

FEDERAL LIBRARIANS: THE VANGUARD OF THE HYBRID INFOSPACE

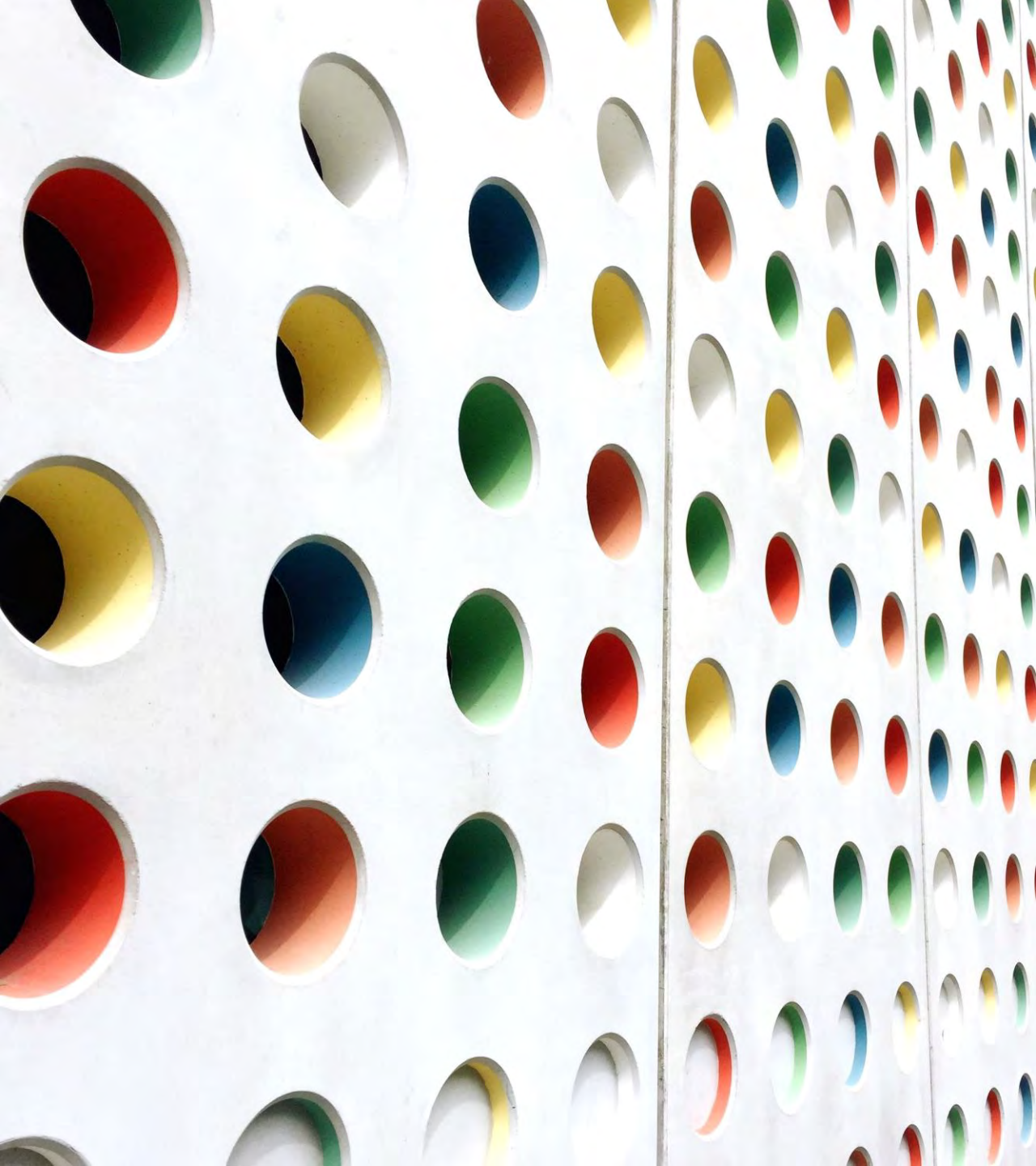
VIRTUAL

2021



Keynote Address
Shakima Tozay
Naval Station Everett Washington





Operationalizing Empathy In Your Workplace

FEDLINKS FALL EXPO

SHAKIMA "KIMA" TOZAY, LICSW

17 NOV 21

About me



Clinical Social Worker
Federal Employee since 2010
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University of Washington Alumni
Navy Veteran



Disclosures

- ❑ The opinions, averment of facts, or views expressed during this presentation are those of the author and do not constitute the official position of the United States Government, the Department of Defense, or the United States Navy.
- ❑ Kima Tozay has no financial interest to disclose.
- ❑ Commercial support was not received for this activity.
- ❑ No conflict of interest.

Agenda



Define empathy and understand its function and qualities.



List 3 types of empathy and discuss differences between cognitive, emotional and compassionate empathy.



Identify the challenges of operationalizing empathy in a stressful environment.



Learn 4 key skills & 4 steps to operationalize empathy in the workplace



Develop an Empathy Action Plan

Poll Question # 1

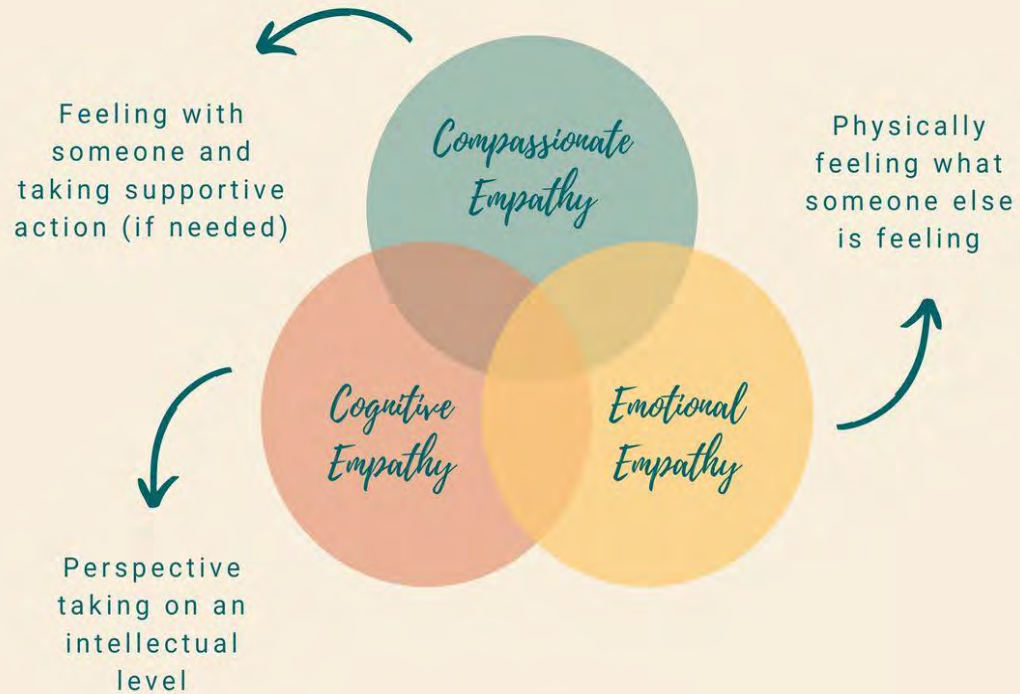
What have been some unique challenges in your organization with working in a hybrid environment?

What is empathy really ?

Empathy: the **action of understanding**, being aware of, being sensitive to, and **vicariously experiencing** the feelings, thoughts, and experience of another of either the past or present **without having the feelings**, thoughts, and experience **fully communicated** in an objectively explicit manner. – Merriam-Webster Dictionary

The three types of

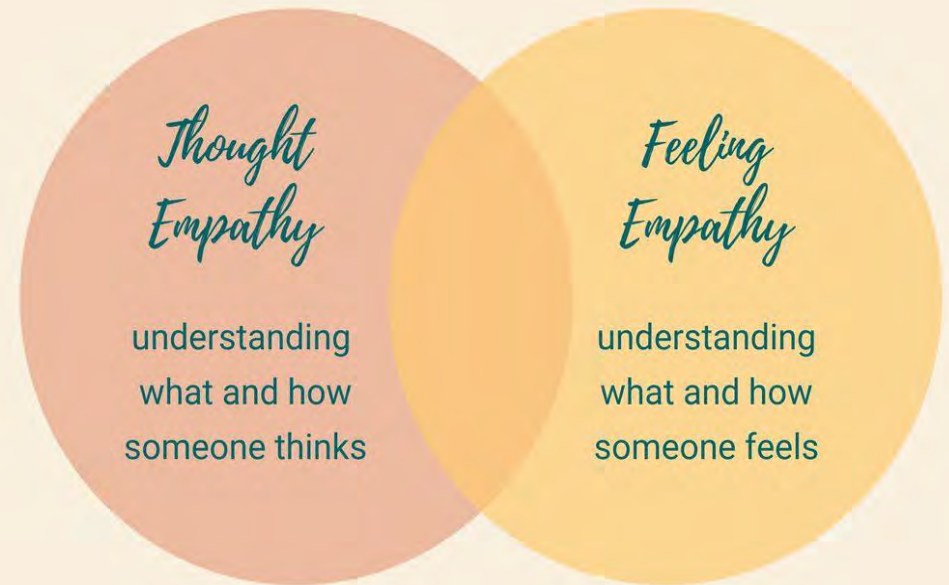
Empathy



@ppiascienceofhappiness

Two components of

Empathy



@ppiascienceofhappiness

Empathy Vs Sympathy According to Brene Brown



<https://youtu.be/HznVuCVQd10>

Neurobiology of Empathy

temporoparietal junction

a region at the side of your brain that's involved in thinking about those around you



inferior frontal gyrus, a region at the front of your brain that's involved in abstract thinking.

Mirror Neurons fire both when you perform an action *and* when you see someone else perform it

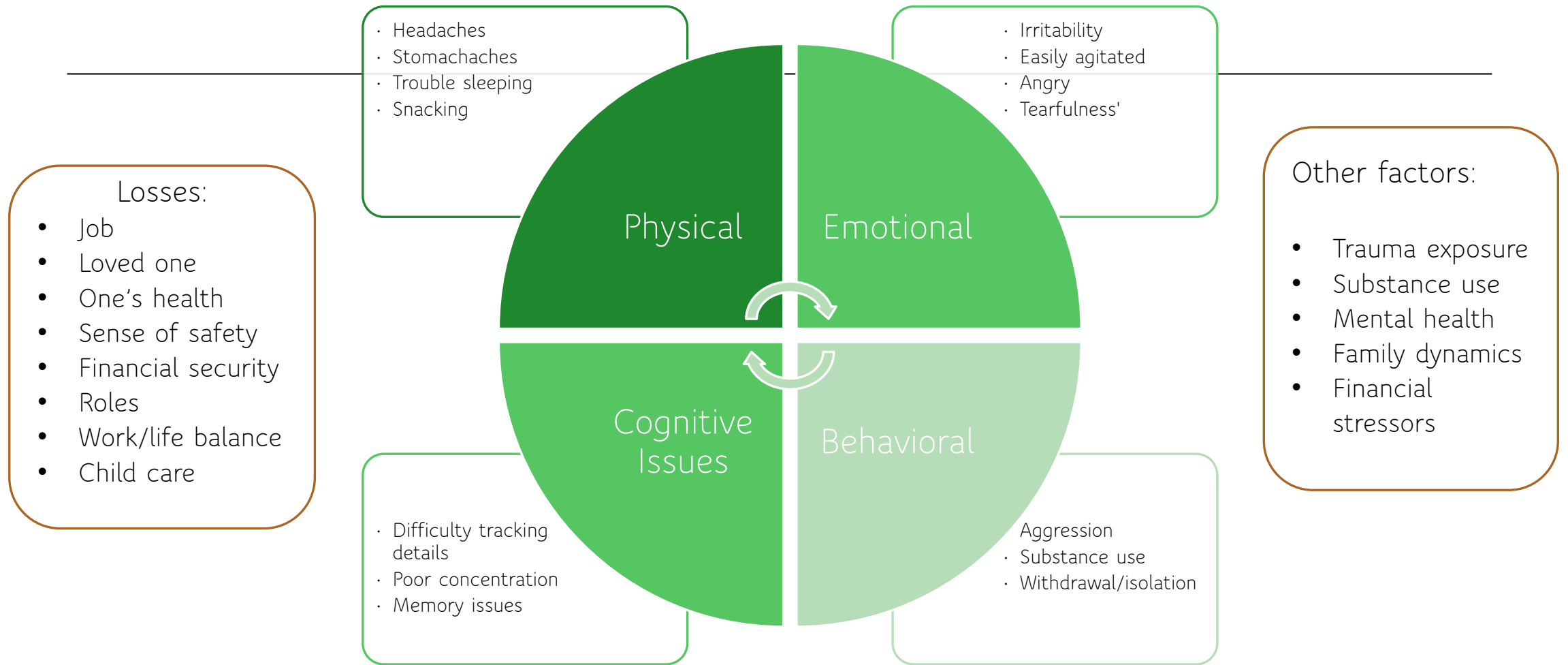
[Your Brain On: Empathy \(sciencing.com\)](http://sciencing.com)

Poll Question # 2

What are some factors that have contributed to a lack of empathy in the workplace?

(pre-pandemic & current)

Global Pandemic-Common Issues

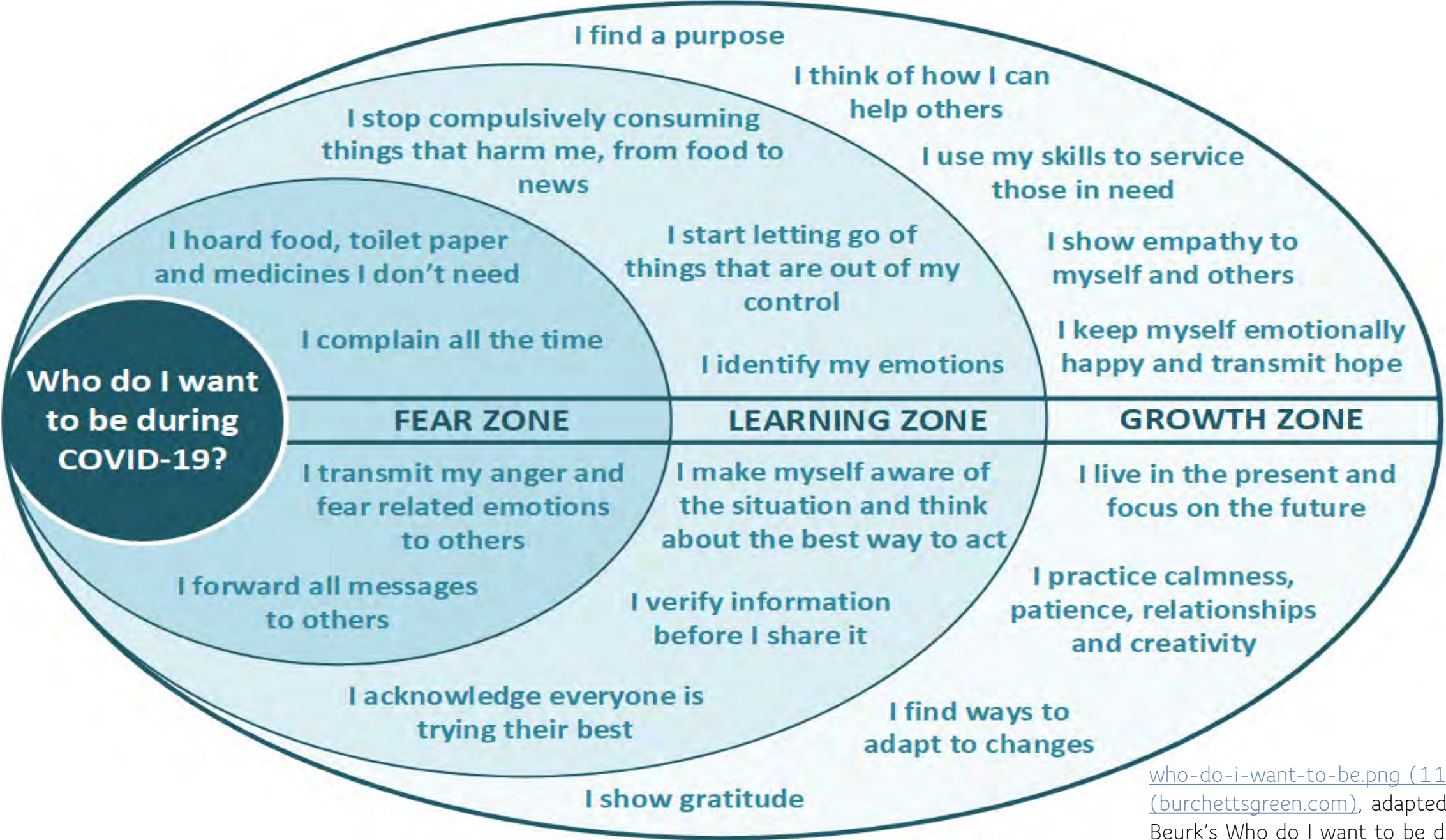


Empathic Leadership: Why it Matters

A supportive workplace environment matters. A 2019 report on workplace empathy showed that :

- 82% of employees would consider leaving their work for a more empathetic employer.
- 78% reported that they would work longer hours for a more empathetic employer.

How your organization supports people in the midst of hard times matters; it drives retention, helps to attract talent, alters brain chemistry, and lets people know that you truly care.



[who-do-i-want-to-be.png \(1110x752\)](#)
[\(burchettsgreen.com\)](#), adapted from Dan
Beurk's Who do I want to be during COVID 19

Why it Matters?

- ❑ Psychological safety
- ❑ Trust
- ❑ Cohesiveness
- ❑ Openness
- ❑ Synergy

Poll Question # 3

What behaviors are necessary as a leader, to create a work environment that promotes emotional safety & openness?

Operationalizing Empathy

KEY SKILLS

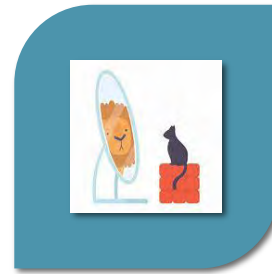
Cultivate 4 Key Skills



MINDFULNESS



PERSPECTIVE
TAKING



SELF -
COMPASSION



MICRO-STEPS

Mindfulness

Intentional awareness

Focus

Paying attention to the internal and external

*Without judgement

Being curious about what is present

Acceptance of what is

Using an anchor (the breathe, a mantra, an object, a feeling or sensation)



Perspective Taking

- ☐ Recognize differences
- ☐ Try to relate to another person's experience
- ☐ Try to find commonalities with experiences
- ☐ Ask yourself : What is life like for that person? What might be influencing how they perceive this situation? How can I relate to their experience to begin to understand how they feel?
- ☐ Avoid making comparisons

<https://empatico.org/activity-plan/perspective-taking>



Self-compassion

Instead of mercilessly judging and criticizing yourself for various inadequacies or shortcomings, self-compassion means you are kind and understanding when confronted with personal failings – after all, who ever said you were supposed to be perfect?

- ❑ Self-Kindness
- ❑ Common Humanity
- ❑ Mindfulness

- Dr. Kristen Neff

Micro-steps

□ “Micro-Compassions”:

Scott Shute, Head of Mindfulness and Compassion at LinkedIn defines micro-compassions as the powerful movement from “Me” to “We”. Some examples are:

- Smiling
- Giving compliments (noticing something about someone else’s work that is praise worthy.)
- Inclusion
- Curiosity (ask questions beyond work and tasks)

Source: <https://www.lieselmertes.com/blog-1/2021/5/27/micro-compassions>



Operationalizing Empathy

TOOLS & BEST PRACTICES

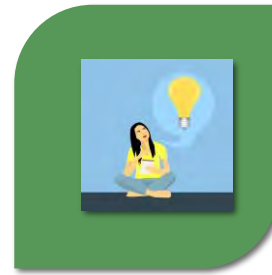
Cultivate 4 Key Steps



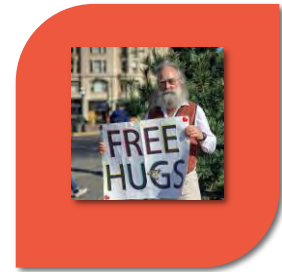
LEAD WITH HEART



LISTEN WITH YOUR
WHOLE SELF



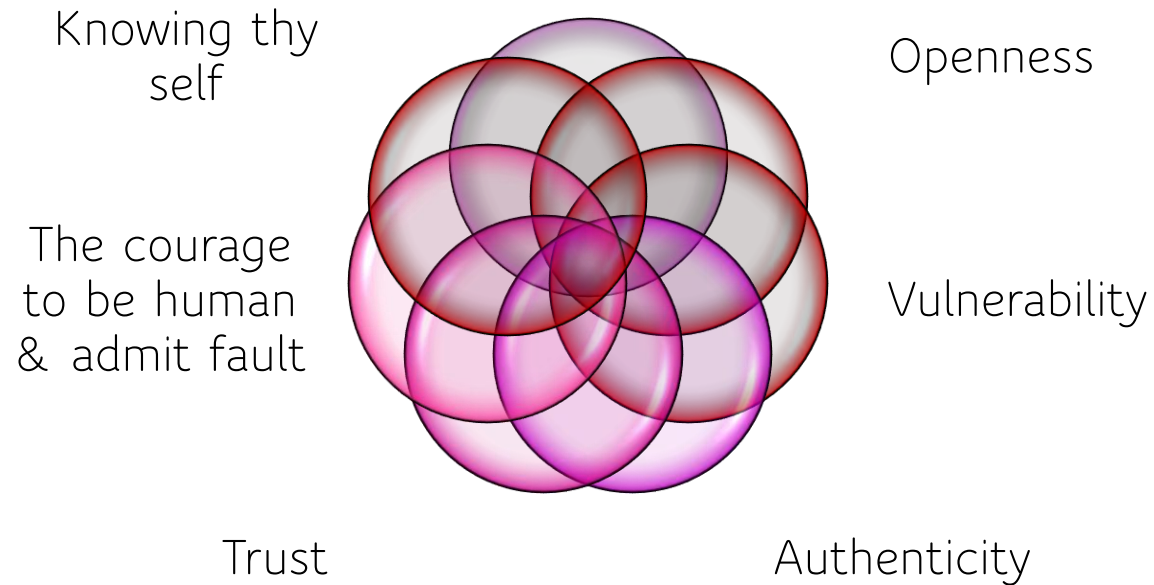
PRIORITIZE
EMPLOYEE WELLNESS



TAKE ACTION

Lead with Heart

Requires:



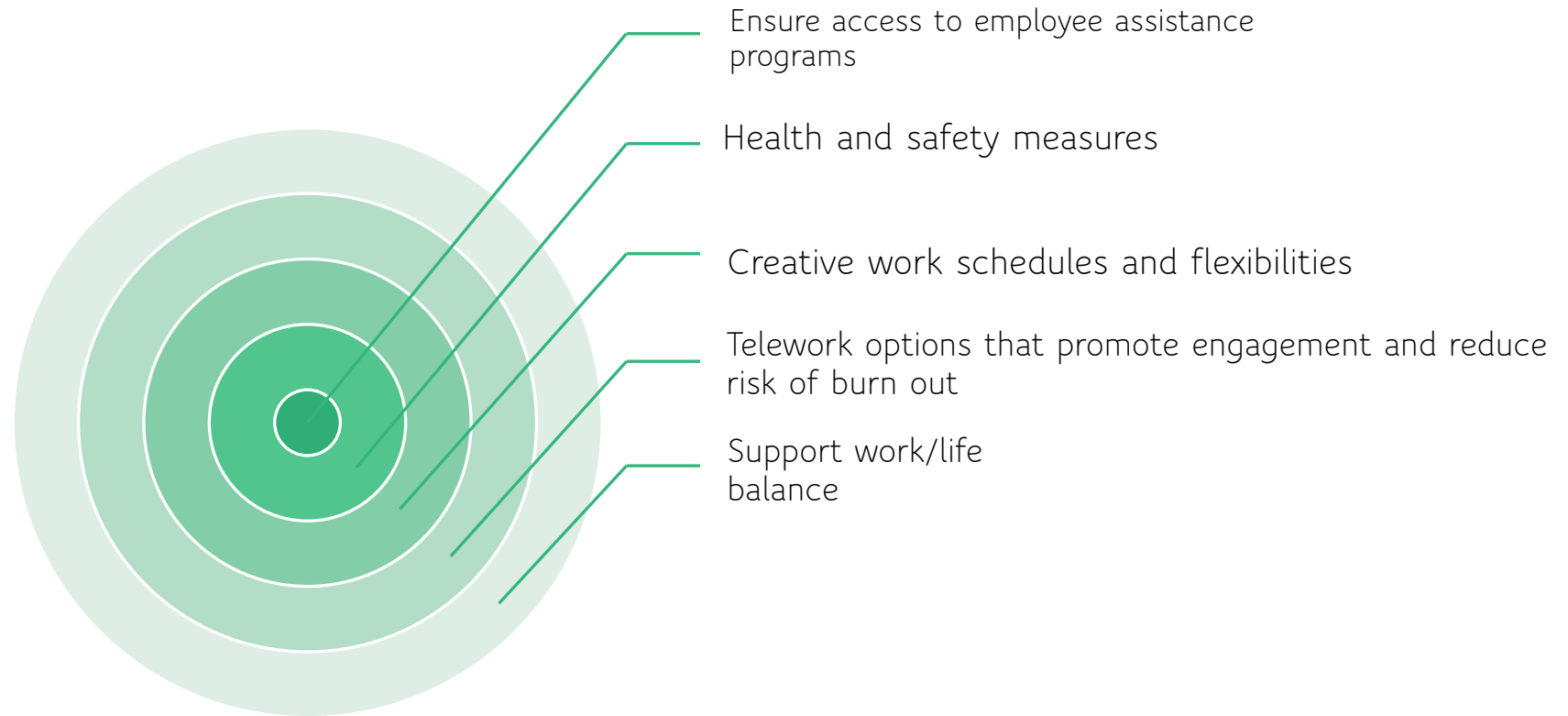
<https://whirlingchief.com/leading-from-the-heart/>

Listen with Your Whole Self

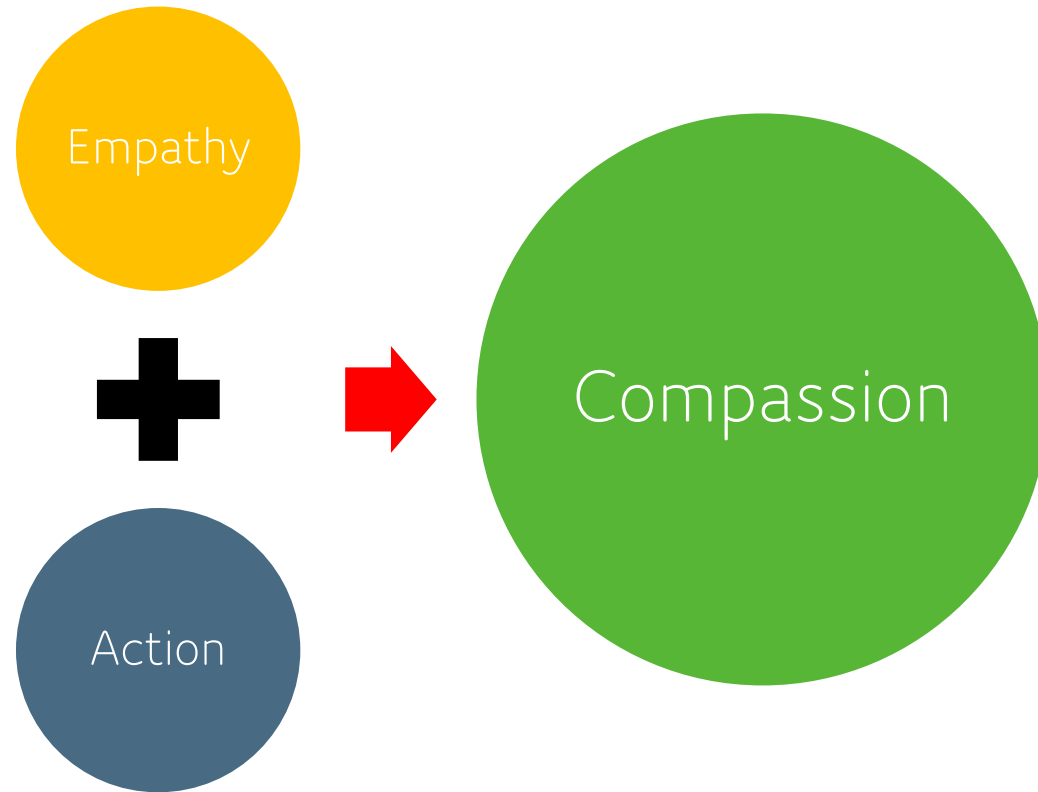
- ❑ Mindful listening is Deep Listening
- ❑ Listen with your whole body
- ❑ Genuine interest & concern
- ❑ Implement Empathy Circles



Prioritize Employee Wellness



Take Action



Other Tools & Best Practices



Pulse Checks (or temperature checks)



Return to Work Surveys



Culture re-Shaping



Inclusion



Transparent Communication (lessons learned)

Poll Question # 4

What are some best practices or lessons learned for your workplace?

Empathy at Work Action Plan

- ☐ Pick one goal:
 - ☐ Identify one thing you will **continue** doing today to operationalize empathy in your workplace
 - ☐ Identify one thing you will **stop** doing
 - ☐ Identify one thing you will **start** doing
- ☐ Make a plan to practice this empathy skill (often and in different settings)
- ☐ Give yourself a timeline
- ☐ Ask for feedback
- ☐ Observe differences in yourself and in others when practicing empathy skills
- ☐ Take note of what you notice

Empathy at Work Action Plan Example

Goal: To be more intentional about connecting with my co-workers.

Continue Doing	Start Doing	Stop Doing
<i>Weekly check-ins (pulse checks) with my team</i>	<i>Ask more non-work related questions</i>	<i>Making assumptions about someone's experience.</i>

Poll Question # 5

What is 1 step, tool, or best practice mentioned today that you believe, if implemented, could make a difference in your work center?

Thank you

Kima Tozay, LICSW, CGCS

Email: Kima.tozay@gmail.com



Operationalize Empathy in the Workplace Session Handout

Empathy at Work Action Plan

Continue Doing	Start Doing	Stop Doing

- ☐ Make a plan to practice this empathy skill (often and in different settings)
- ☐ Give yourself a timeline
- ☐ Ask for feedback
- ☐ Observe differences in yourself and in others when practicing empathy skills
- ☐ Take note of what you notice

Operationalizing Empathy in Your Workplace, Shakima Tozay
Fedlinks Fall Expo

The opinions, averment of facts, or views expressed during this presentation do not constitute the official position of the United States Government, the Department of Defense, or the United States Navy

Keynote Address
Dr. Ursula Gorham
College of Information Studies
University of Maryland



"The only constant in
life is change”:

Educating library
professionals in
today's world

Ursula Gorham

Senior Lecturer & Director (MLIS Program)

College of Information Studies,

University of Maryland

UMD iSchool Vision, Diversity, and History

[HOME](#) / [ABOUT](#)

Vision

We envision a world where information and technology break down barriers and creates exciting new possibilities so that individuals, communities, and organizations can explore their full potential and enjoy an enriched quality of life - a world where information and technology can be fully leveraged to solve real-world problems and foster a culture of trust and respect.

Mission

We improve lives and opportunities for people through information. With groundbreaking research and innovative academic programs, we strengthen information institutions, foster responsible information use, increase information reliability, and ensure equitable access to information. We harness data and technology for social, economic, and environmental good. We prepare the next generation of information professionals and thought leaders. We harness information for the benefit of all.

Strategic Plan

The UMD iSchool's 2019 strategic plan identifies four focus areas to guide research and academic growth:

1. Support information institutions and infrastructures
2. Increase trustworthy information
3. Democratize discovery
4. Support data and tech for social good

[FULL STRATEGIC PLAN](#)

Master of Library and Information Science

at the University of Maryland College of Information Studies (UMD iSchool)

The MLIS degree prepares students to lead information institutions such as libraries, archives, and museums, innovate to meet the information needs of individuals and communities, and advocate for information literacy, accessibility, and inclusivity. Our core courses provide students with foundational knowledge in information behavior, information services, management, and technology. Students also learn how information intersects with youth learning, ethics, human rights, information policy, and advocacy. Coursework can be completed fully online or in-person, however most students will take a hybrid approach, enrolling in both online and campus classes.

MLIS students can choose to develop advanced expertise through a specialization or career path. Current specializations include:

- **Archives and Digital Curation**
- **Diversity and Inclusion**
- **School Library Certification**
- **Youth Experience (YX)**
- **Intelligence & Analytics**
- **Legal Informatics**

**UMD's MLIS program is fully accredited by
the American Library Association (ALA)**



<26
years
old:
25.9%

26-35
years
old:
48.1%

36-45
years
old:
14.8%

46-55
years
old:
7.4%

56 years
and
older:
3.7%

MLIS students may apply their electives towards a specialization or individualized program plan:

Archives and Digital Curation - This specialization focuses on the creation, management, use, long-term preservation, and access to records and information, both analog and digital, in a variety of disciplines and sectors of the economy. Information is at the very heart of a modern society's ability to learn, conduct business, recreate, and manage complex scientific, technological, industrial, and information infrastructures. It is a societal imperative that there be qualified professionals with the technical, intellectual, and social awareness required to manage complex collections in a variety of organizational settings.

Diversity and Inclusion - The importance of equal access to information by all members of society means that the study of information must be framed in the most inclusive terms possible. This specialization focuses on instruction about and research into the design, development, provision, and integration of information services, resources, technologies, and outreach that serve diverse and often underserved populations.

School Library Certification - This specialization provides candidates with a firm educational foundation in information studies while pursuing the requirements for School Library certification in the state of Maryland. Ideal for students interested in providing services in a K-12 school environment, the specialization has adopted an AASL-endorsed mission to provide students with a theoretical and research-based foundation in the issues and practices impacting the field. Course listings and requirements can be found on the [School Library checklist](#).

Youth Experience (YX) - The YX specialization prepares leaders, educators, and change agents to deeply understand the dynamic contexts of youth. Today's children and adolescents need cultural institutions that can rapidly evolve their services, spaces, leadership, and programs. The YX specialization in the MLIS program enables candidates to design and implement policies, programs, and technology to support a young person's learning, development, and everyday lives.

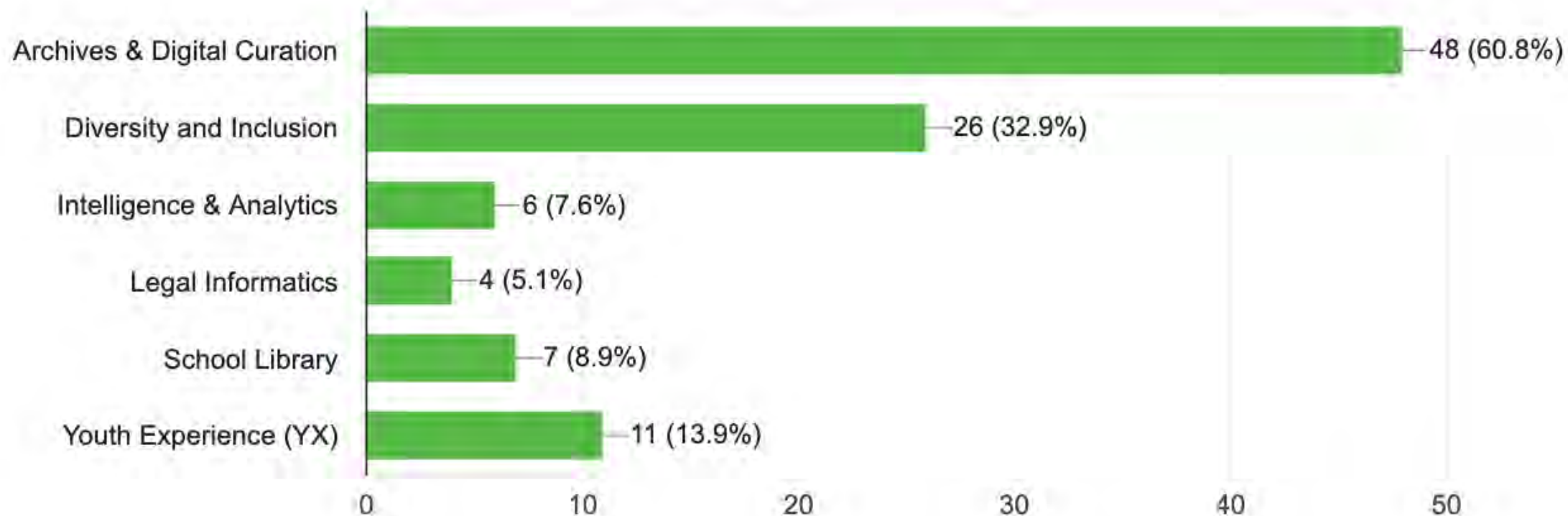
Intelligence & Analytics - This specialization builds on the foundational skills gained during the MLIS Program, such as finding, organizing, synthesizing, and evaluating information, with additional emphasis on intelligence, research, data analysis, and information privacy and security. While the specialization has a focus on information security as it relates to the government and government contractors, graduates will be prepared for positions in a range of settings.

Legal Informatics - This specialization is intended for students who are interested in pursuing careers in public and academic law libraries but also for those who wish to work with legal information in a variety of settings, including government agencies, special libraries, public libraries, and archives. Students in the specialization will develop research and analytical skills, as well as an understanding of the broader social and political contexts that surround legal information and resources.

What specialization(s) do you take most of your electives from?



79 responses



- Alumni work in the following areas:
 - Academic Libraries (23.8%)
 - Other Academic Unit on Campus (14.3%)
 - Archives/Special Collections (9.5%)
 - Public Libraries (19%)
 - Special Libraries (9.5%)
 - Government Libraries (4.8%)
 - Other Gov't Agency (4.8)
 - Private Industry (4.8%)
 - Other (9.5%)
- Sample Job Titles: Academic Advisor, Archivist Assistant, Branch Manager, Content Editor, Data Systems Architect, Digital Collections Specialist, Freelance Researcher, Information Analyst, Instruction & Assessment Librarian, Knowledge Management Associate, Librarian of Youth Services, Project Archivist, Project Manager, Public Services Librarian, Reference and Digital Services Librarian, Research and Instruction Librarian, Technical Research Librarian

Question of the Week: Should certain books be banned from public libraries and school districts?

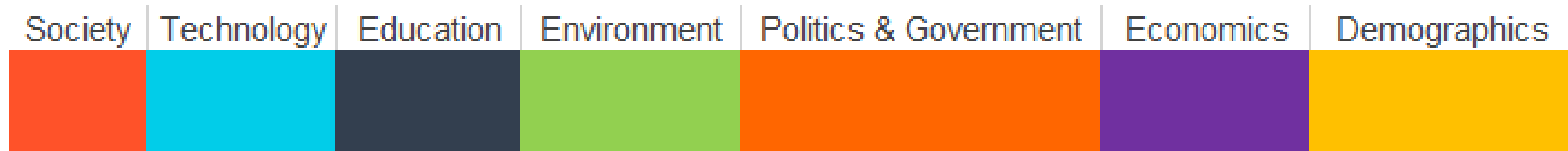
Uptick in First Amendment Audits

Public libraries in the Northeast report recent rise of encounters

By Cass Balzer | August 26, 2021



NEW JERSEY SCHOOL DISTRICT OMITTS LIBRARIANS FROM REVIEW OF SEVERAL LGBTQ+ LIBRARY BOOKS



CENTER FOR THE FUTURE OF LIBRARIES
(ALA)

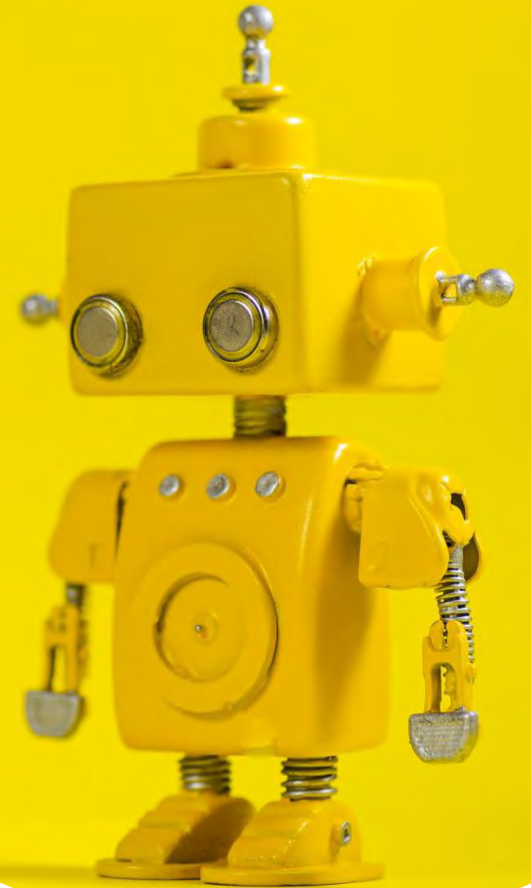
Privacy Shifting

“All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists....Privacy is essential to the exercise of free speech, free thought, and free association....The right to privacy includes the right to open inquiry without having the subject of one's interest examined or scrutinized by others, in person or online. Confidentiality exists when a library is in possession of personally identifiable information about its users and keeps that information private on their behalf....Protecting user privacy and confidentiality has long been an integral part of the mission of libraries” (The American Library Association)



Artificial Intelligence (AI)

“AI technologies can have deeply transformative capabilities, and their power can be put to the service of public welfare and innovation. With necessary preparations – and regard for ethical concerns and current limitations – libraries can responsibly use AI technologies to advance their social mission”
(International Federation of Library Associations and Institutions)





Design Thinking

- “We understand that the challenges facing librarians are real, complex and varied. As such, they require new perspectives, new tools and new approaches. Design Thinking allows us to work together to discover what our communities want and experiment to create services, programs and processes to meet their changing needs” (*Design Thinking for Libraries Toolkit*)

Resilience

“The role of libraries has changed and evolved....they were once a place to read and study, now they have transformed into a community hub. More than that, libraries are important to building resilient communities. They play a key role in preventing and mitigating social isolation and environmental degradation by connecting communities and providing them with information and tools to take action. They also play a role in healing communities through crisis too.” (Ellis Jones)





Smart Cities

“As a very important element of the digital, knowledge and creative infrastructures of smart cities, public libraries could further play a critical role in involving the community and in addressing its needs, issues and interests. They could offer a new generation of library services that could be integrated with the city infrastructure and that could extend public libraries’ role as community anchors and as information literacy hubs in smart cities” (CTG UAlbany)

“Digital information has become central for education, employment, and civic participation in many places. The vast array of roles that the Internet and related technologies play in the everyday lives of individuals around the world has highlighted issues of information access, literacy, and inclusion. As individuals increasingly rely on information and communication technologies to navigate their daily work and activities, it becomes important for them to develop the skills to use them efficiently and effectively. At the same time, the social position of cultural heritage institutions is shifting. As they take on greater responsibilities to meet a broad range of community needs, the future of cultural heritage institutions—public, academic, school, and special libraries; archives; and museums—may hinge on becoming engaged, accessible community centers” (*Libraries, Human Rights, and Social Justice: Enabling Access and Promoting Inclusion*)

“Aside from the unique set of circumstances in which Gen Z is approaching adulthood, what do we know about this new generation? We know it’s different from previous generations in some important ways, but similar in many ways to the Millennial generation that came before it. Members of Gen Z are more racially and ethnically diverse than any previous generation, and they are on track to be the most well-educated generation yet. They are also digital natives who have little or no memory of the world as it existed before smartphones” (Pew Research Center)

Contributing to the Future of the Profession

- Creating new courses, adapting existing courses
 - Increased focused on experiential learning
 - Increased use of technology
- Developing courses of study that respond to emerging needs
 - Increased interdisciplinarity
- Offering more opportunities to assist faculty with research projects
- Encouraging students to gain more field experience
- Creating a more diverse MLIS program student body



The Next Generation of Librarians

Social justice oriented

Technologically savvy

User focused

Adaptable and flexible

Preservation Working Group Spotlight
David Walls
Government Printing Office





The Stewardship of Digital Assets

David Walls (dwalls@gpo.gov)

Preservation Librarian

Library Services and Content Management

U.S. Government Publishing Office



GPO Mission and Vision

Keeping America Informed as the official, digital, and secure source for producing, preserving, and distributing the official Federal Government publication and information products for Congress, Federal agencies and the American public.

An informed nation that has convenient and reliable access to their government's information through GPO products and services



Principles of Government Information

- The public has the right of access to government information
- Government has the obligation to disseminate and provide broad public access to its information
- Government has an obligation to guarantee the authenticity and integrity of its information
- Government has an obligation to preserve its information, regardless of format
- Government information created or compiled by government employees or at government expense should remain in the public domain



GPO, The Library of Congress, and NARA

LOC: Congress's Library and serves as the Library of the United States

Contains published material as well as culturally significant archival collections in all formats.

NARA: Records manager for the U.S. Government

Contains archival records that are the result of official Federal Government business, including historic archives of the founding of the Republic

GPO: Producer and Distributor of official U.S. Government Information publications in tangible and digital formats. Responsible for preserving government information for permanent access by the American public. Operates the Federal Depository Library Program and the ISO 16363 Certified repository **govinfo.gov**



Defining Digital Stewardship

Digital Stewardship is defined as the collective acquisition, management, organization, preservation, and provision of access to digital objects, including data products, for use and re-use by a variety of interdisciplinary and heterogeneous communities over time.

Digital stewardship requires preserving and providing access to content with the expectation that community needs change over time, as well as technologies.



The Stewardship of Digital Assets

We acquire, manage, and maintain access to a set of digital information assets for our users.

We maintain and manage digital assets that we use in the performance of our work in support of our agency mission, vision, values, and goals.



The Stewardship of Digital Assets

Strategically designed initiatives, activities and processes, employed to provide long-term, useful access to information assets for a community of users.



The Stewardship of Digital Assets

- Identifies an organization's user community
- Identifies the organizations digital assets
- Identifies potential risks to those assets
- Develops initiatives to mitigate those risks
- Continually monitors risks and the results of plans and initiatives to mitigate those risks.



Defining your User Community



- Frequently requires brainstorming to include everyone
- Definition reflected in your organization's mission vision and values statements.
- Most organizations have more than one user community
- Definition should be the foundation for developing policies and plans for preservation



What are your information assets?

- Operational public facing information products?
- Web content or web disseminated information?
- Digitally reformatted publications?
- Business records and other archival content?
- Do you have digital content contributors?
- Licensed content?



Policies, Plans, Procedures

- Policies: (why something needs to be done)
- Strategic Plans (defines the strategy or direction, and the decisions that will be made. May also include resource allocation)
- Procedures (how something will be done)



Do you have written policy documents:

- Mission and goals?
- Collection development?
- Rights and Licensing?
- Preservation?
- Disaster preparedness and recovery?



Policy

The screenshot shows a web browser window with the URL <https://www.fdlp.gov/file-repository/about-the-fdlp/policies/superintendent-of-documents-public-policies/2740-superintendent-of-documents-public-policy-statement-2016-4>. The page features the GPO logo and the FDLP logo. A search bar is located in the top right. Below the navigation bar, the breadcrumb trail reads: File Repository / About the FDLP / Policies / Superintendent of Documents Public Policies. The main heading is "Superintendent of Documents Public Policy Statement 2016-4" with a "Popular" badge and "1600 downloads". A blue button labeled "Download (pdf, 324 KB)" is visible. The text below the button states: "SUPERINTENDENT OF DOCUMENTS PUBLIC POLICY STATEMENT 2016-4. This policy statement is to assert the U.S. Government Publishing Office's (GPO) responsibility for preservation of Federal Government publications and information dissemination products to ensure permanent public access for future generations." The Windows taskbar at the bottom shows the time as 7:06 AM on 11/17/2021.



Do you have written plans:

- Mission and goals?
- Collection development?
- Rights and Licensing?
- Preservation?
- Disaster preparedness and recovery?



govinfo Collection Plan

<https://www.fdlp.gov/file-repository/about-the-fdlp/gpo-projects/trustworthy-digital-reports/3985-gpo-s-system-of-online-access-collection-development-plan-september-30-2020>

GPO's System of Online Access Collection Development Plan

Office of the Superintendent of Documents
U.S. Government Publishing Office

September 30, 2020



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



Do you have written procedures

- Mission and goals?
- Collection development?
- Rights and Licensing?
- Preservation?
- Disaster preparedness and recovery?



Supporting GPO Digitization

<https://libguides.fdlp.gov/GPODigitization>

[Federal Depository Library Program](#) / [LibGuides](#) / [FDLP Information](#) / [GPO Digitization](#)

GPO Digitization: GPO Needs Lists

GPO Digitization

GPO is actively digitizing content, with an immediate focus on adding historical, retrospective content to existing **govinfo** collections. GPO may accept materials from depository libraries for digitization.

If your depository is weeding any of the titles listed here, and volumes are not claimed within your region, please contact us at FDLPoutreach@gpo.gov. If any of the materials meet our digitization needs, GPO will cover the cost of shipping the material to GPO.

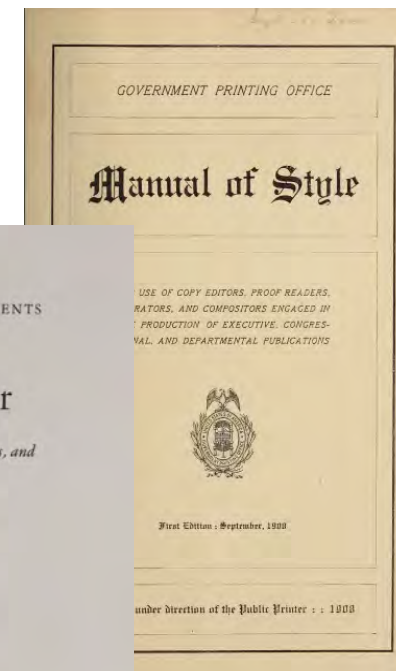
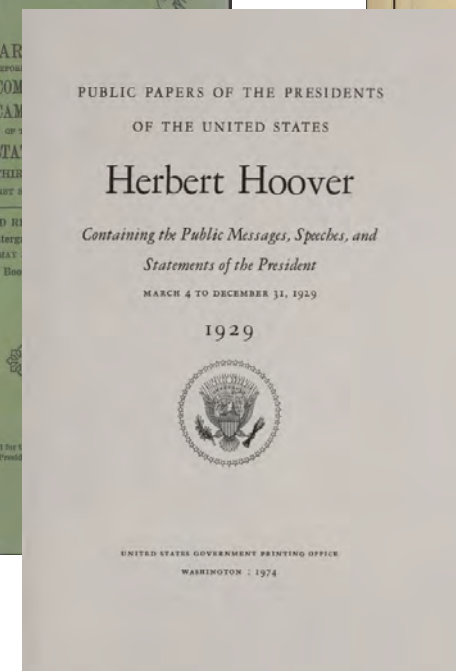
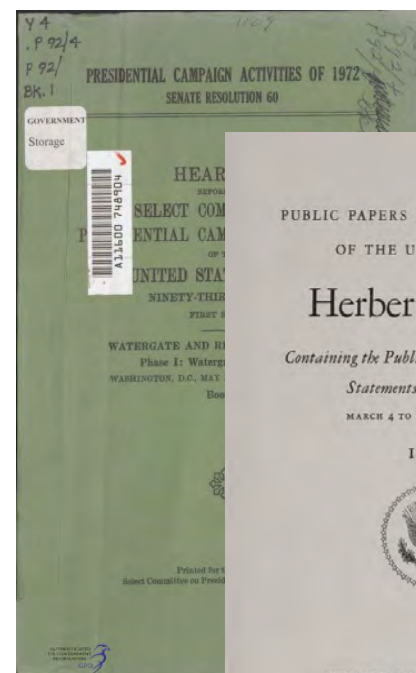
GPO's needs are also listed in [FDLP eXchange](#), and will automatically match to any depositories that are offering nationally.

GPO Needs Lists

-  [U.S. Congressional Serial Set](#)
SuDoc: Y 1.1/2:
Publication dates: 17th Congress, 2nd session-100th Congress, 2nd session (select volumes)
-  [Congressional Hearings](#)
SuDoc: Y 4.
-  [Congressional Directory](#)
SuDoc: Y 4.P 93/1:1/
Publication dates: 1809-1903 (select issues)
-  [Pocket Congressional Directory/Congressional Pictorial Directory](#)
SuDoc: Y 4.P 93/1:1 P/
Publication dates: 82nd, 83rd and 102nd Congresses

Preferred Condition

GPO prefers to acquire materials in **Fine** or **Good** condition for digitization. Materials in Fair condition will be considered on a case-by-case basis, depending on the extent and location of wear and/or damage.





Assessing Risk

- Organizational Infrastructure – your organizations administrative, staffing, financial, and legal functions in support of digital preservation
- Digital Object Management - how digital objects are managed from ingest to access
- Technology, Technical Infrastructure, and Security - the technology used to handle ingested objects



Agency IT applications for digital assets

- Digital imaging (for example, scanning, direct digital capture, digital photography?)
- Collection management system?
- Publicly searchable collections database?
- Digital asset management system?



Digital collection development initiatives

- Do you have an initiative to develop digital collections in support of your mission statement?
- Are the growth of collections fully supported by your organizational infrastructure?
- If you digitally image content, do you follow FADGI guidelines whether that content is imaged inside your organization or through contracts.
- Do you take advantage of Fedlink services and support for digital imaging?



What formats make up your digital assets?

- JPEG
- JPEG 2000
- TIFF
- MPEG
- MP3
- MP4
- WAV
- PDF/PDF-A TXT
- HTML
- XML

Library of Congress Recommended Formats Statement - 2021-2022

Recommended Formats Statement identifies hierarchies of the physical and technical characteristics of creative formats, both analog and digital, which will best meet the needs of all concerned, maximizing the chances for survival and continued accessibility of creative content well into the future.



What metadata schemas do you use for your digital assets?

- Descriptive metadata (for example, title, subject)
- Technical metadata describing the production process or digital attributes of the work)
- Administrative metadata (access privileges, rights, ownership of material)
- Structural metadata (for purposes of linking different parts or units of data)
- MARC
- EAD
- Dublin Core
- METS
- MODS
- PREMIS

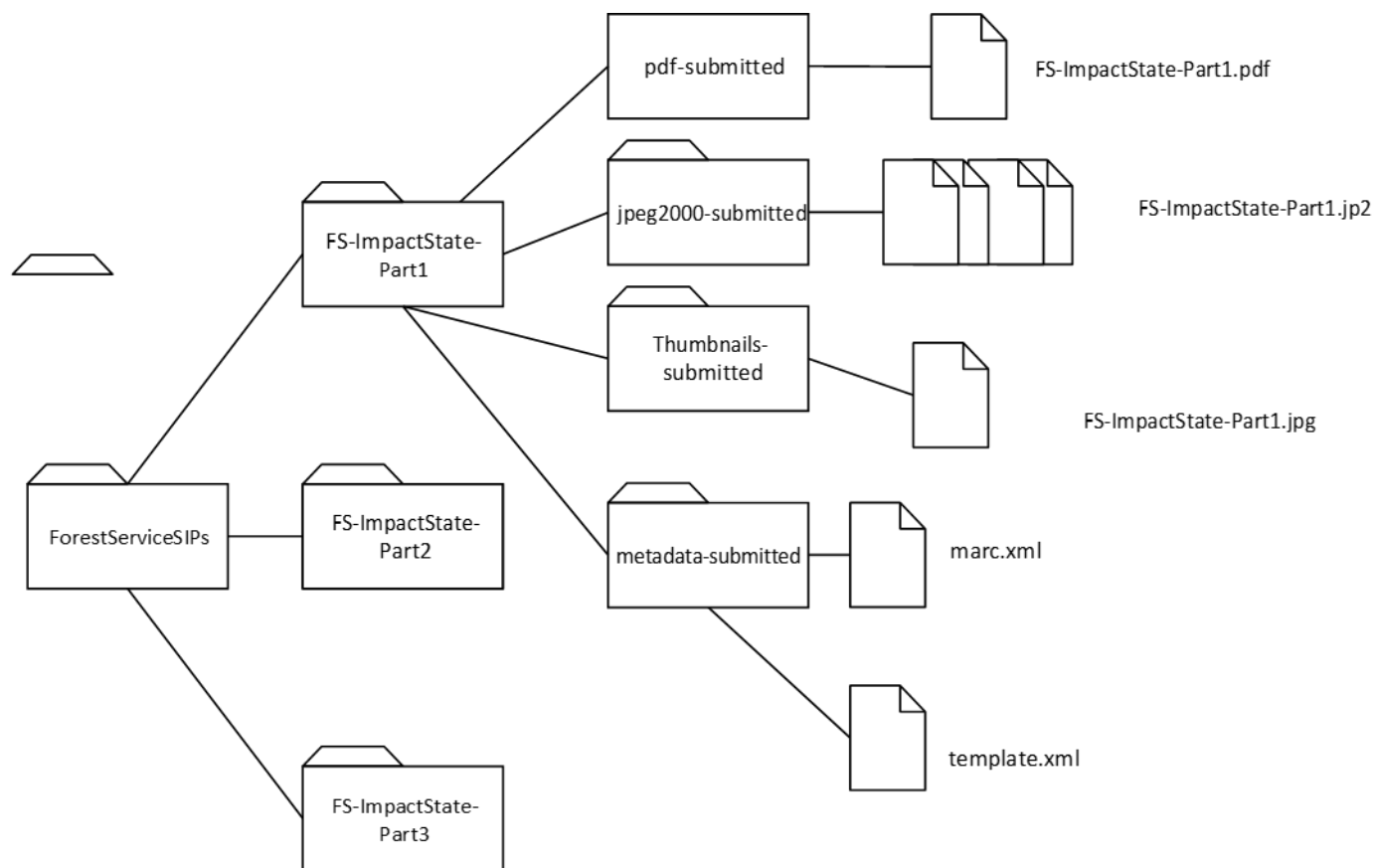


Catalog Records for Preserved Title

Choose format: Standard Short MARC		Title Public papers of the Presidents of the United States.	
Record 2 out of 3		Author United States. President.	
Title Public papers of the presidents of the United States		Publisher Info. Washington : Federal Register Division, National Archives and Records Service, General Services Administration : For sale by the Supt. of Docs., U.S. G.P.O.	
Format online resource		Entire CGP Catalog - National Bibliography Holdings	
Internet Access https://purl.fdlp.gov/GPO/LPS4752			
Author United States. President.		United States. President. : Public papers of the Presidents of the United States.. Washington : Federal Register Division, National Archives and Records Service, General Services Administration : For sale by the Supt. of Docs., U.S. G.P.O.. v. : col. ill., ports. ; 26 cm.. Searchable database: https://purl.fdlp.gov/GPO/LPS4752 .	
Publisher Info. [Washington, D.C.] : Office of the Federal Register		PreservationSteward 0170, Indiana State Library, Indianapolis, IN (Midwest)	
SuDoc Number AE 2.114:		Location AE 2.114:	
Item Number 0574-A-02 (online)		Summary Holdings bk.1(1984)-bk.1(2012)	
Description 1 online resource (volumes)		PreservationSteward 0054, Law Library for San Bernardino County, San Bernardino, CA (West)	
Current Frequency Annual		Location AE 2.114:	
Content Type text		GS 4.113:	
Metadata Source Description based on: 1991, bk. 1 (Jan. 1991) - bk. 1 (Jan. 1992) Latest issue consulted: 2013, bk. 1 (Jan. 2013)		GS 4.114:	
Subject - LC Presidents -- United States -- Messages -- Speeches -- etc. United States -- Politics and government -- Presidents -- Messages -- Speeches -- etc.		Summary Holdings 1929-1933, 1945-bk.1(2012)	
Added Entry United States. Office of the Federal Register		CGP CGP	
Linking Field Print version: United States. President. Public papers of the Presidents of the United States. 1929-1933, 1945-2012. (OCoLC)1198154		Location AE 2.114:	
URL https://www.govinfo.gov/app/collection/presidents		Summary Holdings bk.2(1986:June 28/Dec.31)-bk.1(2012:July01/Dec. 31)-bk.1(2013:Jan. 01/June 30)- (some issues not received)	
Holdings All items		PreservationSteward 0455, North Dakota State University, Fargo, ND (Midwest)	
holdings (9) Item (no year)		Location AE 2.114:	
Locate in a Library (online) https://test.catalog.gpo.gov/fdlp		GS 4.113:	
OCLC Number (OCoLC)47858835 (OCoLC)45007906		Summary Holdings 1929-1933, 1945-2012	
System Number 000636663		PreservationSteward 0393, Queens Borough Public Library, Jamaica, NY (Northeast)	
CGP Record Link https://test.catalog.gpo.gov/F/?func=direct&call=000636663		Location AE 2.114:	
Title Public papers of the Presidents of the United States.		Summary Holdings 1929-1933, 1945-2012-bk.1(2012)	
Author United States. President.		PreservationSteward 0307, State Law Library of Mississippi, Jackson, MS (South)	
Publisher Info. Washington : Federal Register Division, National Archives and Records Service, General Services Administration : For sale by the Supt. of Docs., U.S. G.P.O.		Location AE 2.114:	
SuDoc Number GS 4.113:		GS 4.113:	
ISSN 0079-7626 1		Summary Holdings 1929-1933, 1945-2012-bk.1(2012)	
Item Number 0574-A			
LC Number J80 .A283			
Dewey Number 353.03/5 19			
Description v. : col. ill., ports. ; 26 cm.			
Current Frequency Annual			
General Note Latest issue consulted: 2013, bk. 1 (Jan. 2013)			
Numbering Note Vols. for 1 -1956 published annually. Vols. for some years published irregularly.			
Abstract "Containing the public papers of the Presidents of the United States."			
Cum.Ind./Find. Aid Indexes for each administration of the President of the United States.			
Link Note Cumulates: Weekly			
Subject - LC Presidents -- United States -- Messages -- Speeches -- etc. United States -- Politics and government -- Presidents -- Messages -- Speeches -- etc.			
Added Entry United States. Federal Register			
Additional Title Cumulated indexes: Public papers of the Presidents of the United States. 1929-1933, 1945-2012.			
Linking Field United States. President. Public papers of the Presidents of the United States. 1929-1933, 1945-2012. (OCoLC)1198154			
Stock Number/Avail. Supt. of Docs., U.S. G.P.O.			
URL Searchable database: https://purl.fdlp.gov/GPO/LPS4752			
Holdings All items			
holdings (9) Year 1929			
holdings (9) Year 1930			
holdings (9) Year 1931			
holdings (9) Year 1932-1933			



File naming and packaging assets





Digital Assets: Access and Preservation Management

- Through a website associated with your organization
- Through a website associated with another organization
- Through a content management system
- Through a content management system with cloud storage
- Through GPO: **govinfo.gov**



govinfo —

- Statutory authority in 44 U.S.C., Chapter 41
- GPO gained ISO 16363 TDR certification December 28, 2018
- Demonstrates capability to ensure access, viability, security, usability, and discoverability of its content for the long-term according to industry best practices
- Continued certification is a key GPO strategic initiative
- NARA Affiliate Archive since August 2003



<https://www.fdlp.gov/preservation/trusted-digital-repository-iso-16363-2012-audit-and-certification>



Agency content in govinfo.gov

The screenshot shows the govinfo.gov website interface. The browser address bar displays the URL: govinfo.gov/app/details/GOVMAN-2020-11-10/GOVMAN-2020-11-10-173. The page features a navigation bar with links: govinfo, Browse, About, Developers, Features, Help, and Feedback. A search bar is located on the right with a 'SEARCH' button. Below the navigation bar, there are tabs for 'Search', 'Advanced', and 'Citation'. The main content area is titled 'Content Details' and shows information for 'Govt. Manual 2020-2020 - Railroad Retirement Board'. On the left side, there are sections for 'Download' (XML, MODS, PREMIS, ZIP) and 'Actions' (Browse the U.S. Government Manual, Help, CGP Record). The 'Content Details' section includes a 'Summary' tab and a 'Document in Context' tab. The 'Summary' tab is active, displaying the following information:

Field	Value
Publication Title	United States Government Manual (Nov 10, 2020) Edition
Category	Directories of Organizations and Officials
Collection	United States Government Manual
SuDoc Class Number	AE 2.108/2:
Publisher	Office of the Federal Register, National Archives and Records Administration
Publication Date	November 10, 2020
Section	Executive Branch/Independent Establishments and Government Corporations
Government	Railroad Retirement Board

The Windows taskbar at the bottom shows the time as 8:12 AM on 11/17/2021.



Digital Stewardship Best Practices at GPO

- Know what you have
 - ✓ Cataloging and Collection Inventory
- Assess risks:
 - Number of copies?
 - Age of copies?
 - Condition of copies?
 - Format obsolescence?
 - ✓ Preservation Stewards
 - ✓ Bibliographic assessment
 - ✓ Condition assessment
 - ✓ Collection repair
 - ✓ Task Force on Obsolete Formats
- Digitally Reformat for access and preservation
 - ✓ BPA for Digital Imaging
- Develop and maintain a digital repository
 - ✓ **govinfo.gov** ISO-16363 Certification
- Plan for and prevent disasters
 - ✓ Disaster Prevention and recovery webinars and training



Risks to Permanent Access

- Disasters: Flood, Fire, Mold
- Lack of comprehensive cataloging
- Poor metadata for digital objects
- Obsolete Media: Diskettes, CD-Rom
- Weeding collections without regard to rarity
- Poor planning for long-term digital storage
- Human neglect: belief that everything users need is online somewhere.



How can the Federal community help?

Define your user community

Define your digital assets

Assess risks to those assets

Develop policies, plans and procedures for digital stewardship in your agency to mitigate risks to digital assets.

Develop disaster prevention and recovery plans for all digital assets

Digitally image tangible publications for access and preservation

Plan for and develop digital hosting and asset preservation

Harvest and preserve your web content

Don't try to do everything yourselves; network, discuss, collaborate!



Q&A

David Walls, dwalls@gpo.gov
PreserveFedInfo@gpo.gov

Thank you for
attending!
The next
FEDLINK Expo is
May 11-12, 2022.



FEDERAL LIBRARIANS: THE VANGUARD OF THE HYBRID INFOSPACE

**Guide for
Attendees**



VIRTUAL

2021

FEDLINK LIBRARY OF CONGRESS **FALL EXPOSITION**

Wednesday, November 17, 2021 ~ 9:00am - 4:30pm (EST)

Agenda for Wednesday, November 17, 2021

FEDLINK FALL EXPOSITION

**Federal Librarians:
The Vanguard of the Hybrid Infospace**

**Wednesday, November 17, 2021
9:00am - 4:30pm (EST)**



Agenda

9:00am – 9:05am	Welcome Laurie Neider, FEDLINK Executive Director
9:05am – 10:00am	Shakima Tozay Chief of Clinical Services, Fleet and Family Support Center, Naval Station Everett Operationalize Empathy in the Workplace
10:00am – 10:30am	FEDLINK Joint Advisory Board and Membership Meeting
10:30am – 10:45am	Break
10:45 am – 11:30am	Federal Library Technicians Respond to Covid-19
11:30am – 12:00pm	FEDLINK Vendor Presentations
12:00pm – 1:00pm	Lunch Break
1:00pm – 2:00pm	Dr. Ursula Gorham Director, Library and Information Science Program, College of Information Studies, University of Maryland "The only constant in life is change:" Educating Library Professionals in Today's World
2:00pm – 2:45pm	Ask FEDLINK
2:45pm – 3:00pm	Break
3:00pm – 3:45pm	Stewardship of Digital Assets FEDLINK Preservation Working Group

Fall Expo Call

The semi-annual Fall Expo will focus on library professionals and their responses to balancing the challenges of providing virtual and onsite services with the demand for innovation and flexibility in federal library programs and project planning.

2021 FEDLINK Fall Expo Speakers

Laurie Neider, Executive Director, FEDLINK

Neider brings nearly 40 years of experience in leadership and acquisitions librarian to her position as FEDLINK's Executive director. Before arriving at FEDLINK, she served with the Congressional Research Service (CRS) with more than a decade as head of the CRS Procurement and Administrative Services Section, where she oversaw acquisition planning, contracting, and a multimillion-dollar annual procurement budget. Prior to joining the Library, Neider served 14 years as an information specialist in the private sector, including eight years as the chief of the Acquisitions Section for the International Monetary Fund, Joint Bank Fund Library. Neider earned her master's degree in library science from Syracuse University and began her career as an acquisitions librarian at the Executive Office of the President Information Center in the White House.

Michael Bates, Supervisory Contract Specialist, FEDLINK

Michael Bates is FEDLINK's new Supervisory Contract Specialist. Prior to serving as a supervisor, Michael worked as a Program Analyst, Contracting Officer, and Contracting Officer's Representative (COR) for the Veterans Benefits Administration, Administrative Office of the U.S. Courts, the Department of Education, and Department of Defense. In addition to his 9+ years of federal procurement and acquisitions experience managing contract portfolios in excess of \$1B, Michael earned a Master's Certificate in Contract Management from The George Washington University in 2018, his M.S. in Enterprise Business Management from Stratford University in 2016, and his M.B.A. in Supply Chain and Operations Management from Stratford in 2014. Michael's background will help ensure that members receive excellent customer service, value, and business outcomes from their FEDLINK managed contracts.

Melissa Blaschke, Supervisory Librarian, FEDLINK

Melissa Blaschke is the Supervisory Librarian for FEDLINK's Network Operations Section. Prior to serving as a supervisor of the team, she was a Librarian/Network Program Specialist for FEDLINK and a certified Contracting Officers Representative (COR). Having worked as both a contracting officer and a COR, Blaschke combines her expertise and experience in ensuring FEDLINK members have the resources and information they need to make the best purchasing decisions for their agencies. Blaschke started her library career processing archives and manuscripts at the University of Chicago Special Collections Research Center. In late 2008, she came to the Library of Congress to work in the Collections Conservation Section of the Preservation Directorate before becoming a contract specialist in the Office of Contracts and Grants Management. Blaschke earned her M.S. in Library and Information Science at the University of Illinois and her M.A. in Divinity at the University of Chicago. She received her B.A. in Religious Studies from the University of Southern California.

Brandan Carroll, Library Technician, Walter Reed Military Medical Center

Brandan is an experienced information professional with diverse work history in library services working in the federal government healthcare industry for over 10 years. In his role as Library Technician at the National Naval Medical Center (NNMC), Bethesda he was a key participant responsible for the consolidation and relocation of the Edward Rhodes Stitt Library's 15,000 square foot physical library collection and customer services despite a 67% reduction of available space. After his role at NNMC, Bethesda he moved to New England to the Veterans Integrated Service Network One, Knowledge Information Service creating and launching a regional online medical library serving 7,500 health care workers in 8 Medical Centers in 6 New England states with 46 Community Based Outpatient Clinics. Soon after he earned the distinction of being named FEDLINK's 2013 Federal Library Technician of the Year. Brandan is now serving as a Library Technician at Walter Reed Military Medical Center, Bethesda.

Ursula Gorham, Director, Library and Information Science Program, College of Information Studies, University of Maryland

Ursula Gorham is a Senior Lecturer in the iSchool and the Director of the Master of Library and Information Science program. She is admitted to practice law in Maryland and previously served as a law clerk in Maryland appellate and federal bankruptcy courts. Gorham's research and teaching reflect her passion for information literacy, particularly within the realm of legal and government information. Gorham's research has been published in Government Information Quarterly, Public Library Quarterly, Journal of Open Access to Law, Information Polity, Law Library Journal, and First Monday, among others. She published her first solo-authored book, Access to information, technology, and justice: A critical intersection in 2017. She has also co-authored three books: Understanding Human Information Behavior: When, How, and Why People Interact with Information (2021); Libraries, human rights, and social justice: Enabling access and promoting inclusion (2015) and Public libraries, public policies, and political processes: Serving and transforming communities in times of economic and political constraint (2014).

**Derek McDowell, Technical Information Specialist
National Institutes of Health Library**

Derek McDowell joined the NIH Library in 2001 as a Library Technician. In 2020 he was promoted to a Technical Information Specialist. As a member on several teams, Mr. McDowell provides support for numerous library services such as interlibrary loan, document delivery, e-resources, reference assistance, account creation for the Indian Health Service/HHS and tribal communities across the country, and bioinformatics software registrations. In addition, Mr. McDowell is the point of contact for the library's Digital Production Studio. He assists customers with audio/video projects and teaches classes on video editing software tools. He was also named the FEDLINK Library Technician of the Year for 2018.

Sharon Pemberton, Library Technician, Cyber Research Center, Fort Gordon, Georgia

Sharon is a retired 20-year Army veteran who has been a library technician at Fort Gordon for the last three years. During her tenure at the Cyber Research Center she assisted with migrating the library to a new library services platform and implemented a new concierge system for book lending and created interactive forms track the library budget, expenditures and yearly metrics. She has focused on making all the elements of library science research, customer service and cataloging both exciting and challenging. Sharon is currently working towards a Master's degree in Counseling at Grand Canyon University. She was also named the FEDLINK Library Technician of the Year for 2020.

Shun Fong Seto, Financial Manager, FEDLINK

Shun Fong Seto is the Financial Manager for FEDLINK's Fiscal Operations Section. Prior to serving as a manager of the team, she was a Fiscal Analyst /Accountant for FEDLINK for over 20 years. She has a wide range of accounting and budget experiences both in the private and public sectors. Her focus is to deliver better customer service and provide accurate and timely accounting services for our members. She is a certified public accountant (CPA). She earned her B.A. in Finance at the University of Illinois and B.A. in Accounting at the University of Maryland.

Shakima Tozay, Chief of Clinical Services, Fleet and Family Support Center, Naval Station Everett, Washington

Shakima "Kima" Tozay is a Licensed Clinical Social Worker. Her government career spans 15 years, starting with an enlistment in the U.S. Navy. Kima completed her Masters in Social Work degree from the University of Washington in 2009 and has held contract and federal positions with the Department of Veterans Affairs (VA), Department of the Army, and currently with the Department of the Navy. During the rise of the COVID-19 pandemic, Kima led a multidisciplinary Disaster Mental Health Response Team for her installation. This year she earned an Executive Leadership Certificate from the Graduate School, USA. She enjoys writing, reading and researching new things and spending time in nature--at the beach or forest. She lives in Washington State with her husband and family.

David Walls, Preservation Librarian, U.S. Government Publishing Office

David Walls is the Preservation Librarian for the US Government Publishing office, where he is responsible for developing and managing strategic initiatives for the preservation and life-cycle management of Government information. He is also a member of the Fed Link Advisory Board to the Library of Congress and a founding member of the Federal Web Archive Working Group. He is the Project COR and member of the team working to certify GPO's govinfo.gov as a trustworthy digital repository under ISO16363. David has an MLIS with Endorsement of Specialization in Preservation and Conservation Studies from the University of Texas at Austin.

Maria Walls, Library Technician, U.S. Department of Justice

Maria Walls is a library technician with the U.S. Department of Justice, 4CON Library. She began her career working in libraries in 1995 at the NASA Library in Greenbelt. Prior to joining the Department, she also worked at the National Science Foundation. In 1998, she joined the library staff at Justice, first as a contractor and then as a federal employee. During the span of her 20+ year federal DOJ tenure, she has worked as a library technician for seven Justice Libraries and has supported, at one point or another, most of the litigating divisions. As a people person, she enjoys interacting with patrons and supporting the work of DOJ. One of the thing she loves about her work is the ability to have so many professional development opportunities and a highlight of her career was being named the 2014 FEDLINK Federal Library Technician of the Year. In her spare time, she enjoys spending quality time with her grandchildren, visiting friends and family, and reading really good books.

FEDLINK Advisory Board



FEDLINK Advisory Board Members (FAB)

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Dr. Carla Hayden
Librarian of Congress

Vice Chair(s)

Julie Arrighetti

Appointed Members

Jennifer McMahan
Deputy Library Director
U.S. Department of Justice

Bebbie Rhodes
Senior Librarian
User Services Branch
U.S. Nuclear Regulatory Commission

Elayne Silversmith, Librarian
Vine Deloria, Jr. Library
National Museum of the American Indian

Elected Members

Julie Arrighetti
Chief Librarian
Ralph J. Bunche Library
U.S. Department of State

Michael McNulty
Librarian of the Army
Army Pentagon

Ann Holman
Director
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Beata Moore
Associate Director
Data Production Division
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Robin Miller Dixon
Head, Knowledge Resources/Library Services Section
NASA Goddard Space Flight Center

Karen Tate
Director
National Library of Education

Ben Hope
Information Architect
Office of Operations/FDA Library
U.S. Food and Drug Administration

David Walls
Preservation Librarian
Library Services and Content Management
Government Publishing Office

Andrew Young
Librarian
U.S. Department of the Treasury

Organizational Observers

Madison Bolls
Senior Program Officer, Grants to States
Institute of Museum and Library Services

Todd Carpenter
Executive Director
NISO

Joint FEDLINK Advisory Board (FAB) and Membership Meeting



Joint FEDLINK Advisory Board (FAB) and Membership Meeting

1. Call to Order and Executive Director's Report
2. Committee and Working Groups
 - Awards Committee
 - Education Working Group
 - eResources Working Group
 - IT Working Group
 - Leadership Working Group
 - Preservation Working Group
 - Research and Metrics Working Group
3. FEDLINK Assisted Acquisitions and Programming
 - Assisted Acquisitions Update
 - Contract Update
 - Education and Publication Updates
 - Financial Update
4. Other Business

Virtual Vendor Exhibits

Backstage Library Works

It's all about access. Backstage services help you create and improve paths for users to access your collections. We have solutions for preservation microfilm and digitization, cataloging and non-MARC metadata, authority control, database cleanup and enhancement, and on-site services from inventory to reclassification to RFID tagging.

Blackstone Audio

Serving libraries since 1987, Blackstone is your one-stop-shop for audiobooks. We're offering 85,000+ titles, with 1200+ new releases and 625 exclusives each month! Since 2015, we've moved into All Rights publishing. We are putting out 100+ hardcover, trade, and mass market books annually, beyond the standard eBook and audio editions. Visit BlackstoneLibrary.com.

FedWriters

FedWriters' mission is to effectively communicate the business of government with high-quality writing, research, and technology services. As an SBA-certified 8(a) company with a Top Secret facility clearance, we provide services to more than 60 different customers. Our mantra "clear, compelling, and compliant" guides every project. Our success with managing government programs has not gone unnoticed. FedWriters was ranked #146 on the Inc. 500 list of fastest-growing companies in 2019; #3 on the Virginia Chamber of Commerce list of fastest-growing companies in Virginia in 2020; and #137 on the Inc. 5000 Regionals list of fastest-growing companies in 2021.

Kelly Services/Kelly Government Solutions

Kelly Services has been connecting talented people with industry-leading companies for more than 75 years. Through industry and talent expertise we bring tailored and scalable project-based solutions to our partners. Kelly's history of supporting libraries has been an evolution of growth on the type, size, and location. Today, we support a more than 90 libraries and information centers across 25 states to include: Public, Academic, School and Specialty Libraries at federal agencies. For the Library of Congress FEDLINK contract, we are focused on Lot 1, all labor categories from Librarian to Archivist.

LAC Group

LAC Group is a core information and knowledge management services company with over three decades of experience developing and implementing customized information services and products for libraries, information centers, and information management programs. We help agencies make efficient use of their information resources to meet the needs of their customers.

FEDLINK Background

The Federal Library and information Network (FEDLINK) is an organization of federal agencies working together to achieve optimum use of the resources and facilities of federal libraries and information centers by promoting common services, coordinating and sharing available resources, and providing continuing professional education.

Since 1965, FEDLINK has served as a forum for discussion of the policies, programs, procedures and technologies that affect federal libraries and the information services they provide to all branches of the federal government and the American people.

Federal information professionals join together to support the common goals of information access, library service, and collection stewardship. Current programs and working groups support the following initiatives:

American Indian Libraries

Identifies federal efforts to support American Indian Libraries in their preservation, digitization, cataloging, and reference services efforts.

eResources

Provides a forum to share best practices and discuss creative solutions to common challenges in eResources acquisitions and management. The Working Group works in synergy with the FEDLINK Advisory Board and other federal and non-federal groups interested in increasing pricing transparency, open access, and the acquisition and management of eResources.

FEDLINK Awards

Makes annual awards to recognize the innovative ways that federal libraries, librarians, and library technicians fulfill the information demands of government, business and scholarly communities, and the American public. *Education*

Sponsors professional development programs including the semiannual FEDLINK expositions featuring topics for federal librarians and technicians on the latest information policies, procedures, and issues affecting federal libraries and information centers. Hosts the “Great Escapes” program offering numerous tours and orientations to federal and special collection libraries.

Federal Library Leadership

Provides a forum for library leadership to share best practices and discuss creative solutions to common problems, establish a consolidated voice that advocates for the interests of federal libraries, and builds a strong and sustainable future for federal libraries.

Preservation and Digitization

Develops strategies for long-term preservation and access to federal library resources by promoting adherence to standards and recommended practices in federal preservation, digitization, and stewardship of federal digital assets.

Research and Metrics

Coordinates research across the federal enterprise using relevant metrics, data sets, analysis, training, and education to ensure that federal libraries and information centers have the expertise and resources necessary to make critical decisions about their services and programs.

FEDLINK also combines 47 years of experience in purchasing and managing library and information services with the buying power of a consortium of federal agencies. FEDLINK streamlines procurement for commercial information services and products for federal agencies in all three branches of government, tribal governments, and the District of Columbia.

FEDLINK offers

- simplified acquisition of commercial information services and products,
- negotiated discounts and volume pricing, and
- elimination of the high cost of duplicating contracting cycles and the cost associated with individual orders.

FEDLINK Assisted Acquisition Products and Services

- Books & Media
- Electronic Resources
- Foreign Language Learning
- Library Support Services
- Preservation/Digitization
- Serials Subscriptions

FEDLINK is a revolving fund (Section 103 of Public Law 106-481 (2 U.S.C. 182c)) and follows the Federal Acquisition Regulations (FAR) and the rules and procedures of GAO, OMB, and US Treasury.

Resources

FEDLINK website

➔ <http://www.loc.gov/flicc/>

Registration for Fiscal Year 2021

➔ [Online Registration](#)

Direct Express Procurement Information

Need the latest information to use one of FEDLINK's contracts?

➔ [Request Information Here!](#)

FEDLINK Interagency Agreement Documents & Frequently Asked Questions

➔ [Frequently Asked Questions](#)

Acquisitions FAQ

➔ Have questions about buying products and services through FEDLINK? We have answers. Check out our [Acquisitions FAQ!](#)

Federal Library Reopening Plans

➔ Learn how colleagues, across government agencies, plan to reopen their federal libraries in response to the COVID-19 public health challenge. [Survey Report](#)

The FEDLINK [Vendor Services Directory](#)

➔ Review the latest vendor product and services available through FEDLINK contracts.