

Fiscal Year 2009
Annual Report of the
Federal Library and Information Center Committee

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Highlights of the Year

During Fiscal Year 2009, the Federal Library and Information Center Committee (FLICC) continued its mission to foster excellence in federal library and information services through interagency cooperation and to provide guidance and direction for FEDLINK.

The FLICC membership focused their quarterly meetings on a variety of broad federal information issues including “Initiatives and Issues in Federal Libraries;” a presentation on “Leadership in Uncertain Times” by Richard Huffine from the United States Geological Survey; “The Future of Reference at the Department of Justice,” with Mimi Vollstedt, DOJ and additional team members Jennifer Hammond, Dennis Feldt, Jim Gernert; “Information Analytics, an Opportunity to Learn;” by Edna Reid from Clarion University; and an OCLC Members Council Update with Suzanne Ryder from the Navy Research Laboratory.

The FLICC working groups completed an ambitious agenda in Fiscal Year 2009. Notably, the Human Resources Working Group began to develop its formal mentoring and coaching program initiative and held its second annual career fair for those interested in positions as a federal librarian. The Education Working Group presented a variety of seminars workshops, and institutes on gray literature, library technician development, mentoring, preservation and Enterprise 2.0. The Libraries and Emerging Technologies Working Group sponsored a program as part of the ALA Annual conference with the ALA Federal and Armed Forces Libraries Round Table (FAFLRT) on federal library careers.

The FLICC Awards Working Group announced the following awards: 2008 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): Information Services Division / National Institute of Standards and Technology (NIST) Research Library, Gaithersburg, Maryland; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): Hurlburt Field Library, U.S. Air Force, Hurlburt Field, Florida; 2008 Federal Librarian of the Year: Dr. Verlene Herrington, Chief, U.S. Army Military Intelligence Library, Fort Huachuca, Ariz; and 2008 Federal Library Technician of the Year: Lawana Gladney, Library Technician, Department of Justice, Washington, D.C. The working group also completed its initiative to increase marketing of the awards and raise awareness by launching a podcast of previous awards ceremonies, expanded instructions for nominators and the release of a Web library of exemplars of winning applications.

The Libraries and Emerging Technology Working Group began developing papers, case studies, and short programs on technology implementation in federal agencies including scripts for working with IT departments, consortial technology acquisition, test beds for new technologies, sharing information policy, cloud computing and the use of proxy servers. As part of the Computers in Libraries program, the working group supported a series of discussions including Digital Preservation, E-Government & ERM, IM Reference, Cooperative Systems Trump Integrated Systems, Federated Search: Growing Your Own Tools, What’s the Return on Investment for Your Library, and Future

Space: The Changing Shape of Libraries. The Preservation and Digitization Working Group, formerly the Preservation and Binding Working Group, planned and sponsored a three-tier preservation program that included online preservation courses and a week-long preservation institute. Work also continued with Safety Net, a group of federal libraries in the Washington, D.C. Metropolitan area who have agreed to aid each other in the event of a regional disaster.

FLICC also continued its collaboration with the Library's General Counsel on a series of meetings between federal agency legal counsels and agency librarians. Now in their eleventh year, these fora grew out of the recognition that federal attorneys and librarians share many of the same concerns regarding issues related to copyright law, privacy law, the Freedom of Information Act, and other laws in the electronic age, with regard both to using information within the agency and to publishing the agency's own information. These meetings have enhanced the relationship between agency attorneys and librarians and have helped them develop contacts with their counterparts at other agencies. This year's series featured discussions on legal issues related to the use policies for Web 2.0 technologies, an annual copyright update, the future of today's legal scholarship in relation to researching, preserving, determining the accuracy of legal blogs, and on creating a world law library for the 21st century.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$78.7 million in Transfer Pay services, \$4.9 million in Direct Pay services, and an estimated \$42.3 million in the Direct Express services, saving federal agencies more than \$17.4 million in vendor volume discounts and approximately \$17.8 million more in cost avoidance.

To meet the requirements of the Fiscal Operations Improvement Act of 2000 (P.L. 106-481) that established statutory authority for FEDLINK's fee-based activities, FEDLINK governing bodies and staff members confirmed that plans were on track for the third year of its rolling five-year business plan developed in Fiscal Year 2006. They explored the position of the FEDLINK program and its role in the federal sector of the commercial market.

Budgeting efforts projected both costs and revenue, looking at both private sector and historic costs adjusted and calculated based on vendor and GAO predictions. After examining FEDLINK program growth, realized savings through program management and program reserves, FLICC/FEDLINK's governing bodies recommended that fees remain the same in Fiscal Year 2010 but agreed to lower the purchasing threshold at which transfer pay fees decrease from 6.75 percent to 6 percent from \$300,000 to \$100,000. FLICC/FEDLINK management and staff also began to further integrate their planning and reporting into the new Library of Congress strategic plans and performance measurement for Fiscal Year 2009.

In Fiscal Year 2009, FEDLINK continued to give federal agencies cost-effective access to an array of automated information retrieval services for online research, cataloging, and resource sharing. FEDLINK members also 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 for customers through consortia and enterprise-wide licenses for journals, aggregated information retrieval services and electronic books. FEDLINK welcomed four new vendors to the program to meet FY2009 requirements. FEDLINK staff consulted with 26 agencies to procure services to meet their specialized requirements in five categories: serials subscriptions, digitization, preservation and conservation, digital library software and cataloging.

In conjunction with the working groups, FLICC offered a total of 28 seminars, workshops and lunchtime discussions to nearly 1,200 members of the federal library and information center community. Institutes and workshops looked at professional development, technological developments and movement toward the semantic Web, gray literature, preservation and controlled vocabularies. FLICC also collaborated with CAPCON, cosponsors of the Joint Spring Workshop and CENDI NFAIS on educational events by co-promoting programs and opening events up to each other's members when additional registrations were available.

The Learning@Lunch series featured a variety of topics and speakers. The series highlighted a Web service for using controlled vocabularies, using Web 2.0 and social media in the workplace, understanding and using legislative histories, investigating the rising Web 2.0 technologies, near real-time content aggregation and its implications for food safety information and beyond, and recent developments in the management & re-use of public sector information in the United Kingdom.

Staff members also served as principal speakers and leaders at a variety of national information community and professional association committees and conferences including the Military Librarians Workshop (MLW), CENDI/NFAIS, Computers in Libraries, Internet Librarian and the Special Library Association. FLICC's executive director also hosted visitors from Netherlands, Denmark, Germany, Korea and Japan all interested in emulating FLICC/FEDLINK concepts in their respective countries and served on the OCLC Review Board.

FEDLINK also negotiated discounted rates for several national conferences with Information Today, Inc. Nearly 500 attendees registered through FEDLINK to attend brokered conferences, such as Computers in Libraries, American Association of Law Libraries, Internet Librarian and WebSearch University, saving the government nearly \$100,000.

FEDLINK worked closely with its partner LC/ITS to complete the requirements documentation for the next generation subsidiary FMS (SYMIN II). The current FMS is at risk because the database software is outdated and not supported by the vendor. The development work is planned to start in the first quarter of fiscal year 2010. LC/ITS will oversee the development, testing and implementation efforts and ensure compliance IT security standards. The project is expected to cost \$1.8 million and funding will come from FEDLINK reserves. LC/ITS expects to complete work on the

FEDLINK Customer Account Management System (F-CAMS) in the fourth quarter of fiscal year 2010. Throughout Fiscal Year 2009, FEDLINK staff has been working on the F-CAMS to significantly enhance the ability of vendors and member agencies to sell and buy information services online. Work was also ongoing for the Electronic Invoicing project. The project has experienced delays due to unforeseen complications encountered during the work station installation and other support priorities. FEDLINK's Systems Office made great strides in completing the software coding for the data exchange program.

FEDLINK's continuing financial management efforts also ensured that FEDLINK successfully passed the Library's financial audit of Fiscal Year 2008 transactions.

FLICC Quarterly Membership 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 a member presented discussion of initiatives and issues in federal libraries; a presentation on "Leadership in Uncertain Times" by Richard Huffine from the United States Geological Survey; "The Future of Reference at the Department of Justice," presented by Mimi Vollstedt, with team members Jennifer Hammond, Dennis Feldt and Jim Gernert from the Department of Justice; "Information Analytics, an Opportunity to Learn;" by Edna Reid from Clarion University; and an OCLC Members Council update by Suzanne Ryder from the Naval Research Laboratory.

FLICC Executive Board (FEB)

The FEB focused its efforts on a number of initiatives related to the FLICC/FEDLINK Business Plan and environmental scan, OCLC's suggested revisions to the guidelines for use and reuse of WorldCat records, the EPA Advisory Board's recommendations for EPA libraries, and government policies related to the use of social networking applications. The board recommended revising the bylaws to reflect changes in agencies, removing USIA and NCLIS from the list of FLICC members and adding IMLS in place of NCLIS, and adding a seat for the Office of the Director of National Intelligence. Early in the year, the board also selected the 2008 FLICC Awards winners.

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. This year the working group prepared a Web video on the awards and nomination process and posted it to a newly created Awards Web site. The site also offers a number of scanned exemplars from past winner nomination packets.

The award winners for the Fiscal Year 2008 Award, awarded in Fiscal Year 2009, are

2008 Federal Library/Information Center of the Year

Large Library/Information Center Category (with a staff of 11 or more federal and/or contract employees): Information Services Division / National Institute of Standards and Technology (NIST) Research Library, Gaithersburg, Maryland, was recognized for its Lab Liaison Program, implementation of an electronic resources management system, and creation of the Vision Implementation Project to promote staff understanding and involvement in Information Services Division's vision. The library also expanded its collection of leadership and management audio books available on Ipods and exceeded its goals for superior customer service with a responsive and professional staff and an environment that fosters open communication, teamwork and risk-taking.

Small Library/Information Center Category (with a staff of 10 or fewer federal and/or contract employees): Hurlburt Field Library, U.S. Air Force, Hurlburt Field, Florida, was recognized for its unique and trendsetting programs to meet the lifestyles of its users, implementing hundreds of morale-boosting programs. Hurlburt Field Library continues to support the military mission and improve the quality of life at its base communities. In 2008, the library delivered a number of information services through its commercially-hosted website; administered 1,100 books specific to field-unit missions and simplified access for almost 7,500 active-duty personnel via the library's information portal. Continually recognized for its excellence in customer care, the library excels in being effective, versatile and dedicated to the customer.

2008 Federal Librarian of the Year

Dr. Verlene Herrington, Chief, U.S. Army Military Intelligence Library, Fort Huachuca, Arizona, was recognized for her skills in marketing, developing and promoting library services. In 2008, Herrington obtained program funding, assisted in the design, and oversaw the million dollar renovation project of the U.S. Army Military Intelligence Library. Due to her innovative, non-traditional and enthusiastic approach to library services, the new state-of-the-art library averages 700 onsite visitors daily, increasing attendance more than 30 percent in fiscal year 2008. She spearheaded the expansion of additional library services by inviting the Foreign Language Center (FLC) to relocate in the heart of the campus and having SIPRnet installed and available for troops to do classified research. During 2008, Herrington developed an Open Source instructional program to respond to reforms called for in the National Security Intelligence Strategy of 2005 and has participation in her program from all levels of soldiers and students. Along with her vision and determination, Herrington has demonstrated a remarkable ability to understand and implement how best to grow a library program and serve her ever-changing client base.

2008 Federal Library Technician of the Year

Lawana Gladney, Library Technician, Department of Justice, Washington, D.C., was recognized for her commitment to service in support of the Department of Justice legislative digital initiative. In addition to demonstrating her many on-the-job library skills, in 2008, Gladney worked diligently to convert internal print legislative histories into

a digital format, making them available on the Legislative History Digital Database.

FLICC Budget and Finance Working Group

The FLICC Budget and Finance Working Group developed the Fiscal Year 2010 FEDLINK budget and fee structure in the spring quarter. The group produced an online budget questionnaire for FEDLINK members and used the results to verify assumptions for the Fiscal Year 2010 budget. The final budget for Fiscal Year 2010 reduced membership fees 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 June. Library officials approved the budget in September 2009.

FLICC Consortia and InterAgency Cooperative Activities Working Group

This working group provided input as FEDLINK continued market research and negotiations with two large science publishers, and assisted in defining criteria for assessing member needs.

Disaster Preparedness Working Group

This working group assists federal libraries and information centers in preparing for disasters by supporting and promoting cooperation among federal agencies, offering educational programs, and providing information resources for disaster recovery. The Disaster Preparedness Working Group oversees Safety Net, the Washington, D.C. regional network for disaster response. The working group sponsored a workshop on disaster response and recovery for 42 Washington, D.C. federal and non-federal librarians.

FLICC Education Working Group

During Fiscal Year 2009, the FLICC Education Working Group, in concert with other FLICC working groups, sponsored a total of 28 seminars, workshops and lunchtime discussions for members of the federal library and information center community. These programs focused on cataloging, taxonomy, preservation and disaster planning, project management, copyright, digital content management, Web 2.0 and career development.

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 Census Bureau Library; The Daughters of the American Revolution (DAR) Library; EPA Headquarters and Chemical Libraries Collaboration; Edward Bennett Williams Law Library at Georgetown University, and U.S. Senate Library.

The working group continued to promote federal librarianship to new library school graduates and other job seekers by co-sponsoring the third annual Careers in Federal

Libraries pre-conference event at the ALA 2009 Annual Conference in Chicago, Illinois, a national event that reached 297 registrants (students, new librarians, mid-career librarians) and covered basic advice about the federal applications, interviews and the selection process.

FLICC Human Resources Working Group

The working group spent the year designing the FLICC Mentoring and Coaching Program and the FLICC Job Fair. The working group created guidelines for the Mentoring and Coaching Program and drafted Web application forms and began database development.

In August, the working group's Careers in Federal Libraries program attracted 350 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 ILS Working Group

FLICC formed a new ad hoc working group to help analyze federal libraries' needs and options for replacing integrated library systems. The group identified potential vendors, created a bibliography and collected technical specifications.

FLICC Libraries and Emerging Technologies

The working group sponsored two specialized streams of programming as part of the Computers in Libraries conference, each focusing on a different type of library – government libraries and special libraries with presentations on digital preservation, e-Government and electronic records management, IM reference, cooperative systems vs. integrated systems, federated search, libraries and return on investment and the changing physical shape of libraries.

FLICC Nominating Working Group

The FLICC Nominating Working Group oversaw the 2009 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 Policy and Advocacy Working Group

The Policy Working Group reported on policies related to use of Web 2.0 applications by the government, scientific data preservation and access, activities of the White House Innovation and Information Policy Working Group and National Archives' Executive Group on Controlled Unclassified Information.

FLICC Preservation and Digitization Working Group

The working group embarked on a survey of digitization among federal libraries and public presentations. Group member Deborah Keller, US Army Corps of Engineers, presented a poster session 009 DigCCurr conference at Chapel Hill, NC and facilitated

a nel presentation with other FLICC members, Patricia Murphy, National Agricultural Library; Richard Huffine, U.S. Geological Survey; and Claretta Crawford, U.S. Army, Fort Leonard Wood.

FLICC Executive Director's Office

In addition to the many strategic planning, budgeting and administrative efforts, the executive director's office hosted visitors from Netherlands, Denmark, Germany, Korea and Japan all interested in emulating FLICC/FEDLINK concepts in their respective countries. The executive director also served on the search committee for new National Agricultural Library director and on the OCLC Review Board.

Additional outreach efforts included serving as a program moderator for the ALA Careers Workshop, supporting the American Association of Law Libraries' Federal Law Librarians' caucus and attending the sessions on e-Content and the World Future Society to prepare for FLICC's environmental scan.

FLICC Publications and Education Office

In Fiscal Year 2009, 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 online registration process, initial meetings on revising the FEDLINK member handbook and two FEDLINK Information Alerts. FLICC also produced the minutes of the four Fiscal Year 2008 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 26 FLICC Meeting Announcements to promote FLICC education programs, FEDLINK membership and OCLC users' meetings, brown-bag discussion series and education institutes, along with badges, programs, certificates of completion and other supporting materials. FPE staff members also participated in several strategic planning efforts on knowledge navigators and the Library of Congress Librarians Web page.

FLICC staff members continued to convert all publications, announcements, alerts, member materials, meeting minutes and working group resources into HTML and PDF formats. Staff members maintained the many Web links throughout the FLICC/FEDLINK Web site, 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 collaboration with FEDLINK Network Operations staff members, the FLICC Publications staff continued to offer dynamic resources for the FEDLINK Members/Vendors Fora, OCLC Usage Analysis Reports, pricing data and many other new documents, including the Fiscal Year 2010 budget questionnaire and ballot, the FLICC/FEDLINK customer survey in support of the business plan, as well as a variety of training resources. Staff members also worked with Library of Congress Contracts and Grants staff to make electronic versions of FEDLINK's Requests for Proposals available online for prospective vendors.

In Fiscal Year 2009, Publications staff members continued to support the Member Services Unit and their Online Registration/Online Interagency Agreement (IAG) system. As part of the inaugural of the Online Amendments module, staff redesigned and updated Online Registration Web resources and released a revised Online Registration Booklet to enable members to achieve seamless fiscal-year transitions.

In conjunction with the working groups, FLICC offered a total of 28 seminars, workshops and lunchtime discussions to members of the federal library and information center community. Institutes and workshops looked at virtual reference, sustaining digital collections, Web 2.0 and Enterprise 2.0 to 1136 attendees.

A new luncheon series, Learning @ Lunch, began in Fiscal Year 2008 and featured speakers from the Smithsonian Institution, the Office of Strategic Initiatives and the Network Development and MARC Standards Office at the Library of Congress, LexisNexis, the National Agricultural Library, and the Federal Maritime Commission.

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 peer reviewed literature, taxonomies, acquisitions, cataloging, copyright laws, reference and automation. The ongoing FLICC Great Escapes series returned in Fiscal Year 2009 with library tours at the Census Bureau Library, The Daughters of the American Revolution (DAR) Library, EPA Headquarters and Chemical Libraries Collaboration, Edward Bennett Williams Law Library at Georgetown University and U.S. Senate Library.

FLICC also provided organizational, promotional and logistical support for FEDLINK meetings and events including: the FEDLINK Fall and Spring Membership Meetings; one FEDLINK OCLC Users Group meeting; and 62 vendor presentations with 248 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 resource materials.

FEDLINK (Federal Library and Information Network)

In Fiscal Year 2009, 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, preservation and conservation services via Library of Congress/FEDLINK contracts with over 120 major vendors. The program obtained further discounts for customers through consortia and enterprise-wide licenses for journals, aggregated information retrieval services and books. Staff welcomed a consortia coordinator on detail for one year to assist in investigating more opportunities for group discounts and expanded access to content and services.

FEDLINK awarded four new contracts for electronic retrieval services and competed requirements for serials subscription services for four agencies under contracts with seven serial subscription agents. FEDLINK staff assisted thirteen agencies to use the preservation contracts to digitize and conserve special collections, and create related metadata. They assisted four agencies to work with Internet Archive to create digital archives, and one agency to procure the software application that will assist them to manage digital collections locally. They assisted four more agencies to procure contract cataloging services.

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 2010 budget.

The annual fall FEDLINK Membership meeting featured an overview of open source options for library local systems. The afternoon Vendor Forum provided an overview of vendors' efforts to improve the discoverability of electronic resources. 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 2010, and an overview of federal Web 2.0 projects. The afternoon Vendor Forum presented a showcase of vendors' Web 2.0 applications and suggestions for implementing social networking applications by Jason Cranford Teague, a published author.

In support of outreach, FLICC/FEDLINK staff continued to support Web conferencing via the Elluminate application and produced a monthly electronic newsletter to communicate training opportunities and items of interest related to contracts and program activities.

Suzanne Ryder, Chief Librarian, Naval Research Laboratory Library, and Chris Cole, Associate Director for Technical Services at the National Agricultural Library, represented FEDLINK on the OCLC Members Council where they added a federal

perspective to the larger issues in librarianship and information science and contributed to future plans that meet the cooperative needs of libraries and similar institutions. They participated in discussions leading to the revision of OCLC's governance structure, planning for the members' council to broaden participation through additional regional meetings while reducing global meetings to one a year. Chris Cole and Roberta Shaffer participated in a review board formed by OCLC's Board of Directors to review proposed changes to the guidelines on the use and transfer of WorldCat records. The review board surveyed the community and recommended that rather than implement the proposed policy changes, OCLC seek further input on how best the guidelines might meet the cooperative's needs in the current and future environment.

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 presented information about federal information needs at national conference such as ALA, the North American Serials Interest Group (NASIG) and SLA. They also assisted the ALA Federal and Armed Forces Librarians Round Table (FAFLRT) track legislative initiatives affecting federal libraries. During ALA's annual conference in Chicago, 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, American Society for Information Science and Technology (ASIST), National Federation of Abstracting and Indexing Services (NFAIS), the Military Librarians Workshop (MLW), Computers in Libraries, Internet Librarian, DTIC 2009 Conference, FOSE and the Government Accountability Office Expo. They also represented federal libraries' needs at national discussions focused on disaster recovery and preservation best practices, including presenting a paper at the digital curation curriculum symposium, DigCCurr 2009: Digital Curation Practice, Promise and Prospects.

FEDLINK also negotiated discounted rates for several national conferences with Information Today, Inc. More than 314 attendees registered through FEDLINK to attend CILs2008, saving the government nearly \$50,000. More than 40 attendees registered through FEDLINK for WebSearch University, saving the government \$7,950. Six FEDLINK members registered for the Internet Librarian conference, for a savings of \$1,256. FEDLINK also brokered member attendance at both the Joint Spring Workshop and the Special Libraries Association annual conference with 39 FEDLINK members registering through FEDLINK for the Joint Spring Workshop, and 59 attendees registered for SLA through FEDLINK to take advantage of an extended period of the early bird rate and save the government \$26,550.

FEDLINK Fiscal Operations

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$78.7 million in Transfer Pay services, \$4.9 million in Direct Pay services, and an estimated \$42.3 million in the Direct Express services,

saving federal agencies more than \$17.4 million in vendor volume discounts and approximately \$17.8 million more in cost avoidance.

Staff members supported business plan goals for improving processes and expanding the market for product and services through the following initiatives: reduced transfer pay customer fees by 13 to 20 percent starting with Fiscal Year 2009 procurements; promoted using pay.gov to facilitate federal customer credit card purchases under 100,000 dollars and vendor direct express payments to FEDLINK; streamlined invoicing and payment process; met with selected vendors and members on requirements and acquisition of company data for electronic invoicing, and re-established partnership agreements with ITS to develop and upgrade critical components of the FEDLINK Subsidiary Financial System.

Financial Management, Reporting and Control

FEDLINK successfully passed the Library of Congress Financial Audit of Fiscal Year 2008 transactions and completed vulnerability assessments of program financial risks for Library Services. 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 the accounting period.