

Members Do the Talking at Spring Meeting

Nearly 70 members gathered at the Library of Congress on May 8 for the FEDLINK Spring Membership Meeting. This year, the meeting put members at center stage with a facilitated focus group session for those onsite for the meeting and even those attending the meeting via live cybercast.

After a welcome and introduction from Carla Pomager, from the Army Library Office at the Community & Family Support Center and chair of the FEDLINK Advisory Council (FAC), attention shifted to a thorough review of the FEDLINK FY2004 Budget Proposal. Carol Bursik, from the Department of Justice and chair of the FLICC Budget and Finance Working Group, outlined the budget

The centerpiece of the meeting was a break-out session on identifying new approaches and options for the FEDLINK program in Fiscal Year 2004.

process, gave details on how projections are made, and summarized anticipated revenues and expenses. With the support of the members at the meeting, and with prior approval from the FEDLINK Advisory Council, Bursik will take the budget and these endorsements on to FLICC members who will also vote on the budget before it is presented to the Librarian of Congress.

The meeting agenda continued with a report from Susan M. Tarr, FLICC Executive Director and FEDLINK Director, on the status of FLICC and FEDLINK, and FEDLINK program updates from Lynn McDonald, Network Coordinator, FEDLINK Network Operations, Joan Fitts, Head, FEDLINK Section, Contracts Services, and Joe Banks, FEDLINK Business Manager.

Stakeholders Define the Future

The centerpiece of the meeting was a break-out session on "Identifying New Approaches and Options for the FEDLINK Program in Fiscal Year 2004." Members worked at round

tables and via the Internet with facilitators from the FAC on a set of four questions. FEDLINK staff members were excused from the discussions so members could openly discuss positives and negatives about the program. After an hour, the individual comments were aggregated in a reporting session, and FEDLINK staffers returned to learn about the results.

Getting the Content

The first discussion question centered on the most important program issue: *What would make FEDLINK contracts more valuable to your library and your agency?*

Members saw negotiation as FEDLINK's current and future strength. They asked for deeper discounts, options for midyear subscriptions, and for leverage when publishers or aggregators insisted on bundling electronic and print resources or dropped titles. Comparison shopping resources and lists of other federal users of a service could also

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FLICC Awards Recognize Outstanding Efforts in the Federal Information Community



Winners and their supporters await the presentation of the 2002 FLICC Awards at the 20th Annual FLICC Forum on Federal Information Policies.

For the fifth year in a row, the Federal Library and Information Center Committee (FLICC) awarded innovative federal libraries, librarians and library technicians who met the information demands of government, business, scholarly communities and the American public in Fiscal Year 2002.

The award winners were honored at the 20th Annual FLICC Forum on Federal Information Policies on March 19 at the Library of Congress in Washington, D.C., where they received their awards and be guests of the forum. Their names will remain on permanent display in the FLICC offices at the Library of Congress.

Federal Library Category Redefined for 2002

For the first time in the award's history, FLICC selected winners in two categories: a small library/information center (with a staff of 10 or fewer federal and/or contract employees) and a larger library/information center (with a staff of 11 or more federal and/or contract employees).

"This new designation provides a more effective scope for each of these awards," said Susan M. Tarr, FLICC's executive director. "The FLICC Awards Working Group and the FLICC Executive Board reviewed entries from the last four years and after much discussion felt a dual category based on staffing would encourage every size library to compete for this prestigious award."



Staff of the Homer E. Newell Library, NASA, Goddard Space Flight Center, winner of FLICC's 2002 Large Library/Information Center of the Year Award



The James A. Haley Veterans' Hospital Library, Tampa, FL, winner of the Small Library/Information Center of the Year award. From left to right: Nancy Bernal, Chief, Library Service; Charlotte Truitt, Clinical Medical Librarian; and Laurie Barnett, Medical Librarian. Inset: Janet Schneider, Patient Education Librarian.

Federal Libraries of the Year Focus on Knowledge Management and Web Technologies

The Library/Information Center of the Year in the larger library category, the Homer E. Newell Library, NASA, Goddard Space Flight Center, is recognized for its promotion of various innovative technologies and approaches to knowledge management. The library developed an extensive Web-based portal that linked a comprehensive project directory of resource and image gallery links with a network of experts. This enhanced the value of the knowledge gained from individual projects for the entire agency.

The library was further recognized in Fiscal Year 2002 for eliminating the boundaries between traditional library support and preserving knowledge unique to the Goddard Space Flight Center.

The Library/Information Center of the Year in the smaller library category, The James A. Haley Veterans' Hospital Library, Tampa, Florida, is recognized for providing innovative, comprehensive, and customer-focused resources and library services to clinical staff, allied health professionals, patients, families, and volunteers. In Fiscal Year 2002, the library worked directly with the hospital's nursing staff to provide patients with print information to supplement their discussions with their caregivers.

The library also created a variety of innovative Web-based services and creative outreach activities for both professionals and patients to deliver knowledge-based information directly to the bedside and provided vital support for excellence in patient care, research and education for staff and patients.

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Ann Parham, Army Librarian, is the 2002 FLICC Federal Librarian of the Year.



Reginald A. Stewart, Library Technician, U.S. Army Library, Giessen, Germany, is the winner of the FLICC Federal Library Technician of the Year award.

Important Financial Deadlines for OCLC Services

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 (see above). 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 29, 2003** if you plan to **cancel OCLC services** for Fiscal Year 2003.

- Check your **OCLC account balance** by **August 29, 2003** to make sure you have sufficient funds to cover all FY2002 invoices.

- Place **Local Database Creation** orders (also known as "archive tapes") with FEDLINK by **September 5, 2003**. 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 23, 2003**. 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, 2003 in time for FY2003 billing.

- **Register** for FY2004 OCLC Services in **September 2003**.

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

Prices to Remain at Current Levels Through June 2004

In recognition of the current economic realities facing libraries, OCLC will hold prices at current levels next year, implement a number of business restructuring actions to control and reduce operating costs and continue to invest in the future for libraries.

"In this difficult time, the OCLC cooperative can not only offer hope, but practical solutions that can help

libraries, museums and archives increase their productivity and do more with less," said Jay Jordan, President and Chief Executive Officer, OCLC. "Indeed, our objective of reducing the rate of rise of library costs is more important than ever. It is also critical that we continue to invest in products and services that will help libraries serve their users at levels they have come to expect."

During the 2003/2004 OCLC fiscal year, beginning July 1, 2003 and ending June 30, 2004, OCLC will not increase prices for OCLC cataloging and metadata services, cooperative discovery services, and digital and preservation services. For OCLC services that provide access to third-party content, OCLC will pass through any royalty increases charged by content owners. (OCLC provides third-party content in the FirstSearch service, Electronic Collections Online database and netLibrary eBooks.)

OCLC will also be enhancing WorldCat (the OCLC Online Union Catalog) to provide libraries with new functionality and efficiencies to help them control their costs. OCLC has also recently launched new products and services such as the QuestionPoint virtual reference service, Digital Archiving, CONTENTdm digitization software, and netLibrary eBooks that will help libraries meet the challenges of the digital age.

Windows 98 and NT Support Ends June 30, 2003

OCLC will discontinue support for Windows 98 and NT 4.0 on June 30, 2003, at the same time that Microsoft discontinues support for the same products. OCLC expects that its applications will continue to work with the older operating systems but they will no longer test or support their products running on top of Windows 98 and NT 4.0 after this date. For more information, see the OCLC Access Suite Applications System Requirements document at <http://oclc.org/oclc/menu/suite/systemrequirements.htm>.

Questions:

Call a FEDLINK OCLC Information Specialist at (202) 707-4848, or email us at askfno@loc.gov

Reminder:

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

Members Council Encourages Increased Participation, Cooperation

OCLC Members Council convened in May at OCLC headquarters in Dublin, Ohio, for the last of three meetings in 2002-2003 which focused on "Libraries, Their Present and Future Global Environments: National, Regional, Local." The council took steps to encourage broader participation in the worldwide library cooperative, discussed ways in which OCLC can help lead libraries through challenging economic times, and elected its leadership team for 2003-2004.

Looking ahead to the next council term, members elected Bob Seal, University Librarian, Mary Couets Burnett Library, Texas Christian University, who will serve as 2003-2004 Members Council president. "Recent changes in technology, networking, and the economy, along with increased patron expectations and sophistication require librarians to re-examine how we provide access, collections, services, and facilities," said Seal. "Survival in this environment requires innovative solutions, taking risks, and introducing sometimes radical—or, at least non-traditional—models of service."

Among the topics for next year's Members Council term are "Innovation, Risk-Taking and New Models of Service: Library Survival in the 21st Century" and "Communication for Success in the OCLC Collaborative."

OCLC Authorities User Guide 3rd ed. Available

OCLC Authorities User Guide, 3rd edition (2003) is now available via the Index of documentation at <http://www2.oclc.org/documentation> in both HTML and PDF formats which can also be used to create a print document.

OCLC began distributing the printed edition on May 13. The third edition of the guide supersedes the second edition, so be sure to discard the second edition. ■

Please Note:
Subscribe to OCLCFED,
the FEDLINK OCLC listserv:
Send message
subscribe oclcfed yourfirstname
yourlastname
to listserv@loc.gov
and confirm within 48 hours.

Attention Direct Pay Customers!

Take advantage of FEDLINK prices and order directly from the Direct Express



Vendors listed below. Simply cite the following contract numbers on your agency's purchase order.

- EBSCO CASIAS Inc. (dba EBSCO Publishing) #03CSFC70101
- The Gale Group #03CSFC70102
- LexisNexis, a division of Reed Elsevier Inc. #03CSFC70103
- ProQuest Information and Learning Company #03CSFC70104
- West Group #03CSFC70105

For more information, contact Lynn McDonald, FEDLINK Network Manager, by phone at (202) 707-4832 or by email to lmcd@loc.gov.

FEDLINK Announces Invoicing Changes

Effective June 1, 2003, all invoices submitted to FEDLINK must have the Delivery Order/Blanket Purchase agreement number cited on the document. All vendors must ensure that this information is submitted to the FEDLINK Fiscal Operations invoice processing unit or the invoice will be rejected in accordance with Section G of your FEDLINK Basic Ordering Agreement.

The new numbering sequence will be a combined code of the fiscal year, service ID, member's FEDLINK ID, and order number, i.e., 03-EB.FLCV.0041. These numbers should appear on the top right corner of the document. For more information, contact Jim Oliver, FEDLINK Vendor Services Coordinator at (202) 707-4960 or Joan Fitts in FEDLINK Contracts at 202-707-0407.

- ***What would make FEDLINK contracts more valuable to your library and your agency?***
- ***What changes could be made in FEDLINK fiscal processes to help you be more effective in managing your funds?***
- ***Do you feel as if you understand FEDLINK and its processes?***
- ***What kinds of resources and training do you need?***

offer added value to the current array of FEDLINK benefits. But “branding” of options emerged as an essential piece of doing business. Members asked for definitions and differences between purchasing vehicles (GWACs, IDIQs) and other federal agency efforts (GSA and FEDSIM). For new opportunities, members asked for more consortia, expanded OCLC services including digitizing, more ILS vendors, and access to temporary staffing agencies.

Paying for Services

Procedures were up for discussion with the focus groups’ next question: *What changes could be made in FEDLINK fiscal processes to help you be more effective in managing your funds?*

Members were quite complimentary regarding the extension of end-of-year dates and praised the amount of work staff members did behind the scenes on their behalf. They expressed satisfaction with the stability of the program and knowing that once funds were allocated they remained allocated. They also agreed that they get good value for the FEDLINK fees charged and felt FEDLINK was responsive to the complexities of the federal procurement process.

Electronic processes and actions were popular with members as reflected in their requests for faster statement posting to the Web and shorter turn around time on statements. They would like statements in electronic format, to get away from mail, and to have interactive forms online replace forms requiring typewriters.

Members called for more “push” technology to offer them direct information via listservs and Web sites.

Understanding FEDLINK

The next step was the topic of FEDLINK identity and mission: *Do you feel as if you understand FEDLINK and its processes?*

While members thought sometimes a librarian may not understand all of FEDLINK’s processes, more often the difficulty was with explaining FEDLINK to their managers and procurement staff members. To help those who needed more information or to assist them when they represented the program within their agency, members found face-to-face programs, like membership meetings, and calling the FEDLINK Fiscal Hotline for individual service the most helpful.

Members also asked for more step-by-step instructions for forms and procedures and short and succinct program descriptions they could pass on to contracting officers. They would like anecdotal information for their procurement officials about savings and cost-avoidance, studies by libraries or agencies on the benefits of using FEDLINK, and other items related to saving money. Because of the variety of people that may need to learn about FEDLINK, members suggest information products be available in multiple formats so that staff members could use these resources to coordinate with librarians regarding where the information needs to be shared within a member agency.

Reading and Learning All About It

The final topic of the discussion group was communication: *What kinds of resources and training do you need?*

Members called for more “push” technology to offer them direct information via listservs and Web sites. They asked for more instructional videos, weekly Web updates, expanded search functions, listserv archives and electronic documents all offered in a variety of formats. Some members requested bibliographies of professional reading to keep competencies up to date.

Within days of the FEDLINK Spring Membership Meeting, staff members were meeting and identifying “quick wins,” items that staff members could resolve or develop right away.

Members also wanted access to secure databases to find working group members, fellow purchasers and other colleagues. They remain pleased by the functionality of FEDLINK’s online registration system but would like to see more financial data, interactive research and timely postings.

General business education programs and cost benefit analyses courses topped the list of events and training requests. Expanding on issues of performance measurement, many requested hands-on training about conducting user surveys and focus groups. Members also were interested in programs on federal enterprise architecture, expanded and updated technicians’ and new librarian training, and technical workshops on interlibrary loan (ILL) software and help to manage the ILL process.

Distance education remained an important topic as did expanded relationships with other training centers such as Agriculture’s Graduate School, established library schools, and other venues that offer distance learning programs.

Action Items Underway

Within days of the FEDLINK Spring Membership Meeting, staff members were meeting and identifying “quick wins,” items that staff members could resolve or develop right away.

Before the end of the month, the FLICC/FEDLINK Web page began an interim response to the online search issue and desire for video programs. While staff works on developing a formal search engine for the Web page for release this summer, links from the FEDLINK search page now have an option to use the Library of Congress main search engine. Preliminary testing has already shown that certain FEDLINK areas can be identified through this LC site-wide search engine. Staff members also added three new videos to the Web page, highlighting taxonomy issues and the FLICC awards.

Online documentation is now under review with an eye toward releasing interactive forms or PDF format files that members can use to key in data right from their computers without having to locate a typewriter. Vendor pricing pages have been augmented and made available online and staff

members are also looking at enhanced electronic statement options.

New education programs have been added to the schedule for early next year with a strong emphasis on business skill development and FLICC working groups continue to plan benchmarking, content management and enterprise architecture programs for the summer and fall.

Vendor negotiations continue year round, with a new electronic resources proposal open this Spring. Direct Express will expand in FY2004 to a host of new vendors and the consortial initiative will expand to attract more participants and vendors.

FEDLINK Technical Notes will continue to cover these exciting program developments and report on new and improved products and processes to expand and enhance FEDLINK. Watch your newsletter for the latest in the months to come.

Comments Always Welcome

If you did not have an opportunity to attend or watch the meeting, your comments on any of the topics are still needed. As FEDLINK staff members combine input from members into the structured FEDLINK Business Plan released last year (see *FEDLINK Technical Notes* newsletter January/February 2002), suggestions from our customers are essential to developing the program. Please send your comments and ideas to FLICC@loc.gov. They will be added to the comments above and integrated into program planning for FY2004. ■

Distance education remained an important topic as did expanded relationships with other training centers.

Federal Librarian of the Year is Role Model

Ann Parham, Army Librarian, is recognized for her leadership and devotion to librarianship as demonstrated by her commitment to excellence in the management of the worldwide U.S. Army Library Program, her advocacy for the restoration of the Pentagon Library, and the innovative librarian training program she orchestrated. In Fiscal Year 2002, Parham served as an example for the entire federal library community by reaffirming the values and importance of library and information services to management, the user community and the nation.

Her initiatives in the wake of the September 11 attack on the Pentagon serve as a model of principled determination and are a credit to the librarian profession.

Federal Library Technician of the Year Is Dedicated to the Customer

Reginald A. Stewart, library technician, U.S. Army Library, Giessen, Germany, is recognized for his visionary approach to improvements and outreach with library services for children. He created a “storymobile” and initiated weekly visits to military housing areas to reach children unable to come to the library for story time. His enthusiastic storytelling and reading program created



Kellie McKenzie, Treasury Library, received an honorable mention in the FLICC Library Technician of the Year award.

ongoing awareness, interest and visibility of library services in Army communities.

In Fiscal Year 2002, Stewart is commended for expanding the main library’s children and adult collections, as well as military dependent elementary and high school libraries, through dedicated and enthusiastic efforts to acquire, select, process, barcode and shelve more than 50,000 volumes from several closed base libraries. ■

2003 Program Will Open This Summer



Information on the 2003 Award program will be announced later this summer. For the latest information on the awards, interested parties may refer to the FLICC Web site

<http://www.loc.gov/flicc/awards.html>

where information regarding the 2003 nomination packet will be posted on the “What’s New” section as soon as it becomes available.



FEDLINK Vendor Spotlight

EBSCOhost



Has the Numbers

Library and information center concern over usage statistics, in particular their quality and consistency, has resulted in a number of standards initiatives including several prominent efforts:

- ICOLC Guidelines for Usage Statistics
- ARLE-Metrics
- NISO Z39.7 Library Statistics
- Project COUNTER

Not only has EBSCO been following these initiatives, they have been involved in the process with a representative on NISO committee AY that is currently updating Z39.7. EBSCO also represents the interests of full text aggregators as an executive committee member for COUNTER. EBSCO's goal is to ensure that EBSCOhost's usage statistics continue to meet the needs of its customers.

Finding the Right Words

Most of the usage statistics initiatives center on standardizing the terminology and definition of usage statistical elements. NISO Z39.7, for example, acts as a data dictionary for usage statistics terms while the ICOLC guidelines define what elements are expected to be captured and provide some basic guidelines for how the statistics should be processed.

The COUNTER initiative is building on the definitions and basic guidelines of the previous standards work and is providing a code of practice for publishers, aggregators and other online service vendors to follow. The code of practice introduces the notion of COUNTER compliance and lists a set of standard reports that a service must provide to be compliant. Not only that, COUNTER also provides guidelines for processing the data to increase consistency of data from various sources. An example of this is in counting of searches and article downloads. The guidelines

stipulate that the system must not count multiple clicks for the same activity—that is, if a user asks for a PDF, waits 5 seconds then asks again, it should only count this as one retrieval and not two. In 2004 COUNTER will introduce an audit requirement for compliance, the goal of which is to certify that a given online service has provided the basic required reports and is processing the data effectively.

With these initiatives and efforts, libraries will be able to have better confidence in their usage statistics from the various sources and will be able to consider more detailed usage comparison.

Fine Tuning the Technology

EBSCO continues to enhance the usage statistics it provides to their customers. In 2003 their projects ensure the statistics are in line with ICOLC's 2001 guidelines. With the summer release of EBSCOadmin, a set of COUNTER compliant reports will be available. In addition to this, EBSCO is extending usage statistics to include linking capabilities. For example, libraries will have the option to include full text link-outs in addition to full text downloads with journal level activity reports. A set of linking activity reports will allow libraries to analyze where users are linking in from (Persistent Links) and where they are linking out to (CustomLinks and SmartLinks).

With EBSCOadmin, the administrative module for EBSCOhost, customers are able to pick and choose from a number of reports and options and have these reports either delivered to the screen or sent via email in a variety of formats.

For more information, please contact Jim Oliver, FEDLINK's Vendor Services Coordinator by phone at (202) 707-4960 or by email at joli@loc.gov. ■

The Vendor Spotlight features FEDLINK vendors and the latest vendor news. Vendors who would like to be featured or who have news regarding their products and services should contact Jim Oliver, FEDLINK Vendor Services Coordinator at (202) 707-4960.

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 AUTHORITIES**—PREREQUISITE: INTRO TO SEARCHING OCLC; COPY CATALOGING ON OCLC
- **OCLC CONNEXION OVERVIEW**—PREREQUISITE: INTRO TO SEARCHING OCLC; COPY CATALOGING ON OCLC; KNOWLEDGE OF CATALOGING AND THE MARC FORMAT.
- **ORIGINAL CATALOGING ON OCLC**—INTRO TO SEARCHING OCLC; KNOWLEDGE OF CATALOGING PRINCIPLES AND THE MARC FORMAT
- **WEB INTERFACE TO THE OCLC ILL SUBSYSTEM**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC.

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.

JULY

- 8 INTRODUCTION TO SEARCHING OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125
- 9 COPY CATALOGING ON OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 10 WEB INTERFACE TO THE OCLC ILL SUBSYSTEM¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 11 EDUCATIONAL VIDEO DOUBLE FEATURE^{3,5}**
9:00AM - 2:00PM
LIBRARY OF CONGRESS
WEST DINING ROOM (6TH FLOOR)
FREE—REGISTRATION REQUIRED
- 12-16 AMERICAN ASSOCIATION OF LAW LIBRARIES ANNUAL MEETING AND CONFERENCE**
SEATTLE, WASHINGTON
- 16 FINDING IT: INTRODUCTION TO RESEARCH ON THE WORLD WIDE WEB¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 17 OCLC CONNEXION DEMONSTRATION¹**
9:00AM - 11:00AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 21-25 THE INSTITUTE FOR FEDERAL LIBRARY TECHNICIANS³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS
MUMFORD ROOM (6TH FLOOR)
\$300—REGISTRATION REQUIRED
- 23 OCLC CONNEXION DEMONSTRATION¹**
9:00AM - 11:00AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 30 OCLC CONNEXION OVERVIEW¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

AUGUST

- 5 QUESTIONPOINT DEMONSTRATION¹**
1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED

- 6 QUESTIONPOINT DEMONSTRATION¹**
9:00AM - 11:00AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 7 OCLC CONNEXION DEMONSTRATION¹**
9:00AM - 11:00AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 13 ILLIAD¹**
9:00AM - 11:30AM
FEDLINK TRAINING ROOM²
\$65—REGISTRATION REQUIRED
- 14 OCLC CONNEXION OVERVIEW¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 18 CATALOGING INTEGRATED RESOURCES³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS
WEST DINING ROOM (6TH FLOOR)
FEE TO BE ANNOUNCED—REGISTRATION REQUIRED
- 20 OCLC CONNEXION DEMONSTRATION¹**
9:00AM - 11:00AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED

SEPTEMBER

- 4 OCLC CONNEXION DEMONSTRATION¹**
9:00AM - 11:00AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 12 2003 INFORMATION TECHNOLOGY UPDATE
INSTITUTIONAL REPOSITORIES³**
9:00AM - 4:00PM
THE LIBRARY OF CONGRESS
FEE TO BE ANNOUNCED—REGISTRATION REQUIRED
- 16 INTRODUCTION TO SEARCHING OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125

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

- 17 WEB INTERFACE TO THE OCLC ILL
SUBSYSTEM¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 18 COPY CATALOGING ON OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 19 OCLC CONNEXION DEMONSTRATION¹**
9:00AM - 11:00AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 23 FINDING IT: INTRODUCTION TO
RESEARCH ON THE WORLD
WIDE WEB¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 24 OCLC CONNEXION OVERVIEW¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 25 QUESTIONPOINT OVERVIEW¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—REGISTRATION REQUIRED
- 26 ALTERNATIVE WEB¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

Editorial Staff

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Library of Congress

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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).

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