

End-of-Year Options Mean Purchasing Power

As the FEDLINK program looks to the end of Fiscal Year 2004, library and information centers can plan their purchases to take advantage of funds and last minute budget opportunities.

This year, FEDLINK will accept authorized transfer pay orders from customer agencies up until 4:30 p.m. (ET) on September 24, 2004, and may issue the contracts to fill those orders after October 1, 2004. FEDLINK can also accept signed interagency agreements (IAGs) for direct pay fees until September 24, 2004, but customers must meet their agency's purchasing deadline for direct pay orders for Fiscal Year 2004.

The late September deadline gives FEDLINK customers the opportunity to take full advantage of any unanticipated surplus funds and maximize their agency's information investment. (See page 7 for a complete list of

Depending upon the local agency's purchasing schedule, FEDLINK customers can place online services orders via Direct Express up until Midnight on September 30, 2004.

end-of-year dates or point your browser to <http://www.loc.gov/flicc/ia/2004/ia0405.pdf> to read the online *Information Alert*.)

This deadline is just one of the major benefits of the FEDLINK revolving fund. Instead of having to fulfill a customer's order either by providing services or by issuing delivery orders to vendors prior to the end of the fiscal year, before their funds expire, FEDLINK can accept orders up to the last day of the fiscal year and generate delivery orders well into October. FEDLINK also accepts signed IAGs and amendments by fax, (pending receipt of originals via courier service or mail) so customers need less lead time to add funds to purchase information products and services at the end of the fiscal year.

Direct Express Orders Can Go to the Wire

Depending upon the local agency's purchasing schedule, FEDLINK customers can place online services orders via Direct Express up until Midnight on September 30, 2004.

To establish this option, FEDLINK has negotiated indefinite delivery indefinite quantity (IDIQ) contracts on a sole source basis with online services vendors. An IDIQ contract allows the government to place orders for an indefinite quantity of commercially available supplies or services during a fixed period.

With Direct Express, customers simply cite the FEDLINK contract number on their agency's purchase order and send it straight to the vendor. No synopsis nor further competition is required even on purchases over \$25,000 as the FEDLINK IDIQ establishes the vendors as sole source for their individual products and services.

Extend Subscriptions With End-of-Year Purchases

Consider renewing serials and database subscriptions now and pay for them with funds from the current fiscal year even if they will be delivered during a subscription period that begins after September 30, 2004. Under federal law and regulations,

SEE INSIDE

PAGE 2
**QuestionPoint Goes Global
and Local**

PAGES 4-5
OCLC News

PAGE 7
**End-of-Year Schedule for
FY2004 Accounts**

PAGES 8-9
Vendor Spotlight/This Just In

see page 6, col. 1

QuestionPoint Goes Global and Local

“Help libraries provide professional reference service to users anywhere, anytime, through collaborative, web-based networks of libraries.” This QuestionPoint vision statement describes the direction of a service built by librarians for librarians. QuestionPoint is the member-generated knowledge base and virtual reference service that developed through a partnership between OCLC and the Library of Congress.

Last month, the Department of Homeland Security (DHS) Administrative Services Directorate implemented a one-year pilot project expanding library services to the users desktop. This free library service is only available to DHS staff, detailees, and contractors. The participating libraries, conveniently listed on the user interface, are Customs and Border Protection, Citizen and Immigration Services, Plum Island Research Center, the Coast Guard Academy, the Department of Justice, the Centers for Disease Control, the Defense Technical Information Center (DTIC), the National Oceanic and Atmospheric Administration (NOAA), the Naval War College, the Animal and Plant Health Inspection Service (APHIS) and the National Agricultural Library.

Intranets and the Internet provide federal libraries’ and information centers’ entryways for QuestionPoint. Whether it is used internally on an intranet by military information seekers, the DTIC user public or the general public through the Library of Congress program, QuestionPoint is becoming the information tool for the broader library community. Public libraries like the Loudon County Public Library and the State of Washington have also introduced this service for their patrons as have other national and academic libraries.

National Capital Area Forms User Group

As FEDLINK and CAPCON monitored the proliferation of the service in the national capital area, these two organizations decided to form the Capital Area QuestionPoint Users Group [as a great way] to introduce

the various user communities to one another and create a system for information exchange and mentoring.

The users group called its first meeting on May 5, 2004 at the Library of Congress. The meeting brought together a community of current users of OCLC’s QuestionPoint Virtual Reference Service, interested capital area libraries, and experts from the community.

Paula Rumbaugh, from the Cooperative Discovery Services, OCLC, has been with the QuestionPoint program since its beginning at OCLC. She kicked off the meeting with a presentation on the current status of QuestionPoint and wrapped up the program by describing expected enhancements due out this summer.

Rumbaugh described the international and multi-library-type nature of the service that now includes more than 1,000 libraries in 20 countries and is used by academic,

public, government, special, and national libraries. The QuestionPoint service allows for virtual reference through e-mail, chat, and enhanced chat (voice-over-IP connection),

the creation of knowledge bases (both global and local), and the tracking of reference questions that are either virtual or actual (telephone and walk-in). (For an overview of virtual reference technologies, see the January/February issue of *FEDLINK Technical Notes*.)

Jessica West, of the Loudon County Public Library, then gave the group an overview of the Loudon County Public Library’s implementation of QuestionPoint. She described the process in terms of planning, implementation, and refinement of service. “Overall, the software provides a valuable service allowing librarians to interact with patrons in a new medium,” said West.

West ended her remarks with a wish list of QuestionPoint enhancements, including “...a hope that the design will improve and become more user-friendly” and a desire to “...see OCLC incorporate some aspects of chat software currently available commercially.”

Another member of the user group, Alison Morin, the Digital Reference Specialist from the Library of Congress,



“Overall, the software provides a valuable service allowing librarians to interact with patrons in a new medium.”
—Jessica West, Loudon County Public Library

Whether it is used internally on an intranet by military information seekers, the DTIC user public or the general public through the Library of Congress program, QuestionPoint is becoming the information tool for the broader library community.

described how the Library of Congress's partnership with OCLC grew from the Cooperative Digital Reference Service (CDRS) program into the multifaceted QuestionPoint service partnership. She outlined the QuestionPoint program at the Library of Congress, how multiple collections, programs, and services have worked together to successfully operate the service. She also discussed how more than 25 areas within the library have worked together to develop procedures, policies, and working relationships within a virtual environment.

A large portion of her talk described the electronic links available to all library patrons and to those links that are only available to LC staff. Some of these link to resources via the library's Virtual Reference Shelf, Virtual Reference Programs, and other policy and error reporting pages. "It is the best place for the public to learn about virtual reference areas in general and LC's QuestionPoint procedures and policies in particular," said Morin.

QuestionPoint Users Anticipate Enhancements

Rumbaugh wrapped up the first users group meeting with a list of projected short range enhancements and developments in the works for the QuestionPoint service. She indicated there would be specific developments in four major services areas:

General

- Streamlining for workflow
- Standard chat make-over
- New knowledge base searching
- Increased patron survey options
- More visible help
- New services and programs

Chat

- Question visible at beginning
- Librarian-to-librarian instant message capability
- Transfer and conferencing
- Transcript from bottom up
- Co-browsing
- Lists of favorite URLs

Customizable Surveys

- Survey after chat session
- Composing question text
- Various kinds of questions
 - Multiple choice
 - Yes/No
 - Rating
 - Comments
- Increased question-survey linking

New Services and Programs

- Consulting and implementation
- Managed cooperatives

Rumbaugh also predicted a number of longer range enhancements and updates including:

- More information on question lists
- Options for "batch" processing
 - Assign questions
 - Select multiple questions for work
- My "desktop" view of questions
- Quicker navigation
- Better use of "real estate"

The program closed with a spirited question and answer session from both QuestionPoint users and interested librarians who do not as yet use the service.

Other Libraries and Information Centers Can Use QuestionPoint

Ordering and implementing QuestionPoint is easy, and price is based on your institution's profile and contribution to the collaborative network—not seats, accesses or budget. For more information about QuestionPoint, visit the OCLC QuestionPoint Web site at <http://www.questionpoint.org/>, or contact the FEDLINK Network Operations office at 202-707-4848 or by email to askocfno@loc.gov for information about ordering QuestionPoint. ■

OCLC Financial Deadlines Critical

To assure appropriate processing within OCLC's and federal fiscal years, be sure to observe the following deadlines. **If you need to add new or additional funds to your FEDLINK account, be aware of the FEDLINK Fiscal Operations deadlines on page 7.** To process OCLC orders, use OCLC's Web page at <http://www.oclc.org/support/forms/> or fax orders to FEDLINK at 202-707-4873.

If you have any inquiries or requests, please contact the OCLC team by email at askocfno@loc.gov or by phone at 202-707-4800.

- Notify the FEDLINK OCLC team by **August 27, 2004** if you plan to **cancel OCLC services** for Fiscal Year 2004.
- Check your **OCLC account balance** by **August 27, 2004** to make sure you have sufficient funds to cover all FY2004 invoices.
- Place **Local Database Creation** orders (also known as "archive tapes") with FEDLINK by **September 10, 2004**. This date may change depending on OCLC's workload. Ordering early is the best choice but also verify your funds before submitting final paperwork. OCLC bills when the data is pulled, not when the order is received. Call or email the FEDLINK OCLC team to receive a record count and cost estimate to be sure your funding is accurate.
- Fax orders for **other OCLC products** and services by **September 24, 2004**. Call the FEDLINK OCLC team to verify they have received your order and have time to process it. FEDLINK cannot guarantee that OCLC will process orders received at OCLC after September 27, 2004 in time for FY2004 billing.
- **Register** for FY2005 OCLC Services in **September 2004**.

For information on your account, please call the FEDLINK Fiscal Hotline at (202) 707-4900.

Cataloging Pricing Quotes Released

The OCLC cataloging fixed-fee and subscription pricing options allow FEDLINK members to know exactly how much they will pay for cataloging for the coming fiscal year. In April, OCLC provided fixed-fee/subscription quotes for FY2005. By press time, your library's FEDLINK point of contact will have a quote sheet, a listing of covered cataloging product codes, and a renewal notice if you are already using fixed-fee pricing.

This year, OCLC is offering a subscription option. The quote represents the fixed-fee amount for FY2005, as well as the annual cataloging subscription amount. The figure was based on a library's actual usage from January 1, 2003 through December 31, 2003. There are distinct differences between the options:

- **Fixed-fee:** the amount will be re-calculated each year based on the previous calendar year's actual usage, with a price increase added (this year's price increase was 3 percent). Access fees are additional, and are assessed for actual time spent online.
- **Subscription:** the amount quoted will be used as the base amount for next year and subsequent years, with a price increase multiplier of not more than 5 percent added (this year's price increase was 3 percent). The amount will not be re-calculated next year, or in subsequent years. Access fees, also billed on subscription basis, are additional, and will be frozen at the level of actual time spent online during the period used to calculate the FY2005 quote (January 1, 2003 through December 31, 2003).

Those with stable or increasing cataloging usage should seriously consider the subscription pricing option.

FEDLINK Members already on fixed-fee pricing arrangement and wishing to remain on it, do not need to do anything as renewal is automatic. To cancel the fixed-fee payment option and use transaction pricing, complete the "cancel" portion of the renewal notice and return it to FEDLINK by fax on 202-707-4828 no later than Wednesday, June 23, 2004. Those who wish to switch from fixed-fee to the new subscription option should complete the order form (see below) and fax it to FEDLINK on 202-707-4828 no later than Wednesday, June 23, 2004.

How was the quote calculated?

The quote is based upon annual transaction averages for about 80 covered product codes including online and offline product codes and credits. OCLC used the 12-month period of January 2003 through December 2003 to calculate the total number of transactions, applied current fiscal year prices (i.e., FY2004), and then added a 3 percent pricing adjustment (equivalent to the overall transaction pricing increase for FY2005).

How is the amount billed?

FEDLINK members have flexibility in setting the covered time period and the number of installments. The quoted amount for both the fixed-fee and subscription options may be billed in a single annual payment, four equal quarterly installments or 12 monthly payments.

How is an option requested?

To start or switch to using the fixed-fee or subscription option, users need to complete the *OCLC Fixed-fee/Subscription Pricing for Cataloging* order form, a fillable PDF form found at this URL: <http://www.oclc.org/support/forms/pdf/catfix.pdf>. Users must adjust the form to accommodate FEDLINK options.

Which option is recommended?

Users who meet the following criteria are good candidates for cataloging fixed-fee or subscription pricing:

- have stable or increasing activity
- want predictable cataloging bills
- want to try additional cataloging products.

For those who expect to have decreasing usage, the quote may be too high because it is based on higher usage during the last year.

For questions about individual agency quotations, contact Anne Harrison at FEDLINK (202-707-4834; anha@loc.gov) as soon as possible.

Members Council Explores Pricing and Research

OCLC Members Council met Feb. 8–10 in Dublin, Ohio, to discuss global issues and explore innovative solutions to challenges faced by libraries and librarians worldwide. The 66-delegate Members Council supports OCLC's mission by serving as the key discussion forum and communications link between member libraries, regional networks and other partners, and OCLC management. By providing a channel for recommendations and questions from Members Council delegates, approving changes in the Code of Regulations, and electing six members of the Board of Trustees, Members Council helps shape the future direction of OCLC.

Delegates unanimously passed two resolutions: to add a fourth delegate-at-large to the Members Council Executive Committee, and to add a clause to the Guidelines to the OCLC WorldCat Principles of Cooperation to discourage unauthorized use of OCLC-derived records. Delegates also participated in discussions with international library leaders who offered insight into some of the challenges they face in their libraries.

After a thorough discussion of the World Summit on the Information Society, held in Geneva, Switzerland, last December, and a panel of distinguished international librarians on the local challenges to libraries in their countries, Jay Jordan, OCLC President and CEO, and Phyllis B. Spies, Vice President, OCLC Worldwide Library Services, then discussed OCLC pricing.

Jordan said that the OCLC pricing structure has been guided by OCLC's public purposes of furthering access to the world's information and reducing costs. He said

OCLC's financial performance is not an end in itself, but a means to accommodate growth, replace and modernize technological infrastructure and facilities, and conduct research and development. Pricing is the mechanism that we use to allocate the costs of the cooperative," said Mr. Jordan. "The concept of membership continues to influence OCLC's financial decisions and is a major characteristic that distinguishes the OCLC-user relationship from the traditional vendor-customer one."

Lorcan Dempsey, Vice President, OCLC Research, provided an update on OCLC research projects and plans. "The possibilities are endless," said Dempsey, about the projects and potential in OCLC Research. "The environment in which we work is becoming more complex as more activities become networked. We have to be selective and choose the projects that will have the greatest impact on the OCLC membership, and the library community."

Mr. Dempsey provided an overview of many of the Research projects under way in a variety of areas. He also spoke about OCLC ResearchWorks, (<http://www.oclc.org/research/researchworks/default.htm>) a Web site that features demonstrations, prototypes and other interactive items that showcase current work of OCLC researchers.

Members Council also discussed portions of the 2003 *OCLC Environmental Scan: Pattern Recognition*, a report produced for the OCLC membership to examine significant issues and trends impacting OCLC, libraries, museums, archives and other allied organizations.

The next OCLC Members Council meeting is set for May 23-25, in Dublin, Ohio.

Find Online Learning Options

Find seminars, workshops and other learning events at the new OCLC Professional Development Web site at <http://www.oclc.org/education/default.htm>. This site has training opportunities for OCLC products, online learning resources, the popular "for Dummies" series, the latest calendar of events and more. The Web site also provides resources from OCLC, OCLC regional service providers, nonprofit organizations, commercial vendors and other agencies. OCLC's goal is to make it easier to find and use the education library professionals need. ■

Questions:

Call a FEDLINK OCLC Information Specialist at (202) 707-4848

or email us at askocfno@loc.gov

Reminder:

OCLC is on the World Wide Web at <http://www.oclc.org>

Members may increase the funding in established accounts by adding funds to a current IAG or moving money between accounts. Funds can also be used to cover deficits, rejected invoices or invoices that the vendor has not yet submitted.

agencies can prepay for publications in any format. Explicitly, 31 U.S. Code 3324 (d)(2) states: "The head of the agency may pay in advance from appropriations available for the purpose...charges for a publication printed or recorded in any way for the auditory or visual use of the agency." In addition, the Federal Acquisition Streamlining Act's (FASA) provisions on severable services contracts for periods crossing fiscal years apply to database subscriptions. As a result, libraries and information centers can better manage their funds and avoid complications at the beginning of the fiscal year, when often Congress and agencies are still completing the annual appropriations and allocation processes. When expert librarians let their managers and budget officers know that extra funds at the end of the fiscal year can be applied legally and wisely to renewing print and electronic subscriptions (and monographs, too), extra funds at the end of one fiscal year can lead to a preferred cycle where managers routinely budget to renew journals near the end of the fiscal year.

Add or Move Funds Online

Members may increase the funding in established accounts by adding funds to a current IAG or moving money between accounts. Funds can also be used to cover deficits, rejected invoices or invoices that the vendor has not yet submitted. All of these actions can be initiated online.

While the deadlines for these transactions are a bit earlier this due to the implementation of a new Library of Congress financial management system, members can move funds from one vendor account to another through

September 13, 2004 and still add new funds to an existing account through September 20, 2004.

To make these account transactions, customers use the electronic versions of the Transfer Pay Adjustment form (available through the Online Registration Page of the FLICC/FEDLINK Web Site at <http://www.loc.gov/flicc/onlinedoc/online.html>) for all transactions that increase or decrease funding in your services. Simply complete the form online, print out a copy, and fax it to the FEDLINK Member Services at (202) 707-4999. (Printed copies of the form are also available from the FEDLINK Fiscal Hotline.)

Customers do need to remember to send in the supporting documentation needed to issue a delivery order. This includes: names of ordering officials for new transfer pay books accounts; direct pay P.O. modifications; direct pay proofs of synopsis for new services over \$25,000; and selection documentation for direct pay actions over \$100,000.

Explore Purchasing Options and Get Personalized Account Management

For other end-of-year options, be sure to contact one of the FEDLINK Program Specialists, who can help you find the right mix of products and services for your agency and your budget. Call (202) 707-4848 and have your call directed to acquisitions, online, cataloging and OCLC experts. For assistance with your FEDLINK Accounts, please call the FEDLINK Fiscal Hotline at (202) 707-4900. Customer service staff members can help you review your current account status, add or move funds, and streamline your purchasing efforts. ■

Consider renewing serials and database subscriptions now and pay for them with funds from the current fiscal year even if they will be delivered during a subscription period that begins after September 30, 2004.

End-of-Year Schedule for FY2004 Accounts

FEDLINK Fiscal Operations (FFO) must receive requests for adding or canceling services, or for adding or transferring funds, by the deadlines noted below to complete necessary Interagency Agreement (IAG) activity by the end of FY2004. Requests received after these dates *cannot be processed* this fiscal year.

REFUND

Requests for refunds must be received in FFO (to ensure receipt in your agency before September 30, 2004)

July 31

TERMINATION

Requests to terminate service before the delivery order expires must be received in FFO

August 31

ADD NEW SERVICE REQUEST

Requests to add a new service account must be received in FFO

September 9

ADD NEW FUNDS REQUEST

Requests to add new funds to an existing account must be received in FFO

September 20

RETURN OF SIGNED IAG

ALL SIGNED IAGs MUST BE RECEIVED IN FFO (no exceptions)

September 24

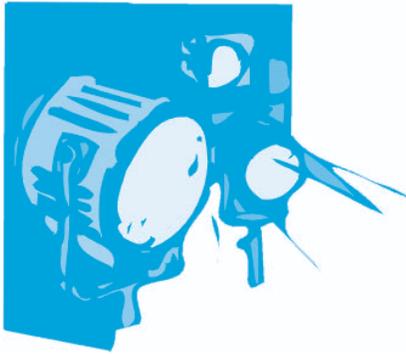
MOVE FUNDS

Requests to move funds to another vendor must be signed and received in FFO (with no new service request)

September 13

For serials competitions or funding increases over \$100,000, please allow enough time for extensive coordination or a formal competition.

For more information on your account or on the FY2004 End-of-Year Schedule, please contact the FEDLINK Fiscal Hotline at (202) 707-4900.



Vendor Spotlight

World Bank Also a “Knowledge Bank”

One of the world’s largest sources of development assistance, the World Bank Group has a mission to fight poverty and improve the living standards of people in the developing world. It is a development bank which provides loans, policy advice, technical assistance and knowledge sharing services to low and middle income countries to reduce poverty. The Bank promotes growth to create jobs and to empower poor people to take advantage of these opportunities.

The World Bank also prides itself on being a “Knowledge Bank.” The World Bank compiles indicators of social and economic development and undertakes important research on an array of public policy issues. Easy access to this wealth of information is now available through subscriptions to World Bank Online Resources, currently including three online databases:

World Bank e-Library allows you to access over 3,000 full-text books, reports, and research papers. The database is fully indexed with advanced cross-searchability; continually expands as new titles are added; files are sized to facilitate downloading; content is organized in regional collections and is easily navigable.

World Development Indicators Online is the premier data source on global development containing data for over 575 development indicators and time series data from 1960 for over 220 countries and country groups. Data includes social, economic, financial, and environmental indicators. Data selection screens are intuitive and easy to use. The database is updated periodically with annual data loaded in May.

Global Development Finance Online contains external debt and financial flow data for 147 countries and country groups. By putting all development-related flows in a consistent framework, this database allows government officials, economists, and the development community to better understand, manage, and promote the key challenges of financing development. The database is updated periodically with annual data loaded in January.

Free trials of these resources are available. For more information, including pricing, licensing or other issues, please send email to pubrights@worldbank.org. World Bank Publications will also be exhibiting at the American Library Association Conference at booth #1169. ■

Join the Federal Librarians’ Discussion (FEDLIB) Listserv!

Trying to keep up on the latest initiatives, opportunities, and challenges for federal libraries and information centers can be overwhelming! Join FLICC’s FEDLIB listserv and you can keep track of:

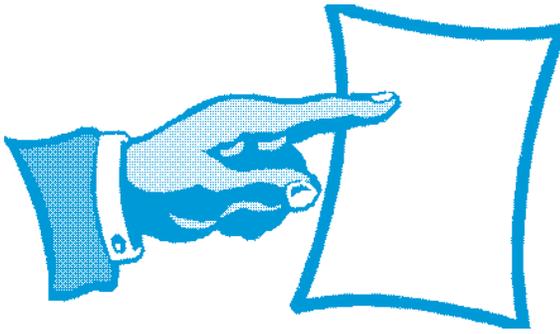
- federal library management,
- the latest issues and policy concerns,
- FEDLINK program updates and meeting announcements,
- personnel and training opportunities,
- federal job offers and much more!

Post your own messages when you want feedback from your colleagues or have news to share with the federal library community.

It is easy to subscribe with these easy steps:

1. Send an email message to: LISTSERV@LOC.GOV
2. In the Subject of the message enter: SUBSCRIBE FEDLIB
3. In the text of message enter: SUBSCRIBE FEDLIB FIRSTNAME LASTNAME
(Please use your real first and last names.)
4. Send your email!

You will receive a welcome message asking you to confirm your subscription within minutes of subscribing. Be sure to respond to this message within 24 hours to start your FEDLIB subscription!



Defense Consortium Plans to Put Services on the Desktop

The Department of Defense's (DOD) Business Initiative Council (BIC) is working with FEDLINK and two of its service providers, IEEE and Knovel, to provide DOD-wide desktop access to the full range of these vendors' products. BIC representatives, Gretchen Schlag, Librarian of the Navy; Ann Parham, the librarian of the Army; R. James King, the director of the Naval Research Library; and Barbara Wrinkle, the director of the Air Force Libraries and Information Centers; and other interested parties have met with these vendors to discuss a DOD joint service consortium initiative.

BIC's goal is to provide DOD end-users with increased access to scientific and technical electronic resources at an affordable cost. At the same time, the vendors view this consortium as an opportunity to expand their target market to a broader customer base. BIC will be surveying libraries, laboratories, schools/training centers, technical sites, and other operation centers to provide the vendors with a reasonable estimate of the numbers of potential bench-level users. With cost information available soon, the BIC hopes that participants could begin subscribing as early as July for the initial "open season" offering that would close December 31, 2004.

Consortia participants could use the FEDLINK Transfer Pay account option to add services to their existing interagency agreements and add or move funds to the account before the end of the fiscal year. (See page 7 for deadlines.) The Direct Express account option is also available from Knovel; IEEE is currently considering whether they will offer FEDLINK customers the Direct Express option.

For more information contact your BIC representative or Kathy Eighmey, FEDLINK, keig@loc.gov or 202 707 4836.

New Financial System Will Affect Fall Payment Processing

The Library of Congress (LC) will implement a new financial management system this fall. During its installation and data conversion efforts, LC anticipates a 45-60 day period when FEDLINK (and other LC service units) will not be able to process or disburse vendor payments through

This Just In...



the LC central payment system. The current time line indicates this period will begin at the end of September 2004 and last through mid-November.

FEDLINK will process all current and prior year vendor invoices submitted by September 10, 2004. To reduce delays, vendors should review any unpaid invoices with valid delivery orders that they have in-house and submit them to the FEDLINK Fiscal Office/Accounts Payable Section for payment processing as soon as possible. (Please allow extra time for mail delivery to LC because of increased screening.)

Vendors should also submit any invoices previously returned due to insufficient funds or without a FY2004 interagency agreement that now have a new delivery order that corrects these issues. Vendors should also submit any "end-of-year" orders ready to be invoiced by the submission deadline.

Vendors with questions or concerns about invoice processing should contact Mary Wilson, head of FEDLINK's Account Payable Section, at (202) 707-4970.

QuestionPoint on ALA Orlando Agenda

Those planning to attend this year's ALA Conference in Orlando may want to attend "QuestionPoint: Practical Examples for Reaching Current and New Users" on Saturday, June 26, from 9:00 a.m. - 10:30 a.m. at the Peabody Orlando's Ballroom III. The session plans to feature how different libraries and groups are leveraging the power and flexibility of QuestionPoint and users' testimonials on how they have implemented the virtual reference service to fit their patron's needs. For more information visit the OCLC ALA home page at <http://www.oclc.org/education/ala2004/default.htm>.

Time to Renew Serial Subscriptions

It's time to start the renewal process for your CY05 serial subscriptions. If you have questions about the FEDLINK agreements, please contact Georgette Harris at 202-707-4850 or gharris@loc.gov. Subscription company representatives contact Tony Lembo at 202-707-0459 or alem@loc.gov. ■

FLICC/FEDLINK CALENDAR KEY

- ¹ **FEDLINK TRAINING CLASS:** REGISTRATION IS MANDATORY. CALL (202) 707-4848.
- ² **THE FEDLINK TRAINING ROOM** IS LOCATED AT THE LIBRARY OF CONGRESS, ADAMS BLDG., ROOM 216, 2ND ST. AND INDEPENDENCE AVE. SE, WASHINGTON, D.C.
- ³ **FLICC EDUCATIONAL PROGRAM:** REGISTRATION IS MANDATORY. CALL (202) 707-4800, UNLESS INSTRUCTED OTHERWISE IN THE CALENDAR LISTING.
- ⁴ **PREREQUISITES FOLLOW:**
- **ALTERNATIVE WEB**—PREREQUISITE: FINDING IT: INTRODUCTION TO RESEARCH ON THE WORLD WIDE WEB OR EXPERIENCE SEARCHING.
 - **COPY CATALOGING ON OCLC**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC.
 - **FINDING IT: INTRODUCTION TO RESEARCH ON THE WORLD WIDE WEB**—PREREQUISITE: EXPERIENCE USING THE WORLD WIDE WEB.
 - **OCLC CONNEXION OVERVIEW**—PREREQUISITE: INTRO TO SEARCHING OCLC; COPY CATALOGING ON OCLC; KNOWLEDGE OF CATALOGING AND THE MARC FORMAT.
 - **FIRSTSEARCH STAFF VIEW FOR ILL**—INTRODUCTION TO SEARCHING OCLC OR SEARCHING FIRSTSEARCH
 - **INTRODUCTION TO CATALOGING WITH CONNEXION BROWSER**—INTRODUCTION TO SEARCHING OCLC OR SEARCHING FIRSTSEARCH
 - **INTRODUCTION TO CATALOGING WITH CONNEXION CLIENT**—INTRODUCTION TO SEARCHING OCLC; COPY CATALOGING ON OCLC; KNOWLEDGE OF CATALOGING PRINCIPLES AND THE MARC FORMAT; EXPERIENCE WITH INTERNET EXPLORER OR NETSCAPE.
- ⁵ **NO PRINT NOTICE WILL BE ISSUED.**

FOR INFORMATION ON COURSES NOT APPEARING IN THIS EDITION OF THE CALENDAR, VISIT THE FLICC/FEDLINK WEB SITE AT [HTTP://WWW.LOC.GOV/FLICC](http://www.loc.gov/flicc).

REQUEST ADA ACCOMMODATIONS FIVE BUSINESS DAYS IN ADVANCE AT (202) 707-6362 TTY OR ACA@LOC.GOV.

Reminder: Cancellations for FLICC Educational Programs must be called into the FLICC office at (202-707-4800) 48 hours prior to the start of an educational program or the full fee will be charged.

JUNE

- 23 FEDLINK VENDOR BRIEFING:⁵ DIALOG INSPEC**
9:30AM - 11:30AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 23 FEDLINK VENDOR BRIEFING:⁵ DIALOGLINK 4.0**
1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 24 FEDLINK VENDOR BRIEFING:⁵ REIS.com**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 24-30 AMERICAN LIBRARIES ASSOCIATION ANNUAL CONFERENCE**
ORLANDO, FL

JULY

- 8-9 BOOK BLITZ II³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS—DINING ROOM A
\$200—REGISTRATION REQUIRED
- 13 INTRODUCTION TO SEARCHING OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125
- 14 COPY CATALOGING ON OCLC¹**
9:00AM - 4:30PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 16 FIRSTSEARCH STAFF VIEW FOR ILL¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 19-20 SCCTP/BASIC SERIALS³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS—ROOM LM-G45
FEE TO BE ANNOUNCED—REGISTRATION REQUIRED
- 21 INTRODUCTION TO CATALOGING WITH CONNEXION CLIENT¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 22 FEDLINK VENDOR BRIEFING:⁵ RITTENHOUSE—E-BOOKS**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 26-30 THE INSTITUTE FOR FEDERAL LIBRARY TECHNICIANS³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS
MUMFORD ROOM (6TH FLOOR)
\$300—REGISTRATION REQUIRED

- 27** **FEDLINK VENDOR BRIEFING:⁵
PROQUEST—HISTORICAL NEWSPAPERS**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED

AUGUST

- 3** **ALTERNATIVE WEB¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 4** **FEDLINK VENDOR BRIEFING:⁵
GALE GROUP**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 5** **EFFECTIVE STRATEGIES FOR SEARCHING
OCLC¹**
9:00AM - 1:00PM
FEDLINK TRAINING ROOM²
\$65—PREREQUISITE REQUIRED
- 10** **FEDLINK VENDOR BRIEFING:⁵
INSPEC**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 12** **QUESTIONPOINT DEMONSTRATION¹**
9:30AM - 12:00PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 16-20** **FLICC/AMA MANAGEMENT
ASSOCIATION LEADERSHIP SERIES
FIVE-DAY MBA PROGRAM³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS
MUMFORD ROOM
\$895—REGISTRATION REQUIRED
- 17** **FEDLINK VENDOR BRIEFING:⁵
PROQUEST—SAFARI TECH—BOOKS ONLINE**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 18** **CATALOGING INTERFACE
DEMONSTRATION¹**
9:00AM - 11:30AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 25** **INTRODUCTION TO CATALOGING WITH
CONNEXION BROWSER¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

SAVE
\$2100!

- 24-25** **SCCTP/ELECTRONIC SERIALS³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS—ROOM LM-G45
FEE TO BE ANNOUNCED--REGISTRATION REQUIRED
- 26** **INTRODUCTION TO CATALOGING WITH
CONNEXION CLIENT¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

SEPTEMBER

- 1** **2004 INFORMATION TECHNOLOGY UPDATE³**
9:00AM - 4:00PM
THE LIBRARY OF CONGRESS
MUMFORD ROOM (6TH FLOOR)
FEE TO BE ANNOUNCED—REGISTRATION REQUIRED
- 1** **FINDING IT: INTRODUCTION TO
RESEARCH ON THE WORLD
WIDE WEB¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 9** **INTRODUCTION TO CATALOGING WITH
CONNEXION CLIENT¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 13** **INTRODUCTION TO SEARCHING OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125
- 14** **FIRSTSEARCH STAFF VIEW FOR ILL¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

Editorial Staff

FEDLINK Technical Notes is published by the Federal Library and Information Center Committee. Send suggestions of areas for FLICC attention or for inclusion in *FEDLINK Technical Notes* to:

FEDLINK Technical Notes

Federal Library and Information Center Committee
Library of Congress • 101 Independence Avenue SE
Adams Bldg., Room 217 • Washington, DC 20540-4935

FLICC/FEDLINK:

Phone (202) 707-4800 • Fax (202) 707-4825

FEDLINK Fiscal Operations:

Phone (202) 707-4900 • Fax (202) 707-4999

Email: fliccfpe@loc.gov • Web Site: <http://www.loc.gov/flicc>

Executive Director:

Susan M. Tarr

Editor-In-Chief:
Robin Hatziyannis

Contributing Writer:
David Pachter

Editorial Assistant:
Mitchell Harrison

FLICC was established in 1965 (as the Federal Library Committee) by the Library of Congress and the Bureau of the Budget for the purpose of concentrating the intellectual resources of the federal library and related information community. FLICC's mission is to foster excellence in federal library and information services through interagency cooperation and to provide guidance and direction for the Federal Library and Information Network (FEDLINK).



Web Citings

FEDLINK Releases New Direct Express Video

With the Direct Express procurement option, customers simply cite the FEDLINK contract number on their agency's purchase order and send it straight to the vendor. (No synopsis nor further competition is required on purchases over \$25,000 as the FEDLINK IDIQ establishes the vendors as sole source for their individual products and services.)

The Direct Express option is now available for almost all FEDLINK online databases services vendors.



FEDLINK has just released a new online informational video to review the details on this latest FEDLINK procurement offer. To view this online video, point your browser to <http://www.loc.gov/flicc/video/htuf/express.html>. To read more about Direct Express, go to <http://www.loc.gov/flicc/directexpress.pdf>. ■

**LIBRARY OF CONGRESS
FEDERAL LIBRARY AND INFORMATION
CENTER COMMITTEE**

FEDLINK

101 Independence Avenue, SE
WASHINGTON, D.C. 20540-4935

Official Business
Penalty for Private Use \$300

FIRST CLASS MAIL
POSTAGE & FEES PAID
LIBRARY OF CONGRESS
WASHINGTON, D.C.
PERMIT NO. G-103

FEDLINK Technical Notes
ISSN 0737-4178

If you wish to be removed from the mailing list for this publication, check here [] and return this page to the above address. If a change is required, enter correction on the address label and return.