



Nomination Form

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FEDLINK Library/Information Center of the Year Award

INSTRUCTIONS: Please save a copy of this Nomination Form, complete the form in Word, print a copy and get signatures on (current) page 2*, and email or fax a copy with the Selection Criteria Statements and Supporting Materials to fliccfpe@loc.gov or 202-707-4828. All Nominations must be faxed or emailed no later than Friday January 18, 2013. If you do not receive confirmation within one week, please contact Lizzie Daniels by phone at 202-707-4813. **(Completed form will probably be longer than 2 pages.)*

Use the exemplars at http://www.loc.gov/flicc/Awards/previous_year_exemplars.html as a guide in completing the application packet and writing the Selection Criteria Statements.

Please complete the boxes below. They will expand as you type.

NOMINEE:

Library/Information Center Name: **FCC Library**

Name of Director/Head: **Amanda Costigan**

Agency: **Federal Communications Commission**

Library/Information Center Address: **445 12th Street, S.W.**

City: **Washington** State: **DC** Zip: **20554**

Phone: **(202) 418-2917**

Fax: **(202) 418-2979**

Email: **Amanda.Costigan@fcc.gov**

Number and type of Users/Patrons: **1,700 legal, economist, and engineering staff**

Number of Staff (federal and contracted): **6**

Total Annual Budget from all sources, including salaries, acquisitions and other operating expenditures: **\$4,245,279.00**

Additional Comments or Explanations: **None.**

Nomination Form

NOMINATOR:

Name: Sheryl D. Todd
Title: Deputy Secretary, Federal Communications Commission
Organization: Federal Communications Commission
Preferred Address: 445 12th Street, S.W. # TW-B204E
City: Washington State: DC Zip: 20554
Phone: (202) 418-7386
Fax: (202) 418-2979
Email: sheryl.todd@fcc.gov
Relationship to Nominee: Library Manager

Nomination Statement(Mandatory): I believe the nominee should be Federal Library or Information Center of the Year for Fiscal Year 2016 because (50 words or less) **the FCC Library has provided exceptional leadership focused on providing cutting edge information services needed when working in the constantly changing telecommunications field. The FCC Library implemented significant changes in marketing strategies that fully connect and engage the agency's staff. As a result, patrons receive the highest quality of service and resources of legal, legislative, business, economic and telecommunications to support their research and the agency's mission.**

Signature: Sheryl D. Todd
Date: 1/12/2017

MANAGEMENT APPROVAL (Organization above the Library/Information Center):

Name: Marlene H. Dortch
Title: Secretary
Organization: Federal Communications Commission

Statement of approval: I approve this nomination for Library/Information Center of the Year.
Comment: **I approve this nomination of FCC Library for Library/Information Center of the Year. The FCC Library has proven to be a crucial asset in supporting the telecommunications research required by FCC staff. The unique and responsive marketing has connected FCC Library to the work and life of agency staff like never before, increasing usage of the valuable research tools. Streamlined orientation, reduction in physical footprint and reimagined usage of the library space have all worked together to effectively support their research experience.**

Signature: Marlene H. Dortch
Date: 1/12/17

SELECTION CRITERIA STATEMENTS FOR SMALL LIBRARY OF THE YEAR FY16

Section I: Mission Support

Federal Communications Commission Mission:

“The Federal Communications Commission regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia and U.S. territories. An independent U.S. government agency overseen by Congress, the commission is the United States' primary authority for communications laws, regulation and technological innovation.”

Federal Communications Commission Library Mission:

“The Federal Communications Commission Library serves to support and enrich the instructional and research needs of bureaus and offices within the agency. The Library pursues a full range of print and online materials that provide timely, accurate and efficient access to the sources of legal, legislative, business, economic and communications technology information that effectively supports agency staff research. Up-to-date core collections of telecommunications-related books, journals, and other documents and additional library services are provided to identify and obtain relevant information concerning FCC-related matters.”

The Federal Communications Commission Library (FCCL) serves the research needs of staff at the headquarters facility of the Federal Communications Commission (FCC), Washington, DC, and a number of field offices across the country (e.g. Atlanta, Dallas, San Francisco, and Honolulu). The Library supports the agency goal to “promote the expansion of competitive telecommunications networks, which are a vital component of technological innovation and economic growth and help to ensure that the U.S. remains a leader in providing its citizens opportunities for economic and educational development.”

The FCC Library maintains total holdings of close to 90 thousand items, including a collection of almost 8000 print volumes, over 50 thousand eBooks, acts as a repository for over 25 thousand digital government documents, as well as manages 33 additional databases covering the wide scope of the Commission. Services offered by library staff include interlibrary loan and document delivery, new staff orientation, citation review, legislative history compilation and research, computer access, database training, and resource searching. By hiring a new Library Director in May 2016, and a new Librarian in November 2015, the FCC Library had the opportunity to revitalize the image of and services offered by the Library.

Keeping this revitalization in mind, the FCC Library introduced a two pronged initiative for FY16:

- to enhance awareness of the Library, its services and resources, and to become a place of community in the Agency
- to improve user discovery experience, making it easier to find both physical and digital resources

The FCC Library not only continued to achieve its mission of quick and accurate research support for the agency, but seamlessly incorporated its new initiatives by completely reworking its marketing campaign, streamlining the physical collection to improve the use of library space, increasing the discoverability of different resources in the online catalog, and more.

Section II: Creativity/Innovation in Services for FY 16

The FCC Library has long promoted its databases and services through targeted posters, handouts, newsletters, and trainings each month, but during FY16 the Library revamped its marketing plan to be continuous and dynamic rather than relying solely on a predetermined schedule. Instead of only advertising existing services, the Library engaged current topics of interest within and outside of the Commission.

When the game Pokémon GO launched in July 2016, the FCC Library quickly discovered that it was a PokéStop, a spot where players can collect in-game items. The Library embraced its PokéStop status and created an interactive marketing campaign. Not only was there an increase in library traffic, but several other teams approached the Library for future collaboration, including the FCC University training program, the Agency's social media team, and a special presentation for Girls Who Code, to teach high-school girls about STEM applications in different careers.

Another event that received a similar response was the Library's celebration of Constitution Day in September 2016. Although publishers had a shortage of pocket Constitutions, by collaborating with different vendors the FCC Library was able to acquire 200 copies at no cost to hand out to interested patrons. Though the event took place on a Friday, when a large number of Commission Employees telework, the stockpile quickly ran out.

Even when not advertising a particular event or service, the Library created original infographics on topics such as internet history and copyright law to hang in entryways and share on social media. These graphics were of such high quality that, though they were branded with the library logo, patrons have asked if they were from a professional design company. The Library also began designing displays for an underutilized case – rotating collections, highlighting contributions of other Agency employees, or sometimes just decorating it with fun themes. This once bland case is now an intriguing draw at the library entrance.

Over the past several years, the Library had gradually been increasing its digital holdings, but the website and catalog had not kept up with the digital rate of growth. In FY16, Library staff redesigned their website to include multiple points of access for different resources, with the biggest change being the implementation of a discovery layer in the ILS that allows all of the eBooks, journals, print materials, and even ILL requests to be accessed through a single catalog search.

In addition, Library staff analyzed the existing collection and determined that many of the physical resources were duplicated in their digital holdings. As a result, the Library was able to reduce the size of the physical general collection by 9%, legal materials by 17%, and microfilm by 72%. Not only did this free up space in the Library, but improved clarity and organization, leading to an immediate circulation increase of 30%.

The newly uncovered space allowed the Library to improve areas for patron use. Now, in addition to the public use computers and work tables, the Library has quiet reading and relaxation areas, with coloring pages and crafts such as snowflake making, which have attracted employees looking for a break in their day. As the Library has become better known throughout the Agency, it has started to see more employees come in for reasons beyond traditional research, whether to conduct meetings or interviews, or for friendly conversation and relaxation.

Section III: Customer Satisfaction

Due to these changes, and the marketing of the new Library to FCC staff through regular Open Houses, interactive displays, direct outreach initiatives, and fostering new partnerships with other Bureaus and Offices, foot traffic to the Library has increased by 78%. The Library also has expanded their web presence, gaining more than a 20% increase in unique visits to the Library website.

But even while putting effort into these new initiatives, the FCC Library has not lost sight of its original mission: to provide timely and accurate research support for Agency staff with the highest quality resources it can provide. And it is the staff response to both that continuing mission and new developments that allows the FCC Library to fearlessly enter 2017 with even more campaigns planned.

Below are testimonials from FCC staff speaking to their satisfaction with the FCC Library.

"As part of fulfilling responsibilities under the National Environmental Policy Act (NEPA) and associated FCC proceedings, staff in the Office of Engineering and Technology (OET) maintain awareness of current scientific research on the biological and health effects of radiofrequency (RF) energy emitted by the transmitters and devices it licenses and authorizes. The FCC Library has done a remarkable job of obtaining this research, much of which is well outside the FCC's core focus areas of communications law, engineering, and economic disciplines. Access to this research facilitates FCC staff's educated ongoing dialog with federal health and safety agencies as well as external stakeholders, and it aids in informed decisions and policy making in FCC proceedings under NEPA."

-Ed Mantiplly, Physical Scientist, on behalf of the staff of OET

"The FCC library is a valuable resource for researchers and policy analysts, particularly because the library staff are making every effort to keep up with technological advances through extensive training and outreach. Staff are extremely helpful in getting materials on inter-library loan or making expedited purchases within budget constraints, as I experienced several times when writing working papers or articles for publication. Overall, the library is a terrific resource that helps FCC staff become as well-informed as possible about the rapidly changing technological landscape that is central to our core mission"

-Sherille Ismail, Senior Counsel

"I often have requests for the FCC library staff and I'm always delighted by the quick and thorough response. Most recently, I asked for a limited access article and rapidly received not only a copy of the article, but also information how to get similar documents myself, if I chose."

-Jordan Brinn, Electronics Engineer

"I consider the FCC Library an integral part of the ongoing data reform efforts I have undertaken during my time in the Office of Strategic Planning and consider the Library's 2016 efforts to consolidate and digitize the Library one of the Agency's great data reform successes of 2016."

-Anne Levine, Telecommunications Policy Analyst

"Our library is a small but powerful resource at the FCC. From tracking down hard-to-find books to putting on a celebration for Constitution Day, the FCC library goes above and beyond in helping staff with research needs all while having fun!"

-Mitali Shah, Industry Analysis Economist

Support Document #1: Letter of Support from Patrick Carney



Federal Communications Commission
Washington, D.C. 20554

December 12, 2016

To whom it may concern:

I am pleased to write in support of the Federal Communications Commission (FCC) Library in connection with its nomination as the 2016 FEDLINK Small Information Center of the Year. As an FCC employee for more than twenty years I have had frequent opportunities to make use of the library's services and to avail myself of its fine staff's services.

I have always found the Library's staff to be thoroughly professional, highly knowledgeable about all aspects of the communications and related fields and eager to assist their customers in their research. Earlier this year I had occasion to research a rather arcane aspect of the communications law, dating back to the 1950s. The Library's assets, both electronic and print, and the able assistance of its staffing guiding me through their resources enable me to quickly address a complicated legal question in response to a Congressional inquiry. I was particularly struck by a Library staff member's follow-up inquiry to ensure that I had received what I needed.

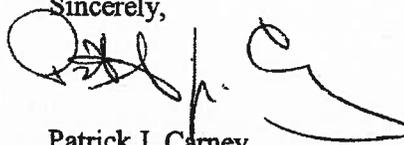
My experience on this occasion was typical of the service that I have received from the Library staff during my FCC career. As one of the Commission's Assistant General Counsels, I can also add that my high regard for the outstanding level of performance on the part of the library's staff and wide range of research resources available at the Library is fully shared by my Office of General Counsel colleagues and subordinates.

In addition to the Library's comprehensive communications assets, which are among the very best in Washington, DC, its general and specialized periodical selections are worthy of particular note, as they enable FCC staff to remain current with developments across a wide range of Government topics. Their accessions and organization skills enable the Commission's staff to have ready access to the latest in communications information, and their ability to access electronic sources allow us to keep fully current in this rapidly-changing subject area.

Finally, I would be remiss, if I did not make particular note of the welcoming and friendly atmosphere created by the Library's staff. It is truly a pleasure to work with each of them. No matter how pressed they may be with inquiries, they invariably devote their full attention to the needs of each and every patron. Their "can do" attitude is appreciated by all and contributes directly to the successful completion of the mission of the Federal Communications Commission.

For the above reasons, I am delighted to be able to write in support of the FCC Library on the occasion of their receipt of this outstanding nomination. The Library and its staff are fully deserving of this recognition. If I can provide any additional information in this regard, please feel free to call upon me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Patrick J. Carney', written over a horizontal line.

Patrick J. Carney
Assistant General Counsel (Ethics)
Office of General Counsel
Federal Communications Commission
202-418-1712
patrick.carney@fcc.gov

Support Document #2: Letter of Support from Michael Carowitz



Federal Communications Commission
Washington, D.C. 20554

January 5, 2017

Dear Award Selection Committee,

The Federal Communications Commission is a federal agency often identified in the public eye as being at the forefront of the modern information revolution. This reputation puts no small amount of pressure on the FCC's Library to thrive as a provider of information to FCC employees, those who oversee the infrastructure through which much of the nation's information capability traverses. The good news is that recent innovations and accomplishments by Library staff have been successful in re-orienting Library programs and initiatives so that they more fully support the agency's mission and often serve as an incubator of new ideas and brainstorming for the subject matter experts at the FCC.

I've been a witness to this evolution and re-purposing of the Library, especially in the past year. As Deputy Chief of the Consumer & Governmental Affairs Bureau, I frequently send staff members to the Library to tap into the invaluable expertise there. And I'm not the only manager doing so. The Library is very much alive in serving increasing numbers of FCC employees, from junior attorneys burning the midnight oil to senior executives needing that crucial fact before heading out of town to give a speech to information and communications providers elsewhere.

The Library also buzzes with new activity, thanks to a number of special programs the staff has hosted. These programs have brought speakers and cutting-edge technology demonstrations to the FCC in a hands-on, accessible-to-employees setting that has helped foster new ways of seeing and thinking about the FCC's role in a rapidly evolving regulatory environment.

Frankly, it's more fun to be in the Library. The staff have found a number of creative, and colorful ideas to get agency staff into the Library to participate in activities that are well beyond what you'd expect to find at an agency library. Once the employees are inside, they tend to discover new ways of using today's Library, often putting to rest any memories of the "Shhhh" libraries of yesteryear. Pretty soon you've got a whole new constituency of FCC employees who enjoy the Library, go there to enhance their work product, and give a boost to the Library's continuous efforts to do even more for its patrons. Everyone's a winner as this cycle repeats throughout the year.

Our agency is like many others in that we have to find ways of doing what we do with increasingly less space. The Library has set a fine example for other offices in the building. The Library staff seem to have taken a page from high-end restaurants around town. By cutting the available space (even if not by choice) and designing what's left more intuitively, you have a more inviting and vibrant location that people want to come to. Yes, there are a couple of quiet



Federal Communications Commission
Washington, D.C. 20554

corners for patrons to do intensive research and writing, but this is not at the expense of the larger group who use the Library more interactively and find ways of celebrating the Library in new and ever-changing ways. And – unlike that hot new restaurant – you don't need to make reservations, at least not yet.

The Library and its staff have added value to the FCC that go well beyond the relatively small physical space they occupy. For that and all of their accomplishments in the past year, they deserve recognition beyond the agency.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Carowitz".

Michael Carowitz
Deputy Chief
Consumer & Governmental Affairs Bureau

Support Document #3: Newsletter with Response from Thomas Spavins

Attached is the Volume 4, Issue 2 of the bimonthly FCC Newsletter. The issue showcases activities and updates from October and November of 2016 as well as highlights a considerable donation made by Assistant Chief Economist Thomas Spavins of the Enforcement Bureau to the Library. To thank him for this donation, the Library not only included a shout-out in the newsletter, but sent him a personalized Thank You card, signed by all of the members of the Library staff. Mr. Spavins came in person to thank the library for this acknowledgement, and provided the endorsement following the newsletter.



FCC LIBRARY

Bimonthly Newsletter
Volume 4, Issue 2



More IEEE eBooks
available than ever
before!

Thanks to our Cataloger, a glitch in the system that was preventing some IEEE eBooks from showing up in our catalog has been corrected. So you should now be seeing more eBooks than ever before accessible via our catalog at <https://fcc.on.worldcat.org/discovery>.

Snow is falling and Books are calling at the FCC Library

Need some winter decorations for your office? Want to participate in a fun initiative to promote reuse and recycling? Then come down to the FCC Library and create your own snowflake using old volumes of FCC Records and the CFR! You can take your snowflake back to your office or help decorate the Library with your creation.

National Internet Day

To celebrate National Internet Day on October 29th, Library staff created a timeline display. The display included various types of fiber optic cables, Morse Code sheet, and converter box (thank-you John Wong and Sean Yun!) and a timeline of Internet history. The timeline was displayed in the 12th Street and Maine Avenue lobbies. A special thank-you also goes out to those who participated in our Internet fun facts of the week!

Scheduled Training

No Scheduled Training for December

~January 2016~

January 10 (Tuesday)

10:30am—12:00pm

***One-on-One Westlaw**

**Assisted Research Sessions,
Library, TW-B505**

January 25 (Wednesday)

10:30am—12:00pm

1:00pm—2:30 pm

***How to Use WestlawNext,
Computer Help Desk Suite,
TW-A-722B**

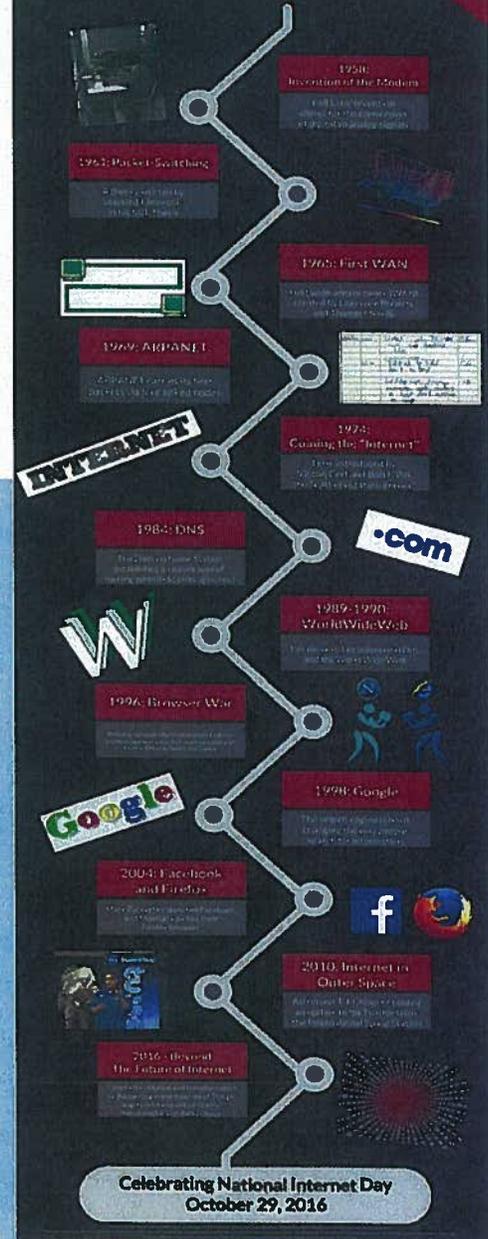
January 31 (Tuesday)

10:30am—11:30am

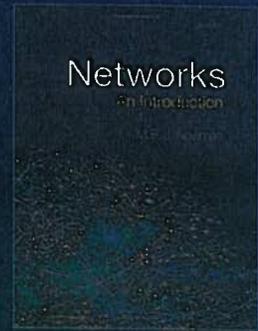
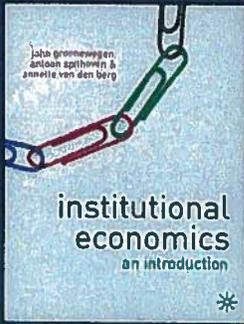
***ProQuest Congressional,
Webinar**

Send Registration Requests to
Gloria.Thomas@fcc.gov

The History of the Internet

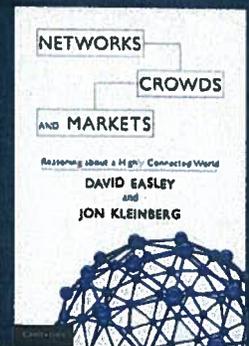
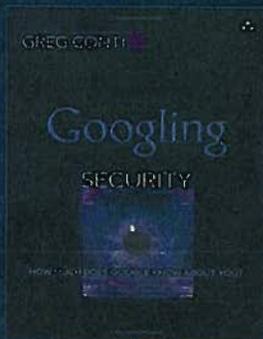
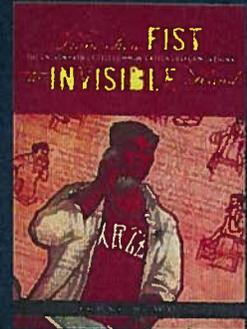
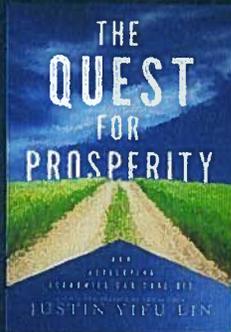


Phone: 418-0450 (main)
Email: Library
Room: TW-B505



Giving Thanks!

In the spirit of Thanksgiving last week, the FCC Library is honoring FCC Employee Tom Spavins. Tom Spavins, the Assistant Chief Economist for the Enforcement Bureau, donated over 50 books to the Library from his office collection. Check out this selection of his donated books that we put together as a special Thank-You for his contribution to the Library!



“The FCC Library despite limited resources serves as an enthusiastic and vital part of our organization... [the] Library provides in many ways a vital and indispensable resource to the Commission. If the FCC Library did not exist the agency would be seriously impaired in its ability to do its vital work. The resources of the Library serve as an effective force multiplier for the Commission’s engineers, economists and attorneys... The FCC Library is not merely a passive keeper of a stock of materials. The library has a very well received monthly news-letter. This keeps everyone aware of new developments at the library, including new accessions of information and other assets. It also refreshes the staff’s knowledge of the many offerings of the library. The Library offers training on all of its major reference tools. Every year the Library has a very well attended event which gathers together all the principle vendors to which the Library provides access. The ease with which the Library serves as an information portal is reflected in the allocation of the agency’s personnel. The Commission has very few paralegals to support its attorneys and very few research assistants to support its economists and scientists. If the Library were not so effective in enabling access to information this would not be possible.”

-Thomas Spavins, Assistant Chief Economist