

Fiscal Year 2015
Annual Report of the
Federal Library and Information Network
FEDLINK

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Executive Summary

During fiscal year 2015, the Federal Library Information Network (FEDLINK) continued its mission to achieve better utilization of federal library and information resources; provide the most cost effective and efficient administrative mechanism for providing necessary services and materials to federal libraries and information centers; and 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.

FEDLINK's Advisory Board (FAB) focused its bimonthly meetings on a variety of broad federal information issues including FEDLINK's status as the commodity manager of Information Retrieval for the Federal Strategic Sourcing Initiative (FSSI), the Library of the United States Project (LOTUS), interlibrary loan groups among federal libraries, new technologies for federal librarians, FEDLINK's research agenda, and the Federal Library Census.

The governing body structure of FEDLINK includes a number of committees, working groups and ad hoc committees that all completed an ambitious agenda in fiscal 2015. Notably, the American Indian Library Initiative participated in the ATALM (Association of Tribal Archives, Libraries and Museums) annual conference, the Education Working Group featured agency options for internship programs and began work on a federal library mentoring project, and the FEDGrey Working Group hosted GreyNet 16, GreyNet International's annual conference.

The Awards Committee announced the following awards: 2014 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): Barr Memorial Library, Fort Knox U.S. Army Garrison, Kentucky; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): Darnall Medical Library, Walter Reed National Military Medical Center; and the 2014 Federal Librarian of the Year: Richard James King, Branch Chief and Information Architect, National Institutes of Health Library, Bethesda, Maryland and the 2014 Federal Library Technician of the Year Maria Walls, Library Technician, U.S. Department of Justice

The Human Resources Working Group (HRWG) completed revising the 1410 series and sent out the revision to the FEDLINK Federal Advisory Board and to over 40 Federal librarians who volunteered to review the draft revision from a variety of Federal agencies. Following the review, the HRWG addressed and adjudicated the comments and completed additional revisions.

In fiscal year 2014, FEDLINK continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 2,000 electronic subscribers. New resources for fiscal year 2015 include revisions to the member handbook, adding award-winning exemplars to the Website, and a number of research documents on federal information purchasing and strategic sourcing.

FEDLINK continued to enhance its fiscal operations while providing its members with \$75.7 million in Transfer Pay services, \$5.9 million in Direct Pay services, and an estimated \$106.5 million in the Direct Express service. In total, approximately \$188 million of information resource purchasing done on FEDLINK contracts. This saved federal agencies more than \$36.7 million in vendor volume discounts and approximately \$49.9 million in cost avoidance.

FEDLINK staff highlighted services at national conferences such as the American Library Association (ALA), Computers in Libraries, National Contracts Management Association World Congress, and the Government Contracts Management Symposium. Staff also represented FEDLINK at regional events such as the House of Representatives Subscription Fair. They also assisted the ALA Federal and Armed Forces Librarians Round Table (FAFLRT) track activities affecting federal libraries and host programs at the annual conference on working in a federal library and best practices for library internships. Staff members also participated in additional national conferences, workshops, and meetings, including CENDI, and Computers in Libraries.

FEDLINK continued to provide federal agencies cost-effective access to an array of automated information resources for online research and support for federal library functions. FEDLINK members procured an array of publications in various formats: print and electronic journals, print and electronic books, sound recordings, audio-visual materials, items via document delivery and interlibrary loan, and access to databases of full text, indices, abstracts, and a variety of other data. Federal libraries obtained support for many functions such as acquisitions, cataloging and related technical processing services, staffing support, information management, resource sharing, information industry market research and library services benchmarking, integrated library systems, digitization, digital archiving, preservation and conservation services via Library of Congress/FEDLINK contracts with more than 125 vendors.

FEDLINK issued many Requests for Proposals (RFPs) and Requests for Quotes (RFQs). An RFP “open season” established new agreements for preservation and conservation services with six companies, bringing the total to 27 vendors, and expanding the range of services available. Two other “open season” RFPs added a serials subscription agent and several information retrieval vendors. FEDLINK awarded a contract for Interlibrary Loan Fee Management and renewed option years for staffing support and bibliographic resources. In total, FEDLINK issued 40 RFQs for agencies’ requirements for these services.

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The American Indian Libraries Working Group’s first year was filled with outreach and educational initiatives. After building an infrastructure for the group itself and identifying program objectives, the group heard from an archivist with the State of New Mexico (Department of Cultural Affairs) who is developing an online access project with the Museum of Indian Arts and Culture. The group then presented a workshop at the annual Association of Tribal Libraries and Museums (ATALM) and developed programming for a later event on connecting American Indian and federal libraries.

FEDLINK held two expositions in fiscal year 2015. The 2014 Fall Expo featured “The Global Synergy of Federal Information” with discussions of international collections, acquisitions,

parallel universes of information, and the latest on programs engaging and participating in the worldwide-networked community. In the spring of 2015, the FEDLINK Expo, "Innovation in Federal Libraries," explored the methods and the tools that make federal libraries the center of innovation for both the missions of their agencies and for the benefit of all of their users.

The Strategic Sourcing Initiative continued throughout the fiscal year with research reports on federal spending on information and efforts with OMB and GSA to develop further strategic sourcing of information resources for federal agencies.

FEDLINK Working Group Highlights

FEDLINK 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 Committee administered a series of national awards for federal librarianship.

The award winners for the fiscal year 2014 Award, awarded in fiscal year 2015, are

2014 Federal Library/Information Center of the Year

Large Library/Information Center (with a staff of 11 or more federal and/or contract employees): Barr Memorial Library, Fort Knox U.S. Army Garrison, Kentucky, is recognized for its leadership role in delivering flexible, innovative and relevant programs and services to support, build and sustain a constant state of Army readiness. Its focus on quality programs and services for nearly 200,000 patrons included deploying a self-contained wireless network with digital content at more than a dozen locations across the installation. The library is known for its "Authors at Your Library" program, which features notable names from the New York Times Best Sellers list and an additional 300 interactive learning programs for more than 13,500 attendees. Beyond supporting its collection of 120,000 items with radio-frequency identification (RFID) technology, the library also offered pre-deployment briefings, soldier mission-essential training, civilian information fairs, research, and writing classes, summer reading programs for all ages, and "Puppy Tales," a children's reading program in coordination with the Fort Knox Red Cross Pet Therapy Program.

Small Library/Information Center (with a staff of 10 or fewer federal and/or contract employees): Darnall Medical Library, Walter Reed National Military Medical Center, is recognized for dedicated library leadership in support of quality patient care and health education. Through a clinical librarian program, improved research portals and high-visibility marketing strategies, the library dramatically increased its online profile by more than 250 percent. By embedding a clinical librarian into the inpatient internal medicine and pediatrics teams, the library gave providers the rapid ability to identify esoteric drug interactions, radiologic procedures and other up-to-date guidelines. With the combination of evidence-based medical teaching and online medication resource sites, librarians organized and presented an array of electronic resources into customized web portals with the latest data and information.

2014 Federal Librarian of the Year

Richard James King, Branch Chief and Information Architect, National Institutes of Health Library, Bethesda, Maryland, is recognized for his unique ability to blend technology with librarianship to lead and implement information solutions. In 2014, he led three custom library solutions: a portfolio analysis process to create a searchable 12,000-record website on Alzheimer's disease research for the National Institute on Aging; a searchable funding database for a 6,000-record website on Chronic Pain Conditions for the Interagency Pain Research Coordinating Committee; and a digital archive of more than 5,000 publications on pandemic and epidemic influenza for the National Institute of Allergy and Infectious Diseases. King also used his leadership approach to create a culture of creativity to expand the library's efforts to include bioinformatics, data services, bibliometrics and custom information solutions to its clients.

2014 Federal Library Technician of the Year

Maria Walls, Library Technician, U.S. Department of Justice, Washington, D.C., is recognized for her outstanding level of quality research assistance and library service to the agency's Civil and Criminal Division attorneys. Last year, she completed more than 450 interlibrary loan requests with a special research effort to support environmental litigation. She was also instrumental in the creation of new best practices and procedures for the agency's integrated library system across four library collections and the library's initiative to integrate its legislative history collection and bound journals. As part of the library's collection-management initiatives, Walls expanded her work on both acquisitions and cataloging, and served as the library's acting management analyst and as the administrator for the Attorney General's Honors Program. She is further recognized for her dedication to collegial professional development, her service on several federal information community working groups, and her exceptional service to the mission of her agency.

FEDLINK Education Working Group

During fiscal year 2015, the FEDLINK Education Working Group, in concert with other FEDLINK working groups, sponsored seminars, workshops, and brokered conferences for nearly 1500 members of the federal library and information center community. The working group also sponsored sessions at both FEDLINK Expositions on the cloud-based integrated library systems and digital photo cataloging. The working group also 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: The United States Holocaust Memorial Museum Library, the Wirtz Labor Library, U.S. House of Representatives Library, The Performing Arts Reading Room at the Library of Congress, and the National Gallery of Art Library.

FEDLINK FedGrey Working Group

The FedGrey Working Group invited archivists from the Smithsonian National Air and Space Museum to give a presentation on their Grey Literature collections. The working group, with the Education Working group, hosted the GreyNet International Summer Workshop Series on the process of assessing grey literature and its viability to a collection.

FEDLINK Human Resources Working Group

The Human Resources Working Group (HRWG) examined the librarian series in terms of its title, series assignment, and description/factors and determined the description was outdated. The working group also analyzed skill sets that librarians currently need to perform their functions, job announcements, and course work offered for the master's degree at the top ten graduate schools for library and information science. At several FEDLINK workshops, Federal librarians discussed the series and agreed to keep the title librarian, remain under the umbrella series 1400, and revise the series description and factors.

The working group also completed revising the 1410 series and sent out the revision to the FEDLINK Federal Advisory Board and to over 40 Federal librarians who volunteered to review the draft revision from a variety of Federal agencies. Following the review, the HRWG addressed and adjudicated the comments and completed additional revisions. At the Spring EXPO the HRWG held a session to discuss the process so far. The main changes to the series include: a revised definition of librarianship; additional language for series exclusions that recognize librarians perform functions from other series such as information technology, analyst, contracting and others; new language describing the factors to include current knowledge, skills and abilities for librarians, new work examples and up-to-date illustrations; and, an emphasis on the librarian over the location of the librarian's work.

FEDLINK Information Technology Working Group

The FEDLINK Technology working group worked with the SLA Maryland chapter to host a second annual event on bibliometrics. The May event titled "Bibliometrics and Research Assessment" featured federal and academic librarians who are working in the area of data analytics. The appeal and successful promotion of this event brought together 150 attendees (in person and online) from four countries to share information about measuring the impact of an organization's investments. The working group also sponsored a spring expo program on "Finding and Learning New technologies" with good practices in tracking new technologies, techniques for learning and building programming skills, and a step-by-step path for establishing bibliometric services in a federal library. They also sponsored an event on developing Web taxonomies and introduced the NewTech4FedLib blog.

FEDLINK Library Technicians Working Group

The working group presented a number of programs to the library technicians' community including a brownbag session on job training featuring discussions on finding federal technician jobs, writing resumes and federal interviewing skills. The working group also hosted breakout sessions at both FEDLINK Expos. For the fall expo, the group featured speakers on career development and at the spring expo; the topic was "Searching the Deep Web."

FEDLINK Publications and Education Office

In fiscal year 2015, FEDLINK continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 2,000 electronic subscribers.

FEDLINK continued to develop targeted resources to support the FEDLINK program, including strategic sourcing communications, development of supporting materials for both exposition

programs and working group events. FEDLINK produced the minutes of the FEDLINK Advisory Board meetings, and all FEDLINK program promotional and support materials.

FEDLINK staff members continued to convert all publications, announcements, alerts, member materials, meeting minutes, and working group resources into accessible PDF formats and created new graphics for exhibits. Staff members 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. FEDLINK staff members also supported photographic coverage of all FEDLINK programs and offsite tours.

FEDLINK supported 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.

In conjunction with the Education Working Group and other working groups, FEDLINK offered 32 seminars, workshops, brokered conferences, vendor sessions, and lunchtime discussions to more than 1,200 members of the federal library and information center community. FEDLINK also provided organizational, promotional, and logistical support for FEDLINK meetings and events.

FEDLINK Network Operations

In fiscal year 2015, FEDLINK continued to provide federal agencies cost-effective access to an array of automated information resources for online research and support for federal library functions. FEDLINK members procured an array of publications in various formats: print and electronic journals, print and electronic books, sound recordings, audio-visual materials, items via document delivery and interlibrary loan, and access to databases of full text, indices, abstracts, and a variety of other data. Federal libraries obtained support for many functions such as acquisitions, cataloging and related technical processing services, staffing support, information management, resource sharing, information industry market research and library services benchmarking, integrated library systems, digitization, digital archiving, preservation and conservation services via Library of Congress/FEDLINK contracts with more than 125 vendors.

FEDLINK issued a number of Requests for Proposals (RFPs) and Requests for Quotes (RFQs) for member agencies' requirements and awarded 4 new contracts for Serial subscription services. FEDLINK issued 21 RFPs/RFQs for member agencies' requirements for Preservation/Digitization services, 7 RFQs for member agencies' requirements for Digital Archiving services, and 73 RFQs for member agencies' requirements for Serial Subscription services.

FEDLINK renewed approximately 120 contracts and agreements, including 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 continued work with the Office of Management and Budget (OMB) and the General Services Administration (GSA) to develop further strategic sourcing of information resources for federal agencies. FEDLINK representatives also attended regular meetings of OMB's Category Management Leadership Council (formerly Strategic Sourcing Leadership Council) and worked with OMB and GSA to develop processes for procurement-related data gathering and analysis.

FEDLINK provided consultation and assistance to several federal libraries. FEDLINK met with the National Transportation Safety Board (NTSB) Office of Research and Engineering to discuss establishing a library with a professional librarian(s) to support the research needs of NTSB. FEDLINK began working with the National Oceanic and Atmospheric Administration (NOAA) Library Advisory Committee and Librarians to facilitate the discussion and interaction between the NOAA Field Libraries and the NOAA Central Library to explore alternatives to library consolidation and to develop a set of recommendations on "best practices." The Director of the US Geological Survey (USGS) Library program also contacted FEDLINK to assist them with their Library benchmarking and assessment efforts. FEDLINK will meet with USGS in October.

FEDLINK staff highlighted services at national conferences such as the American Library Association (ALA), Computers in Libraries, National Contracts Management Association World Congress, and the Government Contracts Management Symposium. Staff also represented FEDLINK at regional events such as the House of Representatives Subscription Fair. They also assisted the ALA Federal and Armed Forces Librarians Round Table (FAFLRT) track activities affecting federal libraries and host programs at the annual conference on working in a federal library and best practices for library internships. Staff members also participated in additional national conferences, workshops, and meetings, including CENDI, and Computers in Libraries.

FEDLINK Fiscal Operations

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FEDLINK Fees

The final budget for Fiscal Year 2015 held membership fees steady for transfer pay customers to 6 percent on amounts exceeding \$100,000; 6.75 percent below \$100,000 and 4 percent on amounts equal to or exceed \$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.

Accounts Receivable and Member Services

FEDLINK processed registrations from federal libraries, information centers, and other federal offices for a total of 327 signed IAAs and more than 844 IAA amendments for agencies that added, adjusted, or ended service funding. FEDLINK executed service requests by generating 3,132 delivery orders that LC/Contracts and Grants issued to vendors.

Transfer Pay Accounts Payable Services

Staff members efficiently processed vendor invoices and earned approximately \$13,000 in discounts for prompt payment of FEDLINK customer invoices. FEDLINK continued to maintain open accounts for five prior years to pay invoices for members. FEDLINK completed the closing of Fiscal Year 2010. Statements are issued to members for the current year and prior years.

Direct Express Services

The FEDLINK Direct Express Program now includes 94 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 2015, FEDLINK Fee Revenue from signed IAAs was approximately \$285,000 lower than fiscal year 2014. The expenditures for fiscal year 2015 were approximately \$133,000 lower than fiscal year 2014 due to not filling positions, delayed projects, and a reduced research program. FEDLINK's Reserve requirement for fiscal year 2015 continues to be solvent. The program hold reserves for: 1) mandatory requirements for shutdown and bankruptcy risks; 2) continuity of operations requirements for mission essential systems; and 3) compliance risk mitigation initiatives.