

Fiscal Year 2011
Annual Report of the
Federal Library and Information Center Committee

Blane K. Dessy, Executive Director

Highlights of the Year

During Fiscal Year 2011, the Federal Library and Information Center Committee (FLICC) continued its mission to achieve better utilization of federal library and information resources; to provide the most cost effective and efficient administrative mechanism for providing necessary services, and materials to federal libraries and information centers, and to serve as a forum for discussion of federal library and information policies, programs and procedures, to help inform Congress, federal agencies and others concerned with libraries and information centers.

The FLICC membership focused their quarterly meetings on a variety of broad federal information issues including the Council on Library and Information Resources (CLIR)'s grant to the Library of Congress to catalog African map sets; The Government Printing Office's (GPO) Federal Digital System (FDsys); the Research Description Access Cataloging Code (RDA), and both the Library of Congress Collection Assessment project and the Federal Inventory of Legal Materials for the Law Library of Congress One World Library and the American Association of Law Librarians.

The FLICC working groups completed an ambitious agenda in Fiscal Year 2011. Notably, the Membership and Governance Working Group prepared revisions to the FLICC bylaws and presented them to the membership and to the Library of Congress. Currently in review, the revised bylaws will be formally approved during the winter of 2012.

The Human Resources Working Group launched its revision of the Competencies for Federal and held its annual networking fair for those interested in positions as federal librarians. The Education Working Group presented a variety of seminars, workshops and institutes on preservation issues, vendor portfolio management, strategic planning, Great Escapes Tours and a three-day technician's institute.

FLICC also established a new working group for federal librarians new to federal service. The NewFeds Working Group will support the development and advancement of early career professionals with less than five years of federal service.

In conjunction with the working groups, FLICC offered 38 seminars, workshops brokered conferences and lunchtime discussions to more than 1,600 members of the federal library and information center community.

The FLICC Awards Working Group announced the following awards: 2010 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): Environmental Protection Agency (EPA) National Library Network, Washington, D.C.; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): Medical Library, U.S. Army Medical Research Institute of Infectious Diseases, Ft. Detrick, Md.; 2010 Federal Librarian of the Year Eleanor G. Frierson, Deputy Director of the National Agricultural Library (NAL), Beltsville, Md., and 2010 Federal Library Technician of the Year Laura (Layne) Bosserman, Library Technician, U.S. Department of Justice, Washington, D.C.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$80.9 million in Transfer Pay services, \$6.7 million in Direct Pay services and an estimated \$48.8 million in the Direct Express services.

FLICC's budgeting efforts projected both costs and revenue for FY2010, looking at both private sector and historic costs based on vendor and GAO predictions. After examining FEDLINK program growth and realized savings through program management and program reserves, FLICC/FEDLINK's governing bodies recommended that fees remain the same in Fiscal Year 2012.

FEDLINK worked closely with its partner LC/ITS to complete the next generation subsidiary FMS (SYMIN II). Throughout Fiscal Year 2011, FEDLINK staff has been working on SYMIN II and systems to enhance the ability of vendors and member agencies to sell and buy information services online. The launch of Symin II will be in early Fiscal Year 2012.

To meet its requirement for a five-year business plan, FEDLINK staff redesigned the previous business plan to integrate "Balanced Scorecard" strategies and matrices into its planning. Using the new planning design, the business plan outlines SMART goals, outcome and results statements and measurable strategies to achieve its goals.

FEDLINK also began exploring strategic sourcing of federal information products and services with the Office of Management and Budget (OMB) and the General Services Administration (GSA). After detailed data and trend analysis, FEDLINK staff has begun identifying a number of core service areas that would offer other federal agencies an opportunity to streamline their information resource purchasing. Using a similar model, FEDLINK also sponsored several planning meetings with a variety of federal agencies to explore the possibilities of a shared collection management plan. The group created a charter to identify common goals and responsibilities for a multi-agency dark storage operation for print materials.

FEDLINK gave federal agencies cost-effective access to automated information retrieval services for online research, cataloging and resource sharing. FEDLINK members procured print serials, electronic journals, books and other publications, document delivery, digitization and preservation services via Library of Congress/FEDLINK contracts with more than 120 major vendors. The program obtained further discounts through consortia and enterprise-wide licenses for journals, aggregated information retrieval services and electronic books. New this year is a fifth vendor who provides web-based online foreign language courseware, two additional book jobbers and seven additional database vendors. FEDLINK established a contract with Information International Associates to support CENDI, the interagency working group of senior scientific and technical information managers from 14 federal agencies. FEDLINK also awarded 23 contracts to support preservation, conservation and digitization services.

Accomplishments by Trends

FEDLINK performs a regular environmental scan of the information community to gain an overview of the external factors that may influence the organization. Identifying these factors allow for strategic actions such as adding services, adjusting budgets or training staff to address any changes that may result from external influences.

The scan includes a review of materials from a variety of organizations and reviews materials produced by the federal government including documents on reforming information technology in the federal government, information on transparency in government and samples of resources making use of new technologies.

After a thorough analysis, the environmental scan identified seven major trends that define future efforts for federal libraries. Of those seven, FEDLINK has tailored its performance toward five of these goals as indicated below by trend.

Trend number 1: Demonstrate returns on investment.

FEDLINK worked with a variety of governmental and private sector colleagues to identify new ways to quantify its successes. In Fiscal Year 2011, FEDLINK

- developed a workshop on managing the library's portfolio of vendors and supported the Outsell annual benchmarking survey.
- created a directory of federal libraries that contains basic benchmarking information on the federal library community.
- reexamined its cost savings calculations to validate it against current business workflows.
- worked on designing strategic sourcing efforts with the Office of Management and Budget (OMB) and the General Services Administration to maximize savings and work efficiencies for federal agencies.
- commissioned a study on the federal information marketplace and trends in government information purchasing.

Trend number 2: Establish mission critical programs.

New program and budget paradigms within the federal information community influenced a number of FEDLINK's approaches to its performance markers and strategic planning. In Fiscal Year 2012, FEDLINK

- prepared its five-year business plan revision and opted to use a balanced scorecard approach to improve its program management in Fiscal years 2012-2016.
- Introduces new services including 60 new contracts and agreements covering preservation, conservation, digitization, cataloging, web content development, information retrieval, monograph acquisitions, online language learning, CENDI and Science.gov support.
- developed a new program to support federal shared print repositories.
- streamlined its organizational bylaws to reduce administrative overhead activities to focus on mission critical programs.

Trend number 3: Integrate mobile devices, "apps" and dashboards into workflows.

During Fiscal year 2012, FEDLINK promoted demonstrations and provided information on vendor developments in support of mobile devices and apps. With a focus on the development of better access to and management of government data, FEDLINK cosponsored a number of educational programs and CENDI activities to discuss this new direction in serving information to varied users.

Trend number 4: Expand roles as analyst, educator and consultant.

Efforts to evaluate and assist users with the continued rapid proliferation of information will grow exponentially. Librarians will need to integrate evaluation tools with the newest software and devices and expand instruction in digital literacy and online searching techniques.

The release of new competencies for federal librarians served as a centerpiece for developing FEDLINK's education programming. Reaching a record number of participants both in person and virtually, Fiscal Year 2012's outreach efforts combines the use of online learning systems, continued efforts on mentoring and the creation of NewFeds, a new working group that supports the development and advancement of early career professionals with less than five years of federal service. NewFeds is also concerned with building a sense of community among new FLICC members, advocating for new professionals, promoting careers in federal libraries and developing partnerships with other FLICC working groups and library professional associations. "

Trend number 5: Cultivate use of the Semantic Web, cloud computing and Web 3.0.

Library use of social collaboration and interactive responsibility will combine with Web 3.0 technologies to create a semantic Web that includes human intelligence combined with data management where content and technology are now one. With increasingly cloud-based sources and tools, librarians will serve as a bridge to share information and support projects that cross agency lines.

FEDLINK responded to this trend by identifying related initiatives for federal libraries in its latest performance in the Fiscal year 2012-2016 Business Plan.

Trend number 6: Customize and personalize information to meet the needs of users.

As this trend is critical to all facets of the FLICC/FEDLINK program, multiple efforts identified it as central to ongoing work:

- FEDLINK encouraged vendors to provide better support of end-user access to electronic information and data sets.
- Continued work on implementation of FCAMS to support our user needs directly.
- Continued work on implementation of SYMIN II to improve the management of customer accounts, etc.

Trend number 7: Collaborate via knowledge transfer and information sharing.

In tandem with the previous trends, libraries will need to discover forthcoming agency efforts and package their services to serve the project mission. Librarians will need to merge information from various groups and identify information available from external sources. FEDLINK responded by identifying related initiatives for federal libraries in its latest performance in the Fiscal year 2012-2016 Business Plan.

FLICC Quarterly Meetings

Beyond regular FLICC Working Group updates and reports from FLICC/FEDLINK staff members, each FLICC quarterly meeting features a special meeting focus on a variety of broad federal information issues including the Council on Library and Information Resources (CLIR)'s grant to the Library of Congress to catalog African map sets; The Government Printing Office's (GPO) Federal Digital System (FDsys); the Research Description Access Cataloging Code (RDA), and both the Library of Congress Collection Assessment project and the Federal Inventory of Legal Materials for the Law Library of Congress One World Library and the American Association of Law Librarians.

FLICC Executive Board (FEB)

The FEB focused its efforts on a number of initiatives related to developing the Fiscal Years 2012-2016 FLICC/FEDLINK Business Plan, approved revised draft bylaws and established two new working groups, FEDGrey, on federal agencies and grey literature and NewFeds, to support the development and advancement of early career professionals with less than five years of federal service.

FLICC Working Group Highlights

FLICC Awards Working Group

To honor the many innovative ways federal libraries, librarians, and library technicians fulfill the information demands of government, business, research, scholarly communities and the American public, the Awards Working Group administered a series of national awards for federal librarianship.

The award winners for the Fiscal Year 2009 Award, awarded in Fiscal Year 2010, are

2010 Federal Library/Information Center of the Year

Large Library/Information Center (with a staff of 11 or more federal and/or contract employees):

Environmental Protection Agency (EPA) National Library Network, Washington, D.C., was recognized for its leadership role in creating a collaborative community and responding to patrons' needs through innovative projects. In Fiscal Year 2010, EPA libraries worked together to digitize 7,500 agency publications, adding to the growing inventory of more than 45,000 digital documents available to the public at no cost. EPA libraries also implemented an internal live-chat reference service and began using webinar technology to bring locally developed library classes to an agency-wide audience. Serving as a point of contact for public inquiries, EPA libraries collectively addressed nearly 9,000 public reference questions and loaned more than 8,000 documents, saving taxpayers an estimated \$266,000.

Small Library/Information Center (with a staff of 10 or fewer federal and/or contract employees):

Medical Library, U.S. Army Medical Research Institute of Infectious Diseases, Ft. Detrick, Md., was recognized for providing an array of educational and informational opportunities to engage its patrons and increase its value to other agencies at Ft. Detrick and to the Department of Homeland Security's National Biodefense and Countermeasures Center. In addition to designing an innovative combination of support and outreach efforts, the library digitized and preserved laboratory notebooks and developed a collection of published research papers from junior

scientists. By providing searchable electronic access to these digitized resources and by maintaining its broader collection of e-resource, database, document and traditional materials, the library served more than 850 institute employees and sister-agency staff members throughout the command. Included in its Fiscal Year 2010 support to its local community was the library's participation in the committees on Military Family Readiness, Deployed Soldier Support and Institutional Animal Care and Use. Through its internal and external outreach efforts, the library established itself as the prime source of information and innovative programming and thoroughly underscored its value to the institute and its neighboring community.

2010 Federal Librarian of the Year

Eleanor G. Frierson, Deputy Director of the National Agricultural Library (NAL), Beltsville, Md., was recognized for her leadership and direction of NAL and her service as co-chair of the Science.gov Alliance. She has continually nurtured partnerships across government and has advocated tirelessly for federal libraries and the value of open access to information. She has demonstrated excellence in her abilities to manage the full lifecycle of information, build dynamic collections, critically evaluate, select and filter resources from a broad array of quality sources, negotiate information acquisition and develop organizational information policies. Frierson is also known for her success in strategically mobilizing information organizations to achieve a shared vision of excellence. In fiscal year 2010, she oversaw the launch of major enhancements and content additions to Science.gov 5.0, including a new search tool for science scholarships and fellowships, search for both the Federal Register and Code of Federal Regulations, and a "Science in the News" feed from U.S. science agencies. Internationally, she chairs the International Federation of Library Associations (IFLA) Government Information and Official Publications Section, and serves as the U.S. representative to the WorldwideScience.org Alliance.

2010 Federal Library Technician of the Year

Laura (Layne) Bosserman, Library Technician, U.S. Department of Justice, Washington, D.C., was recognized for her initiative, flexibility and persistence in meeting the goals of the Justice libraries. Her work with the Washington offices and three field offices helped update their resource collections and saved the agency more than \$100,000. While busy with her regular assignments of maintaining the collection, filling article and interlibrary loan requests, and cataloging new materials for a large library, Bosserman created an innovative workaround for collapsing holdings in the library's new integrated library system. In addition, she added or edited more than 2,000 catalog records for the library's periodical holdings. Bosserman is known as the information professional that is effective in keeping the emphasis on the value of materials while ensuring funds are spent wisely.

FLICC Budget and Finance Working Group

The FLICC Budget and Finance Working Group developed the Fiscal Year 2012 FEDLINK budget and fee structure in the spring quarter. The group reviewed survey results from FEDLINK members and used the results to verify assumptions for the Fiscal Year 2012 budget. The final budget for Fiscal Year 2012 held membership fees steady for transfer pay customers to 6 percent on amounts exceeding \$100,000; fees remain 6.75% below \$100,000 and 4% on amounts exceeding \$1,000,000. Direct pay fees remained at Fiscal Year 2009 levels, as did

Direct Express fees of 0.75 percent for all participating commercial online information services vendors. The FEDLINK Advisory Council and FLICC Executive Board approved the budget in May, followed by the FLICC membership in July. Library officials approved the budget in September 2011.

FLICC Education Working Group

During Fiscal Year 2011, the FLICC Education Working Group, in concert with other FLICC working groups, sponsored 38 seminars, workshops, brokered conference and lunchtime discussions for members of the federal library and information center community. These programs featured on relevant topics, such as preservations and digitization, Resource, Description and Access (RDA) testing, vendor portfolio management and collection development and access. A special two-day Institute for Federal Library Technicians focused on developing competencies for federal library technicians.

The working group sponsored a series of orientations to libraries and information centers to provide the opportunity for federal librarians to become acquainted with a variety of institutions and collections in the Washington, DC, area: U.S. State Department, The National Institute of Standards and Technology (NIST) the Library of Congress Culpepper facility and USAID.

FLICC Human Resources Working Group

The HR working group revised the federal librarians' competencies and published the new "FLICC Competencies for Federal Librarians" in April. The HRWG also commissioned the Federal Research Division (FRD) to study the positive education requirements for the 1410 series. FRD made recommendations, suggested possible courses of action and released its report, "The Positive Education Requirements for Federal Librarians" in August.

The Human Resources Working Group in collaboration with other working groups and organizations continued their support of the Mentoring Program for new feds. In August, the working group's Federal Librarians Networking Symposium attracted registrants and vendors from nearly 25 agencies. The program also featured a series of well-attended sessions on resume writing, federal applications, interviews and the selection process.

FLICC Libraries and Emerging Technologies

The working group focused its discussions on a variety of topics that ranged from cyber security, problems to solutions for making content available to teleworkers or those working at remote locations. The working group also heard case studies and presentations by experts in various topics including usability testing in libraries, the National Digital Stewardship Alliance and the use of geospatial technology. They also cooperated with Information Today to coordinate a government track at Computers in Libraries.

FLICC NewFeds Working Group

The NewFeds working group ended Fiscal year 2011 with more than 36 members who used a variety of social networking tools to attract and support members. The working group leadership also spent most of their first year making presentations on federal career opportunities at a variety of workshops, symposia and conferences. The working group also coordinated a virtual event on sharing highlights from library professional associations and cosponsored a web

meeting with the FLICC Human Resources Working Group to provide a facilitated discussion about the future of the federal librarian position.

FLICC Nominating Working Group

The FLICC Nominating Working Group oversaw the 2010 election process for FLICC rotating members, FLICC Executive Board members, the FEDLINK Advisory Council (FAC) and a FEDLINK delegate to the OCLC Members Council. Librarians representing a variety of federal agencies agreed to place their names in nomination for these positions.

FLICC Preservation Working Group

In Fiscal Year 2011, the preservation working group co-sponsored, with CENDI and the Federal Agency Digitization Guidelines Initiative, a highly successful series of webinars on topics related to digitization. The program series, called "Issues & Answers in Digitization," touched on copyright issues, best practices for converting audio-visual materials, and making digital and multimedia assets compliant with Section 508 requirements. In February, the Working Group also presented a program on the U.S. Government Printing Office Federal Digital System - FDSys, offering a behind the scenes view of the system. In June, the Working Group presented a program on contracting for emergency response services. In July, the Working Group and the Northeast Document Conservation Center co-sponsored the biannual FLICC Preservation Institute, a weeklong course on the fundamentals of library and archives preservation, taught by staff of the Library of Congress. Preservation Working Group members assisted FEDLINK staff by serving as subject matter experts during the source selection phase of a solicitation that resulted in 23 basic ordering agreements for procuring preservation services for the Federal community.

FLICC Executive Director's Office

In addition to the many strategic planning, budgeting and administrative efforts, the executive director was the keynote speaker at the International Grey Literature conference in Prague and hosted visitors from China interested in emulating FLICC/FEDLINK concepts in their respective countries. The executive director also served on the Library of Congress Human Resources Working Group, spoke at the International Association of Intelligence Analysis at Johns Hopkins University and served on the Catholic University of American School of Library Sciences Intelligence Analysis Advisory Committee.

FLICC Publications and Education Office

In Fiscal Year 2011, FLICC continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 3,000 electronic subscribers.

FLICC revised mission critical materials and developed targeted resources to support the FEDLINK program, including revisions to the FLICC bylaws, development of supporting materials for both the and three FEDLINK Information Alerts. FLICC also produced the minutes of the four Fiscal Year 2010 FLICC Quarterly Meetings and six FLICC Executive Board meetings, and all FLICC Education Program promotional and support materials including the FLICC Forum announcement, forum attendee and speaker badges, press advisories, speeches and

speaker remarks and forum collateral materials. FLICC produced 15 FLICC Meeting Announcements to promote FLICC education programs, FEDLINK membership meetings, brown-bag discussion series and education institutes, along with badges, programs, certificates of completion and other supporting materials.

FLICC staff members continued to convert all publications, announcements, alerts, member materials, meeting minutes and working group resources into HTML and PDF formats. New resources for Fiscal Year 2011 included a federal library affiliate's page, photographic coverage of FLICC programs and a research papers on shared collection management, options for the Office of Personnel's 1410 series, and revised competencies for federal librarians. Staff members maintained the many Web links throughout the FLICC/FEDLINK Web site, worked on quality assurance efforts with Library Services and the Office of Strategic Initiatives, enhanced and expanded the site via an inter-unit Web team of content, design, editorial and technical personnel. Staff also participated in the Federal Consortium on Second Life as part of ongoing efforts to influence federal agency use of Web 2.0 emerging technologies.

FLICC increased its distance learning offerings by using Web conferencing software for a number of its free events and routinely incorporated electronic versions of PowerPoint and other presentation materials to enhance access to the resources available at educational programs. To make the discussions and presentations at the FLICC quarterly membership meetings available for members at remote locations, staff members used Web conferencing services to offer live and interactive attendance to these and other meetings to remote participants.

In conjunction with the working groups, FLICC offered a total of 38 seminars, workshops, brokered conferences and lunchtime discussions to members of the federal library and information center community. Institutes and workshops looked at emerging technologies, collections management, preservation and digitization to 1621 attendees.

FLICC demonstrated its ongoing commitment to library technicians' continuing education by hosting its popular Institute for Federal Library Technicians and its annual teleconference series, "Soaring to... Excellence," produced by the College of DuPage. Federal and academic librarians also joined FLICC professionals to discuss various areas of librarianship, including virtual reference, preservation and disaster preparedness, Web writing and content management and federal appropriations law. The ongoing FLICC Great Escapes series returned in Fiscal Year 2010 with library tours at the U.S. State Department, The National Institute of Standards and Technology (NIST) the Library of Congress Culpepper facility and USAID. FLICC also provided organizational, promotional and logistical support for FEDLINK meetings and events including: the FEDLINK Membership Meeting, a variety of career development and 33 vendor presentations with 170 customers attending. (See the last page of the report for a complete listing of educational programs.)

Staff members also continued to support the variety of initiatives and projects of all FLICC governing bodies including meetings, listservs, projects, graphic design initiatives, surveys and the development of a variety of multimedia resource materials.

FEDLINK (Federal Library and Information Network)

In Fiscal Year 2011, FEDLINK continued to give federal agencies cost-effective access to an array of automated information retrieval services for online research, cataloging, information management and resource sharing. FEDLINK members also procured print and electronic journals, print and electronic books, sound recordings, audio-visual materials, document delivery, technical processing services, digitization, digital archiving, preservation and conservation services via Library of Congress/FEDLINK contracts with more than 130 information vendors. The program obtained further discounts for customers through consortia and enterprise-wide licenses for journals, aggregated information retrieval services and books.

FEDLINK issued requests for proposals (RFPs) for preservation and digitization services, awarding agreements with 23 companies. FEDLINK held open seasons to establish new agreements with five book jobbers and one new online language learning system, and established seven new agreements with information retrieval vendors. FEDLINK issued an RFP and awarded a contract for a web development project for Department of Defense. FEDLINK issued requests for quotes for nearly 200 libraries' serials subscription services, 11 online language learning systems, four preservation and digitization projects and two libraries' cataloging services. FEDLINK assisted 15 agencies to procure services for digitization and digital archiving from the Internet Archive. FEDLINK established a contract to support CENDI, an interagency working group of senior scientific and technical information (STI) managers from 14 U.S. federal agencies representing 97 percent of the federal research and development budget, and an Interagency Agreement with Department of Energy to support Science.gov. FEDLINK also established an agreement with National Archives to support a new print repository for federal libraries.

The FEDLINK Advisory Council (FAC) met six times during the fiscal year. In addition to their general oversight activities, the council provided valuable insight into trends in the information industry and supported adoption of the proposed Fiscal Year 2012 budget.

The annual fall FEDLINK Membership meeting featured an overview of the Veterans History Project and the National Digital Stewardship Alliance. Participants also provided input to the FEDLINK Business Plan. The spring FEDLINK Membership meeting featured MaryBeth Dowdell from the Naval Research Laboratory, chair of the FLICC Budget and Finance Working Group, who presented the proposed budget for Fiscal Year 2011, and updates on FLICC working groups and activities including proposed changes to the bylaws.

In support of outreach, FLICC/FEDLINK staff continued to support Web conferencing via the Elluminate application. FEDLINK staff highlighted services at national conferences such as the American Library Association (ALA), Military Librarians Workshop (MLW) and Special Libraries Association (SLA), and regional events such as the Government Accountability Office Expo. They also assisted the ALA Federal and Armed Forces Librarians Round Table (FAFLRT) track activities affecting federal libraries. During ALA's annual conference in Washington DC, FLICC co-sponsored with FAFLRT a very successful session on careers in federal libraries. Staff members also participated in additional national conferences, workshops and meetings, including CENDI, the Military Librarians Workshop (MLW), Computers in Libraries, Internet

Librarian, FOSE, the Government Accountability Office Expo and the Sixth International Digital Curation Conference.

FEDLINK also negotiated discounted rates for several national conferences with Information Today, Inc., for Computers in Libraries (CILs) 2011, WebSearch University and Internet Librarian conference, for a total savings to the government of nearly \$80,000.

FEDLINK Fiscal Operations

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$80.9 million in Transfer Pay services, \$6.7 million in Direct Pay services, and an estimated \$48.8 million in the Direct Express services, saving federal agencies more than \$19.1 million in vendor volume discounts and approximately \$17.1 million more in cost avoidance.

FEDLINK Vendor Services

Total Transfer service dollars is \$80.9 million comprised of \$41.3 million in database retrieval services, \$11.4 million in publication acquisition services, \$19.6 million in serials subscription services, \$4.9 million in bibliographic utilities and \$3.7 in library support and other miscellaneous services. Total Direct Pay service dollars is \$6.7 million comprised of \$0.1 million in publication acquisition services and \$6.6 million in serials subscription services. Total Direct Express service dollars is \$48.8 million in online services.

Accounts Receivable and Member Services

FEDLINK processed registrations from federal libraries, information centers, and other federal offices for 387 signed interagency agreements (IAGs) and 1,878 IAG amendments for agencies that added, adjusted or ended service funding. These IAGs and IAG amendments represented 6,611 individual service requests to begin, move, convert or cancel service from FEDLINK vendors. FEDLINK executed service requests by generating 6,156 delivery orders that LC/Contracts and Grants issued to vendors.

Transfer Pay Accounts Payable Services

Staff members efficiently processed 47,650 vendor invoices and earned \$19,255 in discounts in excess of interest payment penalties levied for the late payment of invoices to FEDLINK vendors. FEDLINK continued to maintain open accounts for three prior years to pay publications service invoices for members using books and serials services. FEDLINK completed the closing of the fiscal year 2006. A total of 68,290 statements are issued to members for the current year and prior years.

Direct Express Services

The FEDLINK Direct Express Program now includes 73 vendors offering database retrieval services. The program is set up to provide customers procurement and payment options similar to GSA in which the vendors pay a quarterly service fee to FEDLINK based on customer billings for usage.

Budget, Revenue and Risks Reserves

In fiscal year 2011, FEDLINK fee revenue from signed IAGs was approximately 0.03 percent, i.e. \$134,045 slight lower than fiscal year 2010. FEDLINK's reserve carryover for fiscal year 2011 is estimated to be \$2.6 million. The program hold reserves for: 1) mandatory requirements for shutdown and bankruptcy risks, 2) continuity of operations requirements for mission essential systems and compliance risk mitigation initiatives.

Financial Systems

FEDLINK worked closely with its partner LC/ITS to complete the development for the next generation subsidiary financial management system (SYMINT II). LC/ITS will oversee the development, testing and implementation efforts and ensure compliance IT security standards. The project is expected to cost \$1.9 million and funding will come from FEDLINK budget reserves. Concurrently, FEDLINK and LC/ITS worked closely to develop the FEDLINK Customer Account Management System (F-CAMS). F-CAMS will significantly enhance the ability of vendors and member agencies to sell and buy information services online.

Financial Management, Reporting and Control

FEDLINK successfully passed the Library of Congress Financial Audit of fiscal year 2010 transactions and completed vulnerability assessments of program financial risks for Library Services. As a follow-up requirement, staff members completed Detail Control Reviews of program financial operations for Library Services, OM&T and Office of the Inspector General's review. Support for these audits includes financial systems briefings, documented review and analysis of financial system, testing and verification of account balances in the central and subsidiary financial system, financial statement preparation support, security briefings and reviews, research and documented responses to follow-up audit questions and findings.

FEDLINK continued to provide central accounting for customer agency account balances to meet Treasury Department reporting requirements. FEDLINK also completed all aspects of its Revolving Fund status reporting, including preparation, review and forecasts of revenue and expenses for each quarter.