. PRIEBE: Right, and I think we are

21   in tune to that in terms of the flexibility of the

22   system and what it has to have to enable that, you

0095

 1   know, metadata as well as content.

 2   Anything else from Council? Okay, is

 3   there anything from the audience before we go into

 4   the questions?

 5   MR. MEYERS: Larry Meyers,

 6   San Bernardino County Law Library. And Ann and

 7   Katrina kind of hit on what I was going to bring up.

 8   Is there an underlying assumption or

 9   should there be an assumption or should one of the

10   assumptions incorporate the assumption that where

11   appropriate, the previous versions of an item will

12   also be kept within the system? For example,

13   legislation, old, you know, previous years of the

14   CFR, things of that nature?

15   MRS. RUSSELL: And I, that is definitely

16   an assumption for the permanent collection at GPO,

17   but again, it goes back to as a community we're

18   going to have to re-frame the assumptions about what

19   the responsibilities are of regionals and the

20   selectives who take this on deposit.

21   MS. MILLER: Well, and this might

22   follow-up, this is Ann Miller again, where Pete was

1   talking about, somewhat of an ability to kind of

2   taper the flow from the fire hose and that there are

3   just a few of us probably who are, you know,

4   interested in for -- instance, the one I always

5   think of is the, the lists of members of Government

6   from all the Governments in the world from the CIA

7   and I want that, I want every single issue of that

8   because my researchers are going to use it. But,

9   you know, Larry's aren't going to need that and he

10   won't want it, so.

11   MR. PRIEBE: Yes, go ahead.

12   MR. MORRISON: Hi, I'm Dave Morrison

13   from the University of Utah, Marriott Library.

14   And regarding the assumption number six

15   that libraries would need ensure that they are

16   providing access to the same version of a digital

17   publication.

18   I, I think it would be really helpful if

19   it were the system that is, is making sure that it

20   is continually the most up-to-date version so that

21   it does not require any kind of manual intervention.

22   There's nothing quite as frustrating as pointing

1 someone towards a, something that I have created in

2 the past or whatever and just and realizing, oh,

3 that doesn't have the most up-to-date information

4 and it's because I needed to go and actually

5 manually change it and I just didn't get around to

6 it.

7   So, thinking about this, it's almost

8 like thinking of instead of this being a document,

9 thinking of it as more of like a portal or a

10 pipeline which is showing the current version of the

11 information most up to date and maybe then if people

12 wanted to save it, what is being shown at a given

13 time, at that point then it gets all of the, it

14 turns into a static document with the metadata that

15 would say at this point in time when you sliced it

16 off and preserved it, this is the metadata for it

17 and this is the stuff that it's referring back to as

18 the earlier versions.

19   But it wouldn't be a document until you

20 actually tried to preserve it, a slice in time so to

21 speak. Just a way of thinking about it.

22   MR. PRIEBE: Sure, no.

1   MR. HEMPHILL: One follow up to that,

 2 one question about how automated you want this to

 3 be.

 4   If you'll take the example of a delete

 5 transaction coming through, how automated do you

 6 want that to be?

 7   MS. MILLER: And this is Ann Miller.

 8   Another thing is is that I think we

 9 may -- if we're talking about digital deposits, this

10 does mean that the library is taking responsibility

11 and ownership for maintenance of this material, so

12 that's basically what digital deposit is going to

13 mean and if you, if this is not where we want to go,

14 then we rely on the FDsys and its redundant systems

15 to deliver us the information.

16   But I think one of the things that we

17 need to be careful to dice is are we talking about

18 ingesting electronic files into our libraries and

19 maintaining them, full text, whatever, complete with

20 metadata and being responsible for ensuring that

21 they are the authoritative source, or are we talking

22 about -- and we're not, we're not talking about

 1 pointing out to an off-site source that is

2   maintained and refreshed by GPO.

3   MR. BARKLEY: Dan Barkley, University of

4   New Mexico. I know I keep hearing my mother in

5   these assumptions because you know what happens when

6   you assume, so perhaps maybe just an editorial

7   comment there.

8   Number five, and this is kind of a

9   follow-up to what David just asked. I'm kind of

10 curious if you flushed out the sufficient

11 infrastructure, the expectations from us as

12 depositories and I'm also I guess a little concerned

13 with the bandwidth and storage because I think some

14 of us are grappling with how much storage we have

15 available to us locally, how much we're going to

16 need in the future.

17   And for any of us to plan on continuing,

18 some of us need to be able to go to our respective

19 administrations and say, well, over the course of

20 the next year I need this, over the course of the

21 next five years.

22   And I realize, again, we're just talking

0100

1   in somewhat very flexible idealistic terms here, but

2   I was wondering if you've flushed any of these other

3   things out.

4   MR. PRIEBE: I think specific to the

5   future digital system, one of the things that the

6   cross-functional team's been working on is really a

7   system sizing document, to try to, you know,

8   estimate or project some of the scope of volume that

9   we have, those type of numbers, if you will, I think

10   are really going to drive that whole issue of

11   bandwidth as well as storage when you think of the

12   scope of the entire system and what your specific

13   institution's needs might be.

14   So that's a key, yeah.

15   MS. SMITH: Laurie Smith, Southeastern

16   Louisiana University.

17   Regarding number six, I would think one

18   of the reasons we would want to have distributed

19   digital copies would be in case GPO's copy gets

20   corrupted. You know, if some master hacker gets in

21   and changes the 42nd President to Daffy Duck, you

22   would hopefully be able then to use one of our

0101

1   back-up files around the country to refresh yours.

2   So I think that would be one rare

3   exception to us wanting to have the exact copy that

4   GPO has is if yours is somehow messed up.

5   And in terms of selectivity, I guess

6   this would be number four, I think I will in my

7   library want to store some digital documents locally

8   just to feel secure that we're in control of those,

9   but I'm going to want some real, exceptional

10   selectivity that I don't end up with digital files

11   that aren't useful to my local people, as in the

12   current distribution system we've always had to take

13   other things, you know, in an item number and sort

14   of had some trash build up in the collection along

15   with the gems, I don't want to see that happen with

16   the digital stuff.

17   So if there's some libraries that do

18   want the things pushed to them, I think it would be

19   nice if there was some option for those of us who

20   want to be very selective to just be able to

21   download specific files locally.

22   MR. PRIEBE: Yeah, understood, and I

0102

1   think that's a good point as far as the

2   functionality of the system and what we need to

3   continue to reflect on as it's developed.

4   Okay, well that was, let's go ahead and

5   jump into the questions, which should be even

6   easier.

7   Specific to access, and again this is to

8   Council, is the major goal of digital distribution

9   to improve public access to FDLP publications and if

10   so, how's that goal facilitated by libraries

11   providing local access to a digital copy?

12   MR. SWINDELLS: There's a lot in there,

13   improved public access, and I guess it depends how

14   we choose to interpret that. I don't think my

15   University would provide better bandwidth than GPO,

16   although we're working on that.

17   But one way of thinking about improved

18   public access is to make those digital objects work

19   better for my patrons to be combined with other

20   digital objects, to make composite objects, to make

21   special collections, like with State and local

22   materials.

0103

1   And so that's one way that it would

2   improve public access for the folks in my State and

3   that's, that's mostly where I look at the improved

4   public access part of it.

5   MR. PRIEBE: Any other comments from

6   Council?

 7   Tim.

 8   MR. BYRNE: Yeah, I think we're doing

 9   things now in my library that I never dreamed up,

10   you know, just a few years ago, not, you know,

11   20 years ago, but 5 years ago.

12   And I think that what we want to give

13   ourselves is the potential to really develop new

14   things, innovative things that that digital

15   information gives us the capability to do.

16   MR. PRIEBE: I think those collections

17   that you both have alluded to are an important

18   point, re-purposing or creating, you know,

19   innovative ways to service your customers.

20   MR. HEMPHILL: I guess one question I

21   have is are you, is GPO planning on limiting digital

22   distribution to just FDLPs or, say, if you have the

0104

 1   corporate files, a Freedom of Information Act

 2   request for information, would GPO be providing that

 3   information to that company?

 4   MR. PRIEBE: Well, felt a little bit

 5   like a big how, but, you know, specific to the

 6   system and again, what our mission is to provide

7   free and open access to content, you know, in terms

    8   of meeting the needs of the consumer or the user and

    9   the public, it's going to be a question of how that

   10   content could be presented and what format that they

   11   need.

   12   MR. HEMPHILL: It's more of a policy

   13   question. Is GPO going to provide access?

   14   MRS. RUSSELL: And, Pete, I, I think the

   15   answer to that is yet to be determined, but I will

   16   tell you how I've been thinking about it and that

   17   is, and we've been talking about this for, I don't

   18   know, since 1996 when we started talking about what

   19   would happen in this transition, we've been looking

   20   at what our services that we might have that are

   21   exclusive to depositories and that, therefore,

   22   provide a benefit to depositories.

0105

    1   And Ted started out by saying that we

    2   would be continuing to have what we have now; that

    3   is, anybody can come to the system and they can

    4   follow a PURL in the catalog and they can download a

    5   document or they can do a search on GPO Access and

    6   they can download a document.

    7   They can go to the CGP right now and

8   they can E-mail themselves 20 cataloging records.

9   But I think there will be services, and I suspect

10   digital distribution is one of them and I think the

11   mass downloading of cataloging records or the

12   affirmative pushing of cataloging records to match

13   your profile is probably another where they will be

14   exclusive. And that doesn't mean others can't get

15   to that same content, but that we don't have the

16   same partnership or obligation to be spoon-feeding

17   it, if you will.

18   So I think the example you gave in that

19   private sector firm, they can come to GPO Access or

20   FDsys or whatever its name turns out to be in its

21   next life and they can get the same content that the

22   depository could get, but I would expect that if

0106

1   they wanted us to do that kind of service in

2   distribution, that would either be something

3   exclusive to depositories or it would be something

4   for which there was a fee.

5   So, I think there, there will be a

6   distinction between what our obligations are to

7   depositories and to the general public, not an

8   exclusion of content, but in the service.

9   MR. HEMPHILL: All right, thank you.

10   MR. PRIEBE: Okay. Should libraries

11 receiving digital distribution be expected to offer

12 a no fee, anonymous public access to local copies of

13 FDLP digital publications and to minimize any

14 restrictions such as user registration, location,

15 et cetera?

16   MR. SWINDELLS: Emphatic yes.

17   MRS. RUSSELL: Then we get to the how,

18 right. You get to do that how with your own local

19 IT people.

20   MR. SUDDUTH: I'd, this is maybe a

21 sinister question, but then doesn't that create the

22 work-around that we just finished discussing? The

0107

 1 potential?

 2   MRS. RUSSELL: No, no.

 3   MR. SUDDUTH: Okay, all right.

 4   MR. PRIEBE: And the last one under

 5 this, should depository libraries take active steps

 6 such as including metadata in their catalog or

 7 developing appropriate Web pages to enable users to

 8 identify and link to FDLP digital publications in

 9 their collections?

10   (A bunch of women, yes).

11   MR. SWINDELLS: Hopefully not limited to

12 catalogs, but.

13   MR. PRIEBE: Agreed. Okay, we're moving

14 forward rapidly now.

15   Infrastructure, who determines

16 sufficiency for local infrastructure to provide

17 timely and effective public access? And then what

18 are the criteria and should GPO develop those

19 guidelines as they did for work stations.

20   MS. MILLER: I'll take a stab at part of

21 it, this is Ann, from Duke. I, I kind of like the

22 idea and way back, I'm dating myself, in the Chicago

0108

 1 conference I was also one of the few people who said

 2 we need guidelines, I like guidelines because I go

 3 print them off or I can send them in an E-mail to my

 4 IT people and say, look, I need this, and then they

 5 can't argue.

 6   So I'm all for -- the other thing is you

 7 know what this system is going to require and I need

 8 that advice.

 9   Now, does that mean I will limit myself

10 to only what's under the guidelines? No, if I can

11   get away with more, you know, I, I'll do my best.

12   MR. PRIEBE: Tim.

13   MR. BYRNE: I like guidelines, also.

14   Before GPO came out with their recommended

15   guidelines, I was getting called by selectives

16   asking, you know, what sort of equipment should they

17   buy and I didn't really feel comfortable with that.

18   MR. PRIEBE: Okay. Marian.

19   MS. PARKER: Yeah, what I would say is

20   make the guidelines minimal needs, you know, the

21   very minimum that we need to actually function with

22   what we're attempting to do, but as Ann said, then

0109

 1   let us go for the gusto with our own people for more

 2   functionality for the, you know, for the future.

 3   But if we don't know what the minimum,

 4   you know, what the minimal set-up is and we're all

 5   up there trying to figure it out and coming up with

 6   different things, we might end up not being able to

 7   provide adequate access.

 8   MR. SUDDUTH: However, though, this is a

 9   case where the guidelines are going to have to --

10   any guidelines that are developed are going to have

11   to assume a certain gradation or level of, you know,

12   because the systems will be of different sizes

13   depending on how much information you take, what

14   type of information you take.

15   So, it isn't going to be a lock-down,

16   this is the type of machine that needs to be sitting

17   on your desk. This is a, if you plan to take and

18   manage this much stuff, this is how much you're

19   going to need to take and manage this much stuff.

20   MR. SWINDELLS: I'm not sure if this is

21   what Bill meant, but it, at least it sounds somewhat

22   to me, right now the minimum guidelines are sort of

0110

 1   you need equipment like this. When we look at

 2   digital deposit, I foresee them for as you need to

 3   be able to provide capacities that do this as

 4   opposed to a particular type, because we all have

 5   very different IT set-ups.

 6   MS. DAVIS: I would recommend that you

 7   tell people, you know, the pipe size they need. Do

 8   I need a T3 or if I'm a public library and I'm

 9   connected to DSL, when are all my other PCs going to

10   crash because I have two people downloading a

11   400-page document that happens to have a live video

12   clip attached to it or high graphics.

13   MR. PRIEBE: That's a good point, yeah,

14   when you think of video and the monstrous size of

15   those files and what a depository may want, you

16   know, that connection could be significantly

17   different from just an occasional paper documents or

18   standard content.

19   MR. SUDDUTH: It's not also a receipt

20   and storage issue, it's a delivery back out issue

21   which then becomes another gradation of how, how and

22   to whom with what they have and how does that affect

0111

 1   your delivery.

 2   So, it gets even more complicated. If

 3   you take in from one, one pipe, and you can

 4   determine the size of the pipe, but when you're

 5   sending it back out, what glass are you pouring this

 6   back into depends on the type of glass that you've

 7   got to pour it back into and who you can and cannot

 8   pour it into.

 9   MR. PRIEBE: I think it, there may be

10   some libraries that really don't have the

11   infrastructure, the, this would be the bandwidth and

12   all of that, but if they have a policy to burn a

13   copy on to a CD or a DVD and provide it to the

14   patron, they're meeting the patron's needs. So

15   there's lots of ways that this can be delivered.

16   Okay, you had a couple questions or

17   comments.

18   MS. HALE: Kathy Hale, State Library of

19   Pennsylvania.

20   I do think that you have to take into

21   account with your guidelines like GPO does with

22   their specifications now that many libraries and

0112

1   librarians need to take these specifications to

2   higher levels than themselves, that they are taking

3   them to IT departments. Some libraries, they are

4   the IT department and they have to take them to

5   directors who don't know all of the language.

6   So that there needs to be, like Bill was

7   saying, a gradation of the specifications to take

8   into account all of the types and sizes of libraries

9   that FDLP enjoys. And most IT people that I've ever

10   come across like guidelines, they want to know do I

11   need this certain bandwidth, do I need this certain

12   piece for this and potentially what is needed to not

13   only take it in, but give it out.

14   MR. PRIEBE: Sure. No question.

15   MR. GOOCH: Just to kind of follow on

16   that and also the idea of kind of the minimal level,

17   I'm sorry, Mark Gooch, College of Wooster.

18   What level of specificity are you going

19   to go to, you may have a T3 connection to your

20   campus, but your networking folks may only allow you

21   so much of that bandwidth for specific uses, so will

22   we need to have specific amounts of bandwidth

0113

 1   allocated within that big pipe?

 2   MR. PRIEBE: Yeah, I mean certainly

 3   today I don't know that we could answer that, but

 4   the issues you bring forward certainly we're making

 5   note of.

 6   MR. BROWN: Chris Brown, University of

 7   Denver.

 8   I think that the guidelines should

 9   include things such as naming conventions and file

10   formats and directory structures.

11   For example, you don't want to be

12   downloading Index at HTML and overwrite everything

13   else or, you just, it needs to be some

14   consideration.

15   MR. PRIEBE: Okay, very good.

16   Okay. Regional responsibilities. What

17 are the responsibilities of regional depositories

18 for the digital publications GPO distributes?

19 Should they be required to accept and maintain all

20 digital publications that GPO distributes and should

21 regional depositories be allowed --

22   (Laughter)

0114

1   The last one was should the regional

2 depositories be allowed to accept digital content as

3 an alternative to the print or microform version.

4 Whole bunch.

5   Council?

6   UNIDENTIFIED SPEAKER: Regionals first.

7   MR. PRIEBE: Regionals first, okay.

8   MR. HEMPHILL: I think 3AI there to a

9 certain extent would be impractical and a waste of

10 taxpayers' money.

11   I think you, if, if -- you need to be

12 able to make sure that the library community is

13 comfortable with the ability to preserve that

14 information.

15   MS. STIERHOLZ: Yeah, Pete, I agree, I

16 mean I just think that's not possible not just for

17 regionals, but for any library, except I mean that's

18 why GPO is there.

19   MR. BYRNE: I think this is something

20 that really scares a lot of regionals, terrifies

21 regionals. I think we've got regionals who are not

22 sure that they're going to be continuing as

0115

 1 regionals and this is something that might actually

 2 push them over the edge.

 3   And the even, you know, that it's,

 4 there's so much of it is unknown right now. We

 5 don't have this experience with it, so it's really

 6 hard to talk about what we're going to be in the

 7 future when we don't really have any experience how

 8 we're going to deal with these things and what we'll

 9 be doing in the future.

10   So I hope we keep enough flexibility

11 with this area so that we don't lock us into

12 anything for regionals right now. Let us learn and

13 then make that decision.

14   MR. PRIEBE: Good comments.

15   MR. SUDDUTH: My question, though, is,

16 what if someone does and if they are or aren't a

17 regional, you have to be prepared for that

18 possibility?

19   I've heard folks stand up over the last

20 several years and say possibly.

21   MS. MILLER: But my question to that it

22 so what, I could be 100 percent selective now if I

 1 wanted to be, I'm not that foolish, but --

 2   MR. SWINDELLS: We actually don't have

 3 to answer this theoretical question because it says

 4 required to accept and maintain and so I would say

 5 for me the answer to the first is no.

 6   The answer to the second is much more

 7 complicated and I don't, it's really a question of,

 8 it's really sort of back to essential titles and

 9 those kinds of questions. Should we be allowed to

10 substitute? I think yes, but I also think within

11 guidelines and that there will be some things where

12 we are required to accept the print even if it's

13 available in digital form.

14   MR. PRIEBE: That's a good point.

15   Richard.

16   MR. ACKEROYD: Richard Ackeroyd,

17 New Mexico State Library.

18   It's, I'm agreeing with just about

19   every, all the hesitation and the concerns that

20   people are expressing, but it seems to me that

21   sometime over the past year I've been involved in a

22   couple of conversations where there was some

0117

1   discussion about the possibility of setting up a

2   series of mirror sites around the country that

3   regionals and depository libraries could access for

4   the purposes of meeting their needs to provide

5   access to their publics, without having to duplicate

6   in every single library the kinds of things that are

7   being suggested here and I think this goes all the

8   way back to the access question in the beginning.

9   So I don't know whether, is that, is

10   that kind of discussion off the table or are you

11   thinking about that or is the staff thinking about

12   that as you're thinking about all of these

13   questions, because it seems to me that could, could

14   answer a lot of questions of access and ease of

15   access and take a lot of pressure off a series of

16   local IT infrastructures, particularly the smaller

17   ones.

18   MR. PRIEBE: I say thanks for bringing

19   it up, but yes, yes, we certainly are hearing that

20   and it needs to be factored in.

21   Okay. Metadata, should GPO distribute

22   bibliographic and other metadata as well as the

0118

 1   digital publication. Yes?

 2   (Many responded Yes.)

 3   MR. PRIEBE: A lot of yeses there.

 4   What other metadata should be routinely

 5   distributed?

 6   UNIDENTIFIED SPEAKER: All that other

 7   stuff.

 8   UNIDENTIFIED SPEAKER: Anything you've

 9   got.

10   UNIDENTIFIED SPEAKER: Anything you've

11   got.

12   MR. PRIEBE: The kitchen sink should go

13   out, is that --

14   MR. SUDDUTH: No, I mean I think, and

15   I'm sitting here looking right at, whatever your

16   name is.

17   MR. SWINDELLS: George.

18   MR. SUDDUTH: George. And there's

19   already some idea of the different types of meta

20   data that's needed. There may be others, but my

21 reaction is it's needed -- that kind of metadata is

22 going to be needed, particularly if you're going to

0119

 1 be flexible in your access to the information and

 2 managing it.

 3   MR. SWINDELLS: Well, I have a slightly

 4 different perspective on that. There's a prior

 5 question here and that's what are we required to do

 6 with the stuff? If we are saying that digital

 7 deposit, and I don't think we are because I've

 8 already discussed that, but if we are saying that

 9 it's preservation over time, then that's another

10 whole set of metadata elements that we want

11 distributed.

12   If we are simply saying that as trusted

13 repositories we can reliably say that this is what

14 we received and it has not been altered, which is

15 essentially what we do now with print, then that's a

16 different set of metadata.

17   So it isn't necessarily everything. It

18 depends what we're doing with the stuff.

19   MS. MILLER: This is Ann.

20   I just have a quick -- I just think that

21 in some ways, I'm trying to balance what I might see

22   a library doing with the digital,

0120

 1   digitally-deposited material, if it's a truly

 2   creative enterprise and they're going to take it out

 3   and they're going to make something wonderful out of

 4   it, then they need to be the ones who are going to

 5   decide what metadata is appropriate and what isn't,

 6   because that's where they're going to need the file

 7   structure and the preservation information,

 8   et cetera.

 9   But then there might be others of us who

10   are interested in primarily just having a certain

11   set of products that, that meet the needs of our

12   particular mission and don't, probably won't spend a

13   lot of time, you know, noodling around with it.

14   Is that, the question I have is that

15   GPO's responsibility to make that decision or should

16   GPO be delivering us everything and then we go in

17   and say, you know, we're going to strip these

18   sections, we don't need the METS stuff or we don't

19   need the MODS stuff or one of those M things, we're

20   going to strip it all out?

21   MR. SUDDUTH: So you're saying would it

22   be part of like a profile delivery? Okay.

1   MR. HEMPHILL: Well, one consideration

2   you have to have in there and this goes back to

3   delivering different levels of information, is to

4   what extent is GPO going to require certain meta

5   data for synchronization of information, for

6   example, version control.

7   You need to consider what's going to be

8   necessary to make things basically functional to

9   make sure things stay up to date.

10   MR. BYRNE: Once upon a time our library

11   was part of the group that had used the Carl system

12   and the people who developed this system, they were

13   really brilliant people, very forward-thinking

14   people, but for some reason, to save space on their

15   servers, I don't really remember what it was, they

16   decided they didn't need to retain all of the

17   bibliographic record. They could strip out all the

18   XXDLs, and this was a mistake and they came to

19   realize it later and had to do, you know, an

20   incredible re-indexing and re-loading.

21   But I think it's a mistake not to let us

22   have everything that we might use sometime in the

1 future.

 2   MR. SWINDELLS: I guess I'll change what

 3 I said before because I agree with both Tim and Ann.

 4 It's really about what should be accessible.

 5 Everything should be accessible to us and we should

 6 be able to take what we need from that, but.

 7   MR. PRIEBE: Selectivity. When can a

 8 selective library or regional select only the

 9 digital version of the publication? I think this

10 came forward earlier, as well, and are there

11 exceptions?

12   MS. STIERHOLZ: I think any time they

13 want, and I assume that they would always do this,

14 to serve their customers the best, so, and I think

15 libraries do have their users in mind and so they're

16 going to select the thing that best serves their

17 user.

18   I can't think of any exceptions.

19 Regionals well you guys -- I'm not going to.

20   MR. PRIEBE: Version issues and

21 synchronization, if a library no longer selects

22 similar publications, will it need to manage its

0123

 1 collection to ensure that it is not providing access

2   to a superseded version? And if yes, how could this

3   be accomplished? I think that was a topic we were

4   on earlier, as well.

5   Additional comments?

6   MR. HEMPHILL: I think the answer to A

7   is yes and, if yes, answer to A is yes and if yes,

8   how could this be accomplished.

9   Magic.

10   (Laughter).

11   MR. PRIEBE: Well that is the system, a

12   magic wand is going to make it happen.

13   MS. MILLER: This is, this is Ann.

14   I, I know I harp a little bit about

15   this, but I actually find, you know, I work in a

16   research library with a lot of nerds and they ask

17   for this kind of really old stuff. I want to know

18   how it developed over the last 30 years, I'm like

19   okay, whatever.

20   But I think, we manage our collection to

21   ensure that we are at -- providing access to the

22   appropriate version for what the person is using it

0124

1   for, and sometimes it's appropriate for our users in

2   certain times to look at superseded versions and

3   that's important.

4   MR. HEMPHILL: My colleague, Evelyn,

5   brought up an interesting point.

6   MS. MILLER: She's pointing at me.

7   MR. HEMPHILL: And mentioned that

8   de-selection might be a piece of functionality

9   that's needed for FDLPs.

10   MS. FRANGAKIS: But I also have a

11   question for Ann in when your patrons are looking at

12   the superseded versions, are they aware that they

13   are superseded versions so that, that would need to

14   be an issue in the digital environment as well, if

15   those continue to be available.

16   MS. MILLER: That's correct, I think

17   it's important that we market appropriately;

18   however, we do that in an electronic environment

19   because I, you know, if there, if they're wanting to

20   look at the development of the Medicaid rules, God

21   knows why, they might want, you know, they,

22   certainly if they are a practicing physician and

0125

1   they want to know what their reimbursement rate is

2   going to be, they want to look at what's current.

3   Believe me, that's hard to find.

4   But they want to, you know, look at,

5   they might want, our researchers might want to look

6   at the old stuff.

7   MR. PRIEBE: Richard.

8   MR. ACKEROYD: Richard Ackeroyd,

9   New Mexico State Library.

10   It seems to me that this might be

11   similar to tracking a legislative history and as you

12   do that, Bills get amended and put forward and line

13   itemed and whatever and I wonder if however

14   legislative histories are being tracked now couldn't

15   serve as a model for dealing with superseded

16   versions of other kinds of publications.

17   MR. HEMPHILL: With regard to the how,

18   we struggled with, with doing that, keeping things

19   in sync and one thing we provided to our external

20   partners was software that allowed every time that a

21   user viewed the information about the content, i.e.,

22   the actual document, that it would go back to a

0126

1   centralized server if it was available and

2   validated, that is a current version. If it's not a

3   current version, it would pop up a dialogue box and

4   say this is not a current version, please download

5   the latest which can be found here.

 6   In addition, we had situations where we

 7   put expiration capability on there and also if there

 8   was off-line use like for in submarines or people

 9   who are on aircraft, we would warn them that this

10   may not be the current version and they should

11   validate it with, with the authenticating source.

12   MR. PRIEBE: Kind of like what we've

13   talked about with authentication and digital

14   signatures and provided online access and so forth

15   and so on.

16   Yeah. Yeah.

17   MS. WEST: Amy West, University of

18   Minnesota.

19   I just double checked with somebody who

20   works in a selective library to make sure this is

21   right, that if you decide not to continue selecting

22   a prints or micro form publication, that's okay,

0127

 1   that's just the last issue you have.

 2   There's a number of ways you could

 3   differentiate one version from another. Technically

 4   that's not that difficult, you can find date stamps

 5   and incorporate them into something visual. So I

6   would be inclined to say no, if a library decides to

7   stop selecting something at a certain point, why

8   should that be conceptually different than if they

9   did so with print.

10   MR. PRIEBE: Thank you.

11   Barbie.

12   MS. SELBY: Barbie Selby, University of

13   Virginia.

14   It's sort of, it seems like it could go

15   back to the metadata, I mean it obviously would be

16   a metadata piece that would talk about this. And I

17   guess the thing with metadata, you might think at

18   some point you wanted only X metadata but then

19   later you might want more metadata to go with that

20   same document, so it's sort of maybe needs to be

21   modular so you could grab more metadata to match up

22   with your materials that you have stored locally

0128

1   later on.

2   MR. PRIEBE: Good point.

3   Okay, on to ownership. Do digital

4   publications distributed under the aegis of the FDLP

5   remain the property of the U.S. Government,

6   including back-up and other copies maintained on

7   library systems?

 8   What are the implications of an agency

 9   requesting the recall of FDLP electronic titles?

10   And one more, if an agency does not want

11   older issues to remain available online, how should

12   this be handled?

13   A couple good topics for us.

14   MS. SELBY: It seems like the first one

15   violates copyright law, that if somebody makes a

16   copy of a digital Government publication on their

17   own server, since there is no copyright in the

18   public domain, they own it.

19   I don't know, that's how I see it. Is

20   there some other way of looking at that?

21   MRS. RUSSELL: I think in a strict

22   copyright sense you're correct. I mean anybody

0129

 1   could go right now today on GPO Access and download

 2   any document and, you know, there's no ownership

 3   issue.

 4   I think the ownership issue and maybe

 5   ownership isn't the right word for it, but more

 6   comes in what is your commitment by being a partner

 7   in the FDLP.

8   One of the things you agreed to as a

    9   depository with respect to the tangible materials is

   10   that this is property of the Federal Government,

   11   that you will honor recalls. We then try to be

   12   extraordinarily scrupulous about what is allowed to

   13   be recalled so that it isn't a frivolous process,

   14   but there are times when something completely

   15   inappropriate, for whatever reason, gets sent out

   16   there.

   17   I mean we're finding old stuff now with

   18   social security numbers in it which at the time

   19   people didn't think too much about, but boy now that

   20   it's all automated, people can, people say wait,

   21   wait. I mean that's in the tangible stuff, but if

   22   you think about the inadvertent distribution of an

0130

    1   inappropriate document, I think it may be more of

    2   what is your commitment as a depository library to

    3   honor, I mean that's more maybe going to be.

    4   MS. STIERHOLZ: Okay. So that's your

    5   concern with this, not, you know, somebody leaves

    6   the program, you are going to request all these

    7   digital documents back?

    8   MRS. RUSSELL: No.

9   MS. STIERHOLZ: Okay.

10   MR. HEMPHILL: Much of the, much of this

11   has been discussed widely with the implementation in

12   private industry of sarbanksoxly (phonetic

13   spelling), what issues of retention of E-mail,

14   retention of documents, retention of back-ups.

15   You might want to consider looking at

16   some of the work that's been done in that area as

17   ground-breaking work and potentially be able to

18   implement policies similar to that of what's been

19   implemented for sarbanksoxly.

20   MR. PRIEBE: Anything else from Council?

21   Oh, Tim.

22   MR. BYRNE: I'm concerned about what is

0131

 1   not being asked at this point and it's something I

 2   was expecting to be here and that was a retention

 3   rule, five-year retention rule. Should there be a

 4   five-year retention rule for the electronic

 5   publications? And I happen to think no is why I

 6   sort of hesitated to bring it up.

 7   MR. PRIEBE: No, that's a good question.

 8   I think we had about five pages of questions that we

 9   really scaled back over time. And I mean that's

10   certainly a relevant one, as well.

11   MR. BYRNE: But I think this is, it's

12   linked to the ownership, too, so if we're saying it

13   is owned by the -- and that could come up.

14   MRS. RUSSELL: And I think the basis for

15   the five-year retention rule in statute is heavily

16   based in Federal property and it's based on the

17   concept that if we've spent scarce appropriated

18   funds to print and ship this copy to you, you should

19   not the day after tomorrow throw it away and that,

20   you know, that, that an investment has been made and

21   clearly there's a different kind of investment at a

22   cost for transferring electrons. It's not that

0132

 1   there's no cost at all.

 2   I mean it's no free lunch, but it is a

 3   very different thing and we aren't really dealing

 4   with tangible property.

 5   MR. BYRNE: You know, in anticipation of

 6   that, I actually went back and read the legislative

 7   history and everything, so I'm glad to hear you say

 8   that.

 9   MS. MILLER: This is Ann.

10   I, however, disagree. Well I think, I

11 think some of it, and it may not be in quite the

12 same form in this, in this world, but I think we

13 need to get somehow to, if we're going, if a library

14 is going to request digital deposit, we need to have

15 some method of ensuring commitment I think is the

16 right words for me. If, if we are, if they are

17 taking delivery of this material, I want to be sure

18 that it's not just sort of going on a server

19 somewhere and hiding.

20   I mean you can argue what difference

21 does it make, it's just taking up server space. But

22 GPO has paid for distributing it and I think they've

0133

1 made a commitment, or they would make a commitment

2 on their end to deliver this and that somehow we

3 have to come up with a way for the receiving

4 library, and I think we address it in certain of the

5 other questions, but there needs to be a way for the

6 Federal Government to ensure that the receiving

7 library is upholding its end of the bargain and

8 that's what we've had with the five-year rule in

9 terms of property.

10   MR. BYRNE: On the other hand, this is

11 not point -- this is not information that's not

12   available then. This is still stuff that's

13   available through GPO, through the links in their

14   catalog, so the depository will still be able to

15   provide access, even if they may have the intent

16   some day to do something with these things and

17   they're sticking them on a server where nothing is

18   happening right now.

19   MRS. RUSSELL: And I think, though, that

20   Ann has hit on a point which was part of what I

21   think was underlying some of our assumptions, which

22   was we're not just distributing these things to

0134

1   people to store away with the idea that maybe

2   10 years from now you're going to do something with

3   it, that, that there is some level of commitment to

4   public access and to having the infrastructure. And

5   again, with them doing something with it and all of

6   those things I think are things about which there's

7   going to need to be a lot of dialogue to define, you

8   know, not just what are the minimum technical

9   requirements, but what are the minimum commitments

10   that need to be made and I think we're just at the

11   very early stages of feeling our way into that.

12   So I think kind of both points have

13   their merit, that we are not going to use

14   property-based logic to make these decisions, but we

15   are probably going to make decisions based more on,

16   you know, why are we expending the resources to

17   develop and manage a system to push this content to

18   you if you're really not using it for public access,

19   which is that for which we are being funded to do

20   these, these tasks.

21   So, but I, I think it has also been a

22   tie back to the B and C parts which may be much

0135

1   harder. I mean once the horse is out of the barn,

2   it's not much use locking it. And given the ability

3   for people to back up Websites and do all these

4   other kinds of things, you know, recalling a digital

5   publication once it's been posted on an agency

6   Website for a while is an exercise in futility.

7   That doesn't mean that agencies still don't when

8   they find an oops, particularly a significant one,

9   feel compelled to try to deal with it and be given

10   our special relationship with them and your special

11   relationship with us, it's something we need to be

12   talking about, thinking about, should we do it, how

13   should we do it, if not and we disclose it to

14   agencies that we're not doing it, does that affect

15   their willingness to put the stuff into the pipeline

16   to get it into FDsys because they know if they make

17   a mistake. It's irrecoverable.

18   So, some interesting issues as yet to be

19   resolved.

20   MR. SWINDELLS: The five-year rule,

21   though, also it's not simply a property commitment.

22   It is a commitment to service.

0136

1   MRS. RUSSELL: Right. Yes.

2   MR. SWINDELLS: This is a particular

3   area represented by that material and so you are

4   making a service commitment. And whether we retain

5   a five-year rule or not, we need to retain a certain

6   amount of continuity in service commitments.

7   MR. PRIEBE: Very patient. Thank you.

8   MS. SMITH: Sure. Lori Smith,

9   Southeastern Louisiana University and I've got to

10   get myself to a shorter named college.

11   The digital files that we would choose

12   or have downloaded for us, I'm happy to keep those

13   five years if you want me to. I'm happy to take

14   them off the server if the agency asks us to, but if

15 I'm running out of server space and I need to weed

16 or, you know, weed my collection, I would really

17 like to not have to create an exchange list and

18 seek -- if we can skip that part, that would be

19 great.

20   MRS. RUSSELL: I have a feeling we can

21 probably all agree to that, other access copies.

22   MR. HAYES: Steve Hayes, University of

 1 Notre Dame.

 2   And part of it is, you know, I'm kind of

 3 torn. We have a huge history based on tangible, yet

 4 we are totally discarding that going oh, this is

 5 totally new, you know. Ah, yes, I really want A to

 6 be required because I want to shift back to Judy the

 7 bits and bites, the on and off for electronic

 8 product back to GPO. After all, they distributed it

 9 down to us, I need to send those electrons back.

10   Come on. I think what Geoff was getting

11 at was part of it. What was, what were we trying to

12 accomplish by which we did all of those rules for,

13 you know, you have to have your aisle space XY to

14 get at your tangible product and you had to have

15 light and you had to have photocopying and you had

16   to have this and that. We didn't develop those

17   guidelines as a whim. They were meant to accomplish

18   something.

19   What are we trying to accomplish with

20   digital distribution and what are the requirements

21   that we have implied in a tangible world that apply

22   and we can use before we re-invent going, oh, it's

0138

 1   totally different.

 2   No, meeting an end user's need, whether

 3   it is intangible, may have a different set of

 4   specifics, but you still need to what are we trying

 5   to do with our general public.

 6   And so I, you know, I'm always kind of

 7   torn going, yeah, we really want that, but yeah,

 8   it's really stupid to send back the electrons to

 9   Washington. The last one, you know, again, part of

10   me goes I don't care what the agency wants, you know

11   if I bought it, it's mine, okay. But you

12   distributed it, so it's GPO's, you know. And I hate

13   to get a thing here going, how many have made copies

14   of the stuff before we sent it back, or we destroyed

15   it.

16   I mean we are not --

17   MRS. RUSSELL: And believe me, we tell

18   them whenever these discussions occur that we can

19   pretty much guarantee them that somebody, you know,

20   and if it were tangible and somebody has already

21   digitized it --

22   MR. HAYES: Bingo.

0139

1   MRS. RUSSELL: -- will be posting it

2   shortly that they, that they, even so in the

3   tangible environment we have a lot of conversations

4   about that.

5   And, yet, I think we can all agree that

6   there are instances where there are appropriate

7   reasons for a recall and there are going to be

8   instances as we go back and digitize historical

9   collections that we're going to unearth documents

10   which at the time in a tangible format were

11   distributed but in an electronic format, the fact

12   that it's a directory which has the social security

13   numbers of everybody who was in it, you know, we're

14   going to have to have a way to redact or, you know,

15   or if something like that got out, we're going to

16   have to have a way to, and recall may be a

17   euphemism, it's really erase.

18   But, you know, I mean it is part of that

19   whole what is the relationship we have and you have

20   through us with these publishing agencies that cause

21   them to voluntarily participate. I mean if we're

22   scraping it off their Website, you know, they've

0140

 1   made, they put it out there. If the horse left the

 2   barn, the horse left the barn.

 3   But if we're asking them to

 4   affirmatively deposit it in order to give it to you,

 5   again there is some expectation that if there's an

 6   oops, that, you know, we and you aren't going to

 7   just say oh, too bad guys, you just published the

 8   social security numbers for everybody that receives

 9   Veteran's benefits and we're keeping it, you know, I

10   mean, so.

11   MR. HAYES: Right. And I think we do

12   that, but again, it's what are we trying to

13   accomplish, but how far retrospective do we go. You

14   know, I'm in an institution that, you know, I could

15   be weeding my collection against policy every time

16   the Catholic church comes up with a new, oh, well

17   let's weed that out because it's against policy.

18   So it is, again, but my main point was

19   can we be doing this in terms of what do we already

20   have in place, is there really valid reasoning that

21   is totally different in an electronic era instead of

22   going yeah, we built on it for this, we'll do a

0141

1   similar kind of infrastructure to meet the needs

2   with an electronic one.

3   MS. UNIDENTIFIED SPEAKER: I have a

4   question based on the five-year rule with

5   electronic, underlying the whole issue. If for a

6   small depository, if our item number is whatever, if

7   there's an electronic document that goes to that

8   item number, access -- we can give access by having

9   Gov., you know, linking to Government Websites.

10   From what you're saying, it sounds like

11   we are needing to have those into our catalogs

12   because it, we have the item number. Maybe I'm

13   misunderstanding what you're saying, but it sounds

14   like we're being required with the five-year rule to

15   have access other than sort of the piece of paper in

16   hand idea.

17   MRS. RUSSELL: I think I understand what

18   you're saying and I think we've been having a number

19   of conversations going back to when I was at GPO

20   before about the whole issue of digital deposit. I

21   don't think we're expecting to require anybody to

22   take digital deposit, I believe we even asked that

0142

 1   question about the regionals, you know, I, I think

 2   it's more if we offer the option and we are

 3   expecting to have the capability to do that, so in,

 4   in the case of a selective that simply wants to

 5   provide access and doesn't want to house any of

 6   those on a digital deposit, I don't think we're

 7   going to be asking them to do that. I don't think

 8   we're asking you to change what you do in that

 9   regard.

10   I think this is an option. You can link

11   to it to provide the access, you can download it to

12   provide the access locally. To the extent that

13   there's a tangible copy offered, you can select the

14   tangible copy, you know, then it becomes another

15   choice.

16   Does that kind of address what you were

17   concerned about, or?

18   MS. UNIDENTIFIED SPEAKER: You were

19   talking -- the question somebody raised about the

20   five-year rule, how do we, if it's electronic only,

21   unless we pull all the records into our OPAC, how do

22   we indicate that we are offering access to it to get

 1   rid of it in five years? That's sort of the

 2   circular loop that I'm having problems with here.

 3   MRS. RUSSELL: Right. And there are and

 4   we did a show of hands on this in Seattle because we

 5   were talking about pushing of catalogs in records

 6   and other kinds of things, we don't require right

 7   now any library to download and catalog the digital

 8   materials as the way to link, although many, many of

 9   the libraries choose to do that.

10   And I think in most cases it isn't

11   something where they would then systematically go

12   back and weed because it's not a matter of the way

13   you typically read tangible in terms of space

14   savings and other kinds of things.

15   So, you're not required to have a

16   cataloging record for something which you're merely

17   supporting access to, but many, many libraries are

18   choosing to do that and I don't know what your

19   behavior is as leading. I suspect very few of you

20   are going back and weeding cataloging records for

21   electronic content. I mean is that a fair

22   assumption? I'm seeing a lot of heads nodding, so.

 1   MS. UNIDENTIFIED SPEAKER: Thank you.

 2   MRS. RUSSELL: Does that help?

 3   MR. PRIEBE: Okay.

 4   Well I think we got through the

 5   questions and if there's no other comments, I'll --

 6   oh, okay, one more.

 7   MS. ROWE: Beth Rowe, UNC, Chapel Hill.

 8   I just wanted to let GPO know that I'm

 9   very interested in direct deposit as a regional. I

10   have a director who as far as we're still in the

11   clouds is interested in the idea and an IT

12   department that has expressed interest.

13   So, I'm at a golden opportunity right

14   now. If you all are interested in any kind of a

15   pilot guinea pig situation, let me know.

16   MR. PRIEBE: Thank you.

17   MR. SUDDUTH: Anything else from

18   Council?

19   Seeing none, hearing none, I adjourn

20   this meeting of the Federal Depository Library

21   Council and the Depository Library Conference. A

22   remainder, though, that those of you who signed up

0145

1   for tours, go, enjoy, and see you in Denver.

2   (Applause).

3   (Meeting adjourned).

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