

Fiscal Year 2010
Annual Report of the
Federal Library and Information Center Committee

Blane K. Dessy, Executive Director

Highlights of the Year

FLICC welcomed its new permanent executive director, Blane K. Dessy, in June following the retirement of Charles Stanhope, who had served as acting executive director for the first half of the fiscal year. Dessy previously was the director of the U.S. Department of Justice Library staff.

The FLICC membership focused their quarterly meetings on a variety of broad federal information issues including “Collection Development Issues at the Library of Congress: Building Resources for Federal Agencies; a panel presentation on “Major Initiatives and Issues in Federal Libraries with a legislative update from Wendy Ginsburg, CRS; a review of Grey Literature initiatives with Blane K. Dessy, from the U.S. Justice Department, a report on the OCLC Record Use Policy Task Force and the Unified Search Project by Chris Cole, from the National Agricultural Library, and overviews on EPA libraries, ALA Midwinter Conference and the SLA Military Libraries Division and reports on the Resource Description and Access (RDA) Test and the XML Data Store.

The FLICC working groups completed an ambitious agenda in Fiscal Year 2010. Notably, the Human Resources Working Group launched its formal mentoring and coaching program initiative and held its third annual networking 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, content management, writing for the Web, Great Escapes Tours and a weeklong technician’s institute.

In conjunction with the working groups, FLICC offered a total of 32 seminars, workshops and lunchtime discussions to nearly 1,500 members of the federal library and information center community.

The FLICC Awards Working Group announced the following awards: 2009 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): National Institutes of Health Library, Bethesda, Maryland; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): Gorgas Memorial Library, Walter Reed Army Institute of Research and the Naval Medical Research Center, Silver Spring, Maryland; 2009 Federal Librarian of the Year Eleanor S. Uhlinger, University Librarian, Naval Postgraduate School/Dudley Knox Library, Monterey, California, and 2009 Federal Library Technician of the Year Gary B. Baker, Library Technician, Army Counterintelligence Center, Ft. Meade, Maryland.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$87.3 million in Transfer Pay services, \$6.7 million in Direct Pay services, and an estimated \$34.9 million in the Direct Express services, saving federal agencies more than \$17.6 million in vendor volume discounts and approximately \$17.7 million more in cost avoidance. On average, this saved federal agencies 20 percent on their information purchases and 80 percent on their purchasing time requirements.

FLICC’s budgeting efforts projected both costs and revenue for Fiscal Year 2011,

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 2010.

FEDLINK worked closely with its partner LC/ITS to complete the next generation subsidiary FMS (SYMIN II). Throughout Fiscal Year 2010, FEDLINK staff has been working on the F-CAMS to enhance the ability of vendors and member agencies to sell and buy information services online.

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 are foreign language software vendors, expanded book and electronic database vendors, and an integrated library system for National Defense University.

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 "Collection Development Issues at the Library of Congress: Building Resources for Federal Agencies; a panel presentation on "Major Initiatives and Issues in Federal Libraries with a legislative update from Wendy Ginsburg, CRS; a review of Grey Literature initiatives with Blane K. Dessy, from the U.S. Justice Department, a report on the OCLC Record Use Policy Task Force and the Unified Search Project by Chris Cole, from the National Agricultural Library, and overviews on EPA libraries, ALA Midwinter Conference and the SLA Military Libraries Division and reports on the Research Description and Access (RDA) Test and the XML Data Store.

FLICC Executive Board (FEB)

The FEB focused its efforts on a number of initiatives related to the FLICC/FEDLINK Business Plan and planned 2011 environmental scan, the EPA Advisory Board's recommendations for EPA libraries, grey literature issues, LC collection development and federal library surveys. The board agreed to review its bylaws and established FEDGrey, its new working group on federal agencies and grey literature. During the summer months, 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.

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

2009 Federal Library/Information Center of the Year

Large Library/Information Center (with a staff of 11 or more federal and/or contract employees): National Institutes of Health (NIH) Library, Bethesda, Maryland, is recognized for its leadership role in the "green" initiative at NIH, serving as a role model for green procurement and environmental stewardship with the opening on Earth Day 2009 of its Green Terrace, a fully-sustainable space. The Terrace and a new "green" Information Commons provide a mix of quiet study and interactive social spaces. The library also expanded its "informationist," or embedded librarian program into the laboratory setting with the introduction of its bioinformatics training and consultation service. NIH library informationists provide research support to more than 40 research teams and programs for 16 NIH institutes and centers. Of special note is their donation of

5,000 linear feet of medical journals, already held in trusted digital archives, to help rebuild the collections of the University of Baghdad Medical School.

Small Library/Information Center (with a staff of 10 or fewer federal and/or contract employees): Gorgas Memorial Library, Walter Reed Army Institute of Research and the Naval Medical Research Center, Silver Spring, Maryland, is recognized for its 2009 implementation of a citation database and citation management system for its Silver Spring Lab and six overseas labs. Using this licensed data, librarians create innovative products such as publication strategies and research impact analyses on each organization's malaria and dengue research. Librarians also developed publication and citation metrics for the organization's Balanced Scorecard that improve bench scientists' workflow, facilitating discovery and citations for future manuscripts, and identifying mission success. Customers indicated high satisfaction for new and already established information services that are instrumental for researchers and ultimately preserve the fighting strength of marines, sailors and soldiers and their early return to duty.

2009 Federal Librarian of the Year

Eleanor S. Uhlinger, University Librarian, Naval Postgraduate School/Dudley Knox Library, Monterey, California, is recognized as a transformational leader who championed the need for the library to be involved in all levels of accreditation, curriculum and program reviews. In 2009, she oversaw library renovations to create a combination of quiet and collaborative spaces with technology to enhance learning. Physical and virtual enhancements, coupled with her patron-friendly focus and promotion of staff initiatives, resulted in double-digit increases in in-person reference requests, interlibrary loan and reserve item circulation, with only a limited increase in library expenditures. Uhlinger's emphasis on assessment, metrics, budget oversight and improved efficiency, combined with her commitment to the collection, preservation and access to the school's research, publications and history, made the Dudley Knox Library more proactive in serving the current and emerging needs of the faculty, students, staff and alumni of the Naval Postgraduate School.

2009 Federal Library Technician of the Year

Gary B. Baker, Library Technician, Army Counterintelligence Center, Ft. Meade, Maryland, is recognized for single-handedly operating the center's library, managing and cataloging its collections remotely as a result of a 2006 facility fire, and laying the groundwork for a physical map collection. In 2009, he cataloged 2,600 items, created 229 bibliographies in addition to collecting more than 2,000 other bibliographies from the Library of Congress and other sources, and relabeled and repaired more than 1,000 volumes. Baker actively promoted library services and access to materials and supported its patrons without the benefits of a physical library space.

FLICC Budget and Finance Working Group

The FLICC Budget and Finance Working Group developed the Fiscal Year 2011 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 2011 budget. The final budget for Fiscal Year 2011 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 June. Library officials approved the budget in September 2010.

FLICC Consortia and InterAgency Cooperative Activities Working Group

Consortia activities concentrated on establishing support of 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.

FLICC Education Working Group

During Fiscal Year 2010, the FLICC Education Working Group, in concert with other FLICC working groups, sponsored 32 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 Second Life, Marketing for Libraries, Writing for the Web, Federal Appropriations Law, and Grey Literature. The week-long 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: the National Transportation Library; Census Bureau Library; National Geographic Society Library; Law Library of Congress, and Executive Office of the President Library.

The working group continued to promote federal librarianship to new library school graduates and other job seekers by co-sponsoring the fourth annual Careers in Federal Libraries pre-conference event at the ALA 2010 Annual Conference in Washington, DC, a national event for 75 registrants (students, new librarians, mid-career librarians) and covered basic advice about the federal applications, interviews and the selection process. In addition, 83 attendees registered when the group co-sponsored this program for the first time during ALA Midwinter in Boston, MA.

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

The information gathered by the ad hoc ILS working group was used in a pilot project to procure a new integrated library system for the National Defense University.

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. They also reviewed federal efforts to ensure continuity of operations (e.g., proxy servers, electronic licensing issues), e-books, web scale discovery solutions, electronic records management, cooperative systems, integrated systems, federated search technologies and the impact of emerging technologies on the changing physical shape of libraries.

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 and Digitization Working Group

By the end of the fiscal year, the Preservation Working Group and the Disaster Preparedness Working Group combined to encompass all areas concerned with preservation of federal cultural and intellectual resources, including traditional library preservation and reformatting, digitization, and disaster preparedness. The working group sponsored two workshops for the Library of Congress, "Materials Science for Conservators" and "Library Binding, a Review of Principles and Practices." The digitization survey committee continued work on its survey of digitization among federal libraries. The chair of the committee presented preliminary findings in several venues, most recently for the new workshop series, "Issues & Answers in Digitization," sponsored by CENDI, FADGI, and FLICC. The disaster preparedness working group continued to oversee the Safety Net, the Washington, D.C. regional federal network for disaster response and also sponsored two educational programs, "FLICC Disaster Preparedness Update," which informed members about recent activities of three local

organizations concerned with emergency preparedness, and "Can We Relax Yet - Assessing the Risks to Library Collections and Operations." Members also updated the FLICC online finding aid for information resources on disaster preparedness.

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 2010, 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 the FLICC Authorization, meetings on revising the FEDLINK member handbook and five 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 25 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 strategic planning efforts on knowledge navigators for Library Services.

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, 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 collaboration with FEDLINK Network Operations staff members, the FLICC Publications staff continued to offer dynamic resources for the FEDLINK Membership Meetings, pricing data and many other new documents, including updating the FEDLINK Serials Handbook, promotional program fact sheets, 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 2010, Publications staff members continued to support the Member Services Unit and their Online Registration/Online Interagency Agreement (IAG) system. Staff redesigned and updated Online Registration Web resources, revised the Online Registration Booklet, and began efforts to update the FEDLINK Member Handbook to enable members to achieve seamless fiscal-year transitions and manage their accounts effectively.

In conjunction with the working groups, FLICC offered a total of 32 seminars, workshops, brokered conferences 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 1452 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 Executive Office of the President, National Transportation Library, Census Bureau Library, Naval Observatory Library, Law Library of Congress. 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 82 vendor presentations with 411 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 2010, 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 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 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 issued requests for proposals (RFPs) for both serials subscription services and monograph acquisitions, awarding agreements with five subscription agents and thirty book jobbers. FEDLINK developed a new service category, online language learning systems, issuing an RFP and awarding agreements with four companies and an integrated library system for one agency. FEDLINK also worked with 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.

FEDLINK awarded nine new contracts for electronic retrieval services and assisted seven agencies in their use of preservation contracts to digitize and conserve special collections, and create related metadata. They assisted one agency in their procurement of a software application for managing digital collections locally. Staff also assisted five agencies as they began to work with Internet Archive to create digital archives and supported ongoing projects for five more agencies. They assisted two 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 2011 budget.

The annual fall FEDLINK Membership meeting featured an overview of virtual reference options and best practices. 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 an overview of the U.S. test of Resource Description and Access (RDA). FAC members reported on key projects at their libraries: the Army Corps of Engineers' test of a proxy server for remote access to the library's resources, and the National Science Foundation's implementation of an open source ILS. Steven W. Sutton described the Espresso Book Machine (EBM), print on-demand and how the landscape is changing for printed and e-book delivery.

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.

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 legislative initiatives 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, 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: 253 attendees registered through FEDLINK to attend Computers in Libraries (CILs) 2010, saving the government nearly \$70,000; 29 members attended WebSearch University, saving the government \$5,000; 17 members registered for the Internet Librarian conference, for a savings of \$4,000 and six FEDLINK members registered for the KMWorld conference, for a savings of \$1,200.

FEDLINK Fiscal Operations

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$87.3 million in Transfer Pay services, \$6.7 million in Direct Pay services, and an estimated \$34.9 million in the Direct Express services, saving federal agencies more than \$17.6 million in

vendor volume discounts and approximately \$17.7 million more in cost avoidance. On average, this saved federal agencies 20 percent on their information purchases and 80 percent on their purchasing time requirements.

Staff members supported business plan goals for improving processes and expanding the market for product and services through the following initiatives: streamlining invoicing and payment process; meeting with selected vendors and members on requirements and acquisition of company data for electronic invoicing, and reviewing and analyzing the development documentation for the new FEDLINK Customer Account Management System (FCAMS) and the system upgrade development for the FEDLINK Subsidiary Financial System (SYMIN II).

FEDLINK Vendor Services

Total FEDLINK vendor service dollars for Fiscal Year 2010 comprised \$87.3 million for Transfer Pay customers, \$6.7 million for Direct Pay customers and \$34.9 million of estimated vendor billings to Direct Express customers. Database retrieval services, available only through the Transfer Pay and Direct Express options, represented \$81.8 million. Publication acquisition services, available through the Transfer Pay and Direct Pay options, represented \$38.6 million. Within this service category, serials subscription services comprised the largest procurement for Transfer Pay and Direct Pay customers, representing \$19.8 million and \$6.5 million, respectively. Library support and other miscellaneous services, available only through the Transfer Pay option, represented \$8.3 million. Within this service category, bibliographic utilities constituted the largest procurement area, representing \$5.1 million.

Accounts Receivable and Member Services

FEDLINK processed Fiscal Year 2010 registrations from federal libraries, information centers and other federal offices for a total of 401 signed IAGs. In addition, FEDLINK processed 1,755 IAG amendments (909 for current year and 846 for prior year adjustments) for agencies that added, adjusted or ended service funding. These IAGs and IAG amendments represented 6,476 individual service requests to begin, move, convert or cancel service from FEDLINK vendors. FEDLINK executed service requests by generating 6,030 delivery orders that LC/Contracts and Grants issued to vendors.

For Fiscal Year 2010 alone, FEDLINK processed \$87.3 million in service dollars for 2,005 Transfer Pay accounts and \$6.7 million in service dollars for 11 Direct Pay accounts. Included in the above member service transactions were 3,647 member requests to move prior year (no-year and multi year) funds across fiscal year boundaries. These no-year and multi-year service request transactions represented an additional contracting volume of \$28 million.

Transfer Pay Accounts Payable Services

For Transfer Pay users, FEDLINK processed 57,010 invoices for payment during

Fiscal Year 2010 for both current and prior year orders. Staff members efficiently processed vendor invoices and earned \$24,607 in discounts in excess of interest payment penalties levied for the late payment of invoices to FEDLINK vendors. FEDLINK rejected 1,780 invoices due to the following reasons: insufficient customer funds (57 percent); duplicate vendor invoices (9 percent); no authority, i.e., IAG and/or delivery order (13 percent); unidentified customer/other (21 percent). FEDLINK continued to maintain open accounts for three prior years to pay publications service invoices ("bill later" and "back orders") for members using books and serials services. Staff members issued 69,115 statements to members (17,568 for the current year and 51,547 for prior years) and continued to generate current fiscal year statements for electronic information retrieval service accounts on the 30th or the last working day of each month, and publications and acquisitions account statements on the 15th of each month. FEDLINK issued final Fiscal Year 2005 statements in support of closing obligations for expired Fiscal Year 2005 appropriations and quarterly statements for prior fiscal years while supporting the reconciliation of Fiscal Year 2005-2010 FEDLINK vendor services accounts. FEDLINK issued the final call for Fiscal Year 2005 and 2006 invoices to vendors March 2009 and January 2010 respectively.

Direct Express Services

The FEDLINK Direct Express Program now includes (61) vendors offering database retrieval services. The program is set up to provide customers procurement and payment options similar to GSA where vendors pay a quarterly service fee to FEDLINK based on customer billings for usage. Direct Express eliminates the process steps required of customers and vendors to set up an IAG for the direct purchase of online services. This year, the Direct Express Program generated 64 percent of the fee revenue initially anticipated in the budget and the forecast for Fiscal Year 2010.

Financial Management, Reporting and Control

FEDLINK successfully passed the Library of Congress Financial Audit of Fiscal Year 2009 transactions and completed vulnerability assessments of program financial risks for Library Services. It 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.