

Fiscal Year 2006
Annual Report of the
Federal Library and Information Center Committee

Roberta I. Shaffer, Executive Director

Highlights of the Year

During Fiscal Year 2006, 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.”

FLICC's annual information policy forum, “How Will Our World Look Digitized,” looked into the digital future and asked scientists, lawyers, government officials, library leaders and futurists to predict possibilities, trends and outcomes so that federal librarians can prepare and respond to the digital future. The forum's keynote speaker, David Weinberger, a research fellow at the Berkman Center for Internet and Society at Harvard Law School, challenged the audience to think about how new media are transforming the world. Other panelists discussed how digitization will drive innovations in health care, intelligence gathering and entertainment; how the future in digital government poses critical questions regarding what kinds of information the federal government will collect, keep and share and what citizen expectations for more streamlined and responsive services may be. The final panel featured government and association information science leaders who anticipated the skills, knowledge and abilities that will be essential for federal librarians by 2015.

The FLICC working groups completed an ambitious agenda in Fiscal Year 2006. Notably, the Competitive Sourcing Working Group completed an analysis of the history and current practices of federal competitive sourcing of federal libraries; the Education Working Group presented a variety of seminars and workshops, including a week-long program for federal library technicians, and a variety of other workshops, seminars and institutes on cataloging, pay banding, creating Wiki's for federal libraries, competencies, digital futures and other information science policy issues; and the Content Management Working Group sponsored a content management update on digital preservation and workshops on Web standards, information architecture, taxonomy and librarians as members of the agency management team.

The FLICC Awards Working Group announced the following awards: 2005 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): The Scientific and Technical Information Center (STIC) at the U.S. Patent and Trademark Office; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): U.S. Army Military Intelligence Library in Fort Huachuca, Arizona; 2005 Federal Librarian of the Year: Leslie Campbell, Law Library program administrator at the National Judiciary Library Program for the Administrative Office of the U.S. Courts; and 2006 Federal Library Technician of the Year: Sue Hubbard, library technician, Base Library, Little Rock Air Force Base, Arkansas.

FLICC added four new programs to its online video library on topics ranging from

content management, pay banding, embedded librarians and federated search technologies.

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 eighth year, the fora grew out of the recognition that federal attorneys and librarians face many of the same questions concerning 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 National Institutes of Health (NIH) Public Access Policy, the Copyright Act, and open access in terms of the Federal Research Public Access Act (FRPAA) of 2006. The June forum included representatives from the federal records management community.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$63.3 million in Transfer Pay services, \$7.2 million in Direct Pay services, and an estimated \$42.6 million in the Direct Express services, saving federal agencies more than \$15.2 million in vendor volume discounts and approximately \$22.3 million more in cost avoidance.

To meet the requirements of the Fiscal Operations Improvement Act of 2000 (P.L. 106-481) that created new statutory authority for FEDLINK's fee-based activities, FEDLINK governing bodies and staff members developed a new five-year business plan in Fiscal Year 2006. Planning for this business plan began in the fall of 2005 when FLICC/FEDLINK asked a team of graduate students from the University of Maryland—College Park to research and compile an environment scan. In the winter of 2006, FEDLINK released, via the Web, separate surveys directed at FLICC/FEDLINK leadership, members, current vendors, and program staff members. Budgeting efforts projected both costs and revenue, looking at private sector and historic costs with adjustments calculated based on vendor and GAO predictions. Throughout June and July, the FLICC/FEDLINK staff, with assistance from some external advisors, drafted the 2007 – 2011 Business Plan.

In Fiscal Year 2006, 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 and preservation services via Library of Congress/FEDLINK contracts with more than 130 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 awarded six new contracts for electronic retrieval services and competed requirements for serials subscription services for 206 agencies under new contracts with seven serial subscription agents. FEDLINK staff consulted with six agencies to use

the new preservation contracts to digitize and conserve special collections and create related metadata. They also assisted the Government Printing Office in the competition of a new contract for library binding services.

Fiscal Year 2006 also saw innovative educational initiatives including workshops and seminars on 21st Century competencies for information professional, human centered design and usability, digital preservation, federal budgeting and appropriations, simulation and gaming, cataloging, and other information science policy issues. Staff members sponsored 32 seminars and workshops for 1,275 participants and 24 onsite training classes for 103 students and 8 offsite programs for 90 participants. These included presentations at the US Army-Europe Headquarters Library Technicians Institute in Germany, and OCLC workshops for the Royal Air Force in England.

Staff members also served as principal speakers and leaders at a variety of national information community and professional association committees and conferences including the American Library Association and its Federal and Armed Services Roundtable (FAFLRT), SLA, CENDI, ARMA International, North American Serials Interest Group (NASIG), American Society for Information Science and Technology, ASIST, Army Libraries, Military Librarians Workshop (MLW). They also represented federal libraries' needs at national discussions focused on disaster recovery and preservation best practices and regional events such as the Government Accountability Office Expo.

In Fiscal Year 2006, FLICC re-engineered its publication program and evolved into an electronic-only communication provider. Staff members added more than 2,500 contacts to the moderated FEDLIB listserv and published the first electronic version of *FEDLINK Technical Notes* for more than 3,000 electronic subscribers.

FEDLINK negotiated discounted rates with Information Today, Inc., for the Computers in Libraries (CILs) 2006 conference, as well as the WebSearch University conference. Over 250 attendees registered through FEDLINK to attend CILs, saving the government approximately \$75,000, and over 35 attendees registered for WebSearch University, saving the government approximately \$7,000. Other conference registration collaborations included the Special Libraries Association (SLA) annual conference and the Joint Spring Workshop.

FEDLINK Member Services, with the support of ITS, completed the release of the amendments module for the online interagency agreement (IAG) Customer Registration System. The amendments feature represents the last stage for automation of the requests for establishing and modifying customer agency agreements. It also allows customers and vendors to update their point of contact information and to review data online they have provided to FEDLINK within the parameters of the ITS security guidelines.

FEDLINK's continuing financial management efforts also ensured that FEDLINK successfully passed the Library's financial audit of Fiscal Year 2005 transactions.

FLICC Quarterly Membership Meetings

Beyond regular FLICC Working Group updates and reports from FLICC/FEDLINK staff members, each FLICC quarterly meeting included a special meeting focus on a new or developing trend in federal libraries or a guest speaker: the December 2005 FLICC Quarterly Membership meeting was a brainstorming session on the future of federal libraries and information centers; the February 2006 meeting featured the FLICC Human Resources Working Group report on proposed revisions of the Office of Personnel Management's (OPM) 1410 Qualification Standards; the June 2006 meeting included an update on "Open Source Center's Mission and Programs," by Judy Bylicki, Deputy Director for Community Integration at the DNI Open Source Center; and the September 2006 meeting's focus was a presentation on the FLICC/FEDLINK 2007-2011 Business Plan by Roberta Shaffer, FLICC's Executive Director.

FLICC Executive Board (FEB)

The FEB focused its efforts on a number of initiatives related to the FLICC/FEDLINK Business Plan, the planned closing of general Environmental Protection Agency's and other agency libraries, and the FLICC Forum. Early in the year, the board also selected the 2005 FLICC Awards winners.

FLICC Working Group Highlights (For a list of all working groups and chairs, see Figure A.)

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.

2004 Federal Library/Information Center of the Year

Large Library/Information Center Category (with a staff of 11 or more federal and/or contract employees): The Scientific and Technical Information Center (STIC) at the U.S. Patent and Trademark Office is recognized nationally as a leader in the delivery of patent research delivery, increasing its search requests by 13 percent in Fiscal Year 2005 to more than 31,000 for the year. The center is also noted for looking forward and taking initiatives in Fiscal Year 2005 that assured high levels of customer satisfaction such as improving patent quality, optimizing patent processing time and introducing new searching techniques and solutions. Staff members developed a knowledge management project and created more than 600 templates in Fiscal Year 2005 that contain specific listings by technology of the most fruitful search resources in U.S. and foreign patents and non-patent literature, with specific indications of how they are searched. By developing, marketing and providing high caliber information services, the center also excelled in meeting the needs of its defined user group in Fiscal Year 2005

by growing service requests more than 30 percent to almost 190,000, training more than 950 new patent examiners, offering 30 Search Solutions demonstrations, and hosting 1,000 attendees at their annual open house.

Small Library/Information Center Category (with a staff of 10 or fewer federal and/or contract employees): The United States Army Military Intelligence Library in Fort Huachuca, Arizona, is recognized for innovative services and superior customer services offered in Fiscal Year 2005, demonstrated by an 850 percent rise in attendance. The library has demonstrated its ability to combine creativity and innovation to meet the needs of its military and civilian customers and the overall mission of the Army developing a new mission for the library achieved through an aggressive marketing and promotion plan. The library also expanded in Fiscal Year 2005 to create an Open Source Lab and a media instruction area for more than 8,000 patrons to meet the Army doctrine that requires "open source intelligence be integrated into all disciplines and functions, by exploiting the information age and by making this information a vital intelligence resource."

2005 Federal Librarian of the Year

Leslie Campbell, Law Library program administrator at the National Judiciary Library Program for the Administrative Office of the U.S. Courts, received the award for her dedication and contributions to the judiciary's national library program in Fiscal Year 2005. Her energy and creativity raised awareness of the quality services provided by court librarians across the nation. She supported more than 15,000 judiciary legal researchers, managed the implementation of two national legal research contracts and protected judges' personal information from illegal use. She also created a site for the judiciary's Intranet that offers links to all online resources managed by the office and links to state, federal and general reference sites for 28,000 judiciary employees.

2005 Federal Library Technician of the Year

Sue Hubbard, library technician, Base Library, Little Rock Air Force Base, Ark., received the award for her commitment to service excellence in support of the base library. During Fiscal Year 2005, she spearheaded the largest increase in computer applications in the history of the library while handling the highest number of library materials ever ordered. Her technical expertise and program knowledge, combined with her positive problem-solving abilities and expertise, have made her a leader in the library's automation planning, collection management and customer service initiatives.

At the annual FLICC Forum on Federal Information Policies in March 2006, the Librarian of Congress presented the individual award winners with a certificate and an engraved crystal award in the shape of a book honoring their contributions to the field of federal library and information service; he presented the institutional winners with framed, hand-painted certificates for display.

FLICC Budget and Finance Working Group

The FLICC Budget and Finance Working Group developed the Fiscal Year 2007 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 2007 budget. The final budget for Fiscal Year 2007 kept membership fees for transfer pay customers at Fiscal Year 2006 levels: 7.75 percent on accounts up to \$300,000 and 7 percent on amounts exceeding \$300,000. Direct pay fees also remained at Fiscal Year 2006 levels, as did Direct Express fees of 0.75 percent for all participating commercial online information services vendors. Library officials approved the budget in August 2006.

FLICC Competitive Sourcing Working Group

The working group authored and released a survey on the history and current practices of competitive sourcing of federal libraries and information centers. After formal analysis, the group also developed a cadre of federal librarians willing to offer expertise on the process for agencies exploring alternatives for their libraries and information centers.

FLICC Content Management Working Group

The working group sponsored brown bag discussion on embedded librarians in federal agency management teams, Web standards and a program on information architecture and taxonomies from the Delphi Group. Members also coordinated and held the 2006 Content Management Update “Promises and Perils of Digital Preservation” which attracted more than 100 attendees. They also initiated collaboration with Information Today’s CILs conference for April 2007 in an effort to establish a dedicated track for federal librarians.

FLICC Education Working Group

During Fiscal Year 2005, the FLICC Education Working Group, in concert with other FLICC working groups, sponsored a total of 32 seminars, workshops and lunchtime discussions for 1,275 members of the federal library and information center community. These programs focused on 21st Century competencies for federal librarians, cataloging, pay banding, federal appropriations and budgeting, usability and career development for library technicians.

FLICC Federal Libraries/GPO Partnership

The working group issued regular reports and updates on legislation, regulatory and other developments at FLICC Quarterly Meetings and FLICC Executive Board Meetings.

FLICC Human Resources Working Group

The working group continued its focus on the critical areas of core competencies, recruitment and retention of federal librarians, professional development and advancement for federal librarians.

FLICC Nominating Working Group

The FLICC Nominating Working Group oversaw the 2006 election process for FLICC rotating members, FLICC Executive Board members and the FEDLINK Advisory Council (FAC). Librarians representing a variety of federal agencies agreed to place their names in nomination for these positions.

FLICC Preservation and Binding Working Group

The working group continued its oversight of FEDLINK's preservation basic ordering agreements (BOAs) with preservation services vendors, revised the GPO binding contract and co-sponsored the Content Management Update on digital preservation.

FLICC Publications and Education Office

In Fiscal Year 2006, FLICC redesigned its publication program to become a digital communication provider. Staff members added more than 2500 contacts to the moderated FEDLIB listserv and published the first electronic version of *FEDLINK Technical Notes* for more than 3,000 electronic subscribers.

FLICC revised mission critical materials and developed targeted resources to support the FEDLINK program, including the 2007-2011 Business Plan, the 2006 *FEDLINK Registration Pamphlet* and two FEDLINK Information Alerts. FLICC also produced the minutes of the four Fiscal Year 2006 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 32 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.

FLICC and FEDLINK staff members continued to manage, support and update the FLICC/FEDLINK Web site of more than 1,000 pages of content, video and resource links. Special Web projects this year included continuing to update the HTML code on all new and revised Web pages to meet both the Library's and the World Wide Web Consortium's HTML code validation and access requirements and revisions to the federal library resources site. 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 and enhanced and expanded the site via an inter-unit Web team of content, design, editorial and technical personnel.

FLICC's increased its distance learning offerings by providing on-demand Web videos of two brown bag sessions and the 2005 Content Management Update, Federated Technologies, and Embedded Librarian programs. Staff members also routinely incorporate 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 recorded these sessions and distributed copies in DVD format for viewing by members who were unable to attend.

In collaboration with FEDLINK Network Operations staff members, the FLICC Publications staff continued to offer dynamic resources including resources for the new Vendors' Fora, OCLC Usage Analysis Reports, pricing data and many other new documents, including the Fiscal Year 2006 budget questionnaire and ballot, the FLICC/FEDLINK customer survey in support of the business plan, Competitive Sourcing Working Group's survey and analysis, as well as a variety of training resources. Staff members also worked with Library of Congress Contracts and Gifts staff to make electronic versions of FEDLINK's Requests for Proposals available online for prospective vendors.

In Fiscal Year 2006, 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 the Online Registration site to achieve its seamless integration.

In conjunction with the working groups, FLICC offered a total of 32 seminars, workshops, and lunchtime discussions to 1,275 members of the federal library and information center community. Institutes and workshops looked at cataloging, taxonomy, federal appropriations and budgeting, information architecture, pay banding, digital preservation, MARC records, and identifying and developing 21st Century competencies for federal information professionals. FLICC also collaborated with CAPCON on educational events by co-promoting programs and opening events up to each other's members when additional registrations were available.

FLICC demonstrated its ongoing commitment to library technicians' continuing education by hosting a popular 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 taxonomies, acquisitions, cataloging, copyright laws, reference and automation. The ongoing FLICC Great Escapes series returned in Fiscal Year 2006 with library tours and presentations from the Defense Technical Information Center, NASA Goddard Space Flight Center, Department of State, and the 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; two FEDLINK OCLC Users Group meetings; and 28 vendor presentations with 105 customers attending. (See Figure C for a complete listing of educational programs.)

FEDLINK (Federal Library and Information Network)

In Fiscal Year 2006, 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 and preservation services via Library of Congress/FEDLINK contracts with more than 130 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 awarded six new contracts for electronic retrieval services. FEDLINK competed requirements for serials subscription services for 206 agencies under new contracts with seven serial subscription agents. Staff members assisted six agencies to use the new preservation contracts to digitize and conserve special collections, and create related metadata. They also worked with the Government Printing Office in the competition of a new contract for library binding services.

FEDLINK staff highlighted services at national conferences such as the Military Librarians Workshop and Special Libraries Association, and regional events such as the Government Accountability Office Expo. They presented information about federal information needs at national conferences such as the American Library Association and Special Library Association. At the North American Serials Interest Group (NASIG), they represented federal libraries' needs in a discussion about increasing NASIG's relevancy to non-academic libraries. They also represented federal libraries' needs at national discussions focused on disaster recovery and preservation best practices.

The FEDLINK Advisory Council (FAC) met six times during the fiscal year. In addition to their general oversight activities, the council advised FEDLINK managers on priorities for the 2007-2011 five-year business plan, provided valuable insight into trends in the information industry and supported adoption of the proposed Fiscal Year 2007 budget.

The annual Fall FEDLINK Membership meeting featured Thom Hickey, Chief Scientist, OCLC Research, speaking on "The Future of the Library Catalog: Open, Interactive and Participatory."

The Spring FEDLINK Membership meeting featured Carol Bursik, chair of the FLICC Budget and Finance Working Group, who presented the proposed Fiscal Year 2007 budget. Following her presentation, experts at the National Library of Medicine, the University of Maryland and Preservation Technologies, L.P., discussed changes in current models for preserving collections and whether institutions can sustain the long-term costs of preserving both print and digital collections.

In November, FEDLINK hosted a the first vendors' Forum, modeled after the General Counsel's fora, which brought together FEDLINK vendors and members to address

topics of mutual interest and concern. The focus was on proposed new business processes and a general review of FEDLINK requirements and procedures. The second Vendors' Forum, held in the spring, focused on a preview of the FLICC/FEDLINK 2007-2001 Business Plan.

FEDLINK/OCLC Network Activity

Both FEDLINK OCLC Users Group meetings, held in October and May, provided in-depth presentations on OCLC's expanded Web services including improved interfaces for cataloging, resource sharing, reference databases and full text in FirstSearch and NetLibrary, and QuestionPoint, the Library of Congress-OCLC cooperative digital reference system. In November, staff provided additional free in-depth product demonstrations. In May, FEDLINK co-sponsored a joint QuestionPoint Users Group meeting with CAPCON to help libraries share information about implementation and user training issues and to provide updates on new functionality.

FEDLINK staff members supplemented these biannual OCLC meetings with "OCLC News" articles in *FEDLINK Technical Notes*, postings on electronic lists, extensive telephone consultations and email. They provided demonstrations and lectures at agency meetings, such as Navy and Air Force library meetings and the Military Librarians Workshop. They consulted onsite with a dozen libraries in the DC area and Denver about a workflow for cataloging, resource sharing, collection analysis and QuestionPoint implementation issues and designed a virtual reference interface for the Department of Homeland Security. They cooperated with OCLC to improve contact and account information for OCLC members and to streamline order processes.

Eleanor Frierson, Deputy Director, National Agricultural Library, represented FEDLINK on the OCLC Membership Council where they added a federal perspective to the larger issues in librarianship and information science and contributed to plans that meet the cooperative needs of libraries and similar institutions. Suzanne Ryder, Associate Librarian, Naval Research Laboratory Library, was elected to join Ms. Frierson as a second Delegate to represent FEDLINK at OCLC. Robert O. Ellett, Jr., Catalog Librarian at Joint Forces Staff College, and Mary A. Hollerich, Head, Collection Access Section, National Library of Medicine, were elected first and second delegates.

Training Program

The 2006 FEDLINK training program included 24 onsite training classes for 103 students, and eight offsite programs for 90 recipients. These included presentations at the US Army-Europe Headquarters Library Technicians Institute in Germany, and OCLC workshops for the Royal Air Force in England.

FEDLINK negotiated discounted rates with Information Today, Inc., for the Computers in Libraries 2006 conference, and the WebSearch University conference. More than 250 attendees registered through FEDLINK to attend CILs, saving the government

approximately \$75,000, and more than 35 attendees registered for WebSearch University, saving the government approximately \$7,000.

For the first time, FEDLINK allowed members to pay for conference attendance out of their FEDLINK Training account and brokered member attendance rates at both the Joint Spring Workshop and the Special Libraries Association annual conference. More than 40 FEDLINK members registered through FEDLINK the Joint Spring Workshop and more than 100 attendees registered for SLA through FEDLINK.

FEDLINK also renegotiated and promoted its training agreements with other OCLC networks so that FEDLINK customers could fund training accounts for workshops held by CAPCON, ILLINET, Missouri Library Network Corporation, OCLC Western, PALINET and SOLINET.

Staff worked on a series of short videos explaining aspects of the FEDLINK program that will be available on the FLICC/FEDLINK home page. They also developed a new free workshop, "Managing FEDLINK Products and Services."

FEDLINK Fiscal Operations

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$63.3 million in Transfer Pay services, \$7.2 million in Direct Pay services, and an estimated \$42.6 million in the Direct Express services, saving federal agencies more than \$15.2 million in vendor volume discounts and approximately \$22.3 million more in cost avoidance.

To meet the requirements of the Fiscal Operations Improvement Act of 2000 (P.L. 106-481) that created new statutory authority for FEDLINK's fee-based activities, FEDLINK governing bodies and staff members developed a five-year business plan in Fiscal Year 2002 that entered its fifth and final year in Fiscal Year 2006. Program work in Fiscal Year 2006 continued to take advantage of the increased opportunities of FEDLINK's authority as a revolving fund. To support goals relating to improving processes and expanding marketing initiatives staff members: completed the release of the Amendments Module for the Online IAG Customer Registration System; formalized the initiative to retain large customers that lowered fees for vendor accounts in excess of \$1 million.

FEDLINK Vendor Services

Total FEDLINK vendor service dollars for Fiscal Year 2006 comprised \$63.3 million for Transfer Pay customers, \$7.2 million for Direct Pay customers and \$42.6 million of estimated vendor billings to Direct Express customers. Database retrieval services, available only through the Transfer Pay and Direct Express options, represented \$29.1 million and \$42.6 million, respectively. Within this service category, online services

comprised the largest procurement for Transfer Pay and Direct Express customers, representing \$26.4 million and \$42.6 million, respectively. Publication acquisition services, available only through the Transfer Pay and standard Direct Pay options, represented \$27.8 million and \$7.2 million respectively. Within this service category, serials subscription services comprised the largest procurement for Transfer Pay and Direct Pay customers, representing \$18.9 million and \$7.0 million, respectively. Library support and other miscellaneous services, available only through the Transfer Pay option, represented \$6.4 million. Within this service category, bibliographic utilities constituted the largest procurement area, representing \$4.5 million.

Accounts Receivable and Member Services

FEDLINK processed Fiscal Year 2006 registrations from federal libraries, information centers, and other federal offices for a total of 465 signed IAGs. In addition, FEDLINK processed 1,857 IAG amendments (988 for Fiscal Year 2006 and 869 for prior year adjustments) for agencies that added, adjusted, or ended service funding. These IAGs and IAG amendments represented 6,858 individual service requests to begin, move, convert or cancel service from FEDLINK vendors. FEDLINK executed service requests by generating 6,691 delivery orders that LC/Contracts and Grants issued to vendors. For Fiscal Year 2006 alone, FEDLINK processed \$63.3 million in service dollars for 2,217 Transfer Pay accounts and \$7.2 million in service dollars for 14 Direct Pay accounts. Included in the above member service transactions were 666 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 \$3.7 million.

Transfer Pay Accounts Payable Services

For Transfer Pay users, FEDLINK processed 47,331 invoices for payment during Fiscal Year 2006 for both current and prior year orders. Staff members efficiently processed vendor invoices and earned \$23,722 in discounts in excess of interest payment penalties levied for the late payment of invoices to FEDLINK vendors. FEDLINK rejected 3,521 invoices due to the following reasons: Insufficient customer funds (70 percent), duplicate vendor invoices (13 percent), no authority, i.e., IAG and/or Delivery Order, (8 percent), and unidentified customer and other (9 percent). FEDLINK continued to maintain open accounts for three prior years to pay publications service invoices ("bill laters" and "back orders") for members using books and serials services. Staff members issued 79,844 statements to members (20,429 for the current year and 59,415 for prior years) and continued to generate current fiscal year statements for electronic information retrieval service accounts on the thirtieth 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 2001 statements in support of closing obligations for expired Fiscal Year 2001 appropriations and quarterly statements for prior fiscal years while supporting the reconciliation of Fiscal Year 2002 FEDLINK vendor services accounts. FEDLINK issued the final call for Fiscal Year 2001 and

2002 invoices to vendors in early November 2005 and March 2006.

Direct Express Services

The FEDLINK Direct Express Program now includes 59 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. The advantage for the customers and the vendors is the elimination of the process steps for setting up an IAG for the direct purchase of online services citing FEDLINK contract terms and conditions. The Direct Express Program generated 107 percent of the fee revenue initially anticipated in the budget and the forecast for Fiscal Year 2006. FEDLINK attributes the successful performance to procedures revised 2005 which strengthened program communication and control. These procedures improved the timeliness of vendor reporting and payment of fees to FEDLINK.

Budget and Revenue

During Fiscal year 2006, FEDLINK fee revenue from signed IAGs was approximately .7 percent, i.e. \$32,211, below Fiscal Year 2005 levels and was 2.9 percent, i.e. \$137,793 more than the FY 2006 budget. The FEDLINK fee revenue is expected to exceed program fiscal 2006 expenditure obligations by \$287,459.

Financial Systems

FEDLINK Member Services with the support of ITS completed the release of the Amendments Module for the Online IAG Customer Registration System. The amendments feature represents the last stage for automation of the requests for establishing and modifying customer agency agreements. It also allows customers and vendors to update their point of contact information and to review online data they have provided to FEDLINK within the parameters of the ITS security guidelines. The FEDLINK Systems Office collaborated with ITS to procure a new server to support the program's subsidiary FMS (SYMINT). To enhance the subsidiary system continuity of operations significantly, the new server was placed in the ITS operations environment and is maintained by ITS staff.

FEDLINK continued to implement processes for the eventual integration of its subsidiary FMS operations with the Library's central FMS (i.e., Momentum or its successor FMS). FEDLINK systems staff has continued their consultation with LS/APLO and ITS regarding options for replacing FEDLINK's aging document imaging system.

Financial Management, Reporting and Control

FEDLINK successfully passed the Library of Congress Financial Audit of Fiscal Year 2005 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, Strategic Planning

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, and 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. Associated with this effort, FEDLINK financial managers provided detail quarterly reconciliation reports of IAG billings, vendor obligations and payments for SYMIN versus Momentum transactions. FEDLINK also completed all aspects of Revolving Fund status reporting, including preparation, review, and revenue and expenses forecasts for the fiscal year accounting period.

Figure A: FLICC Working Groups

FLICC Awards Working Group

Chair: Mark Ziomek, U.S. Holocaust Memorial Museum

FLICC Budget and Finance Working Group

Chair: Carol Bursik, Department of Justice

FLICC Competitive Sourcing Working Group

Chair: Karen Kapust, Food and Drug Administration

FLICC Content Management Working Group

Co-Chairs: Rod Atkinson, Library of Congress
James King, Naval Research Laboratory

FLICC Education Working Group

Chair: Helen Sherman, Defense Technical Information Center

FLICC GPO Partnership Working Group (Ad Hoc)

Chair: Judith Russell, Government Printing Office

FLICC Human Resources Working Group

Co-chairs: Mary Boone, The Department of State
Greta Lowe, NASA

FLICC Nominating Working Group

Chair: Suzanne Ryder, Naval Research Laboratory

FLICC Policy Working Group

Chair: Judith Russell, Government Printing Office

FLICC Preservation and Binding Working Group

Chair: Robert Schnare, Naval War College

Figure B:				
FEDLINK Training Classes in FY2006	# Local	# students	# Onsite	# students
Connexion Browser for Current OCLC Catalogers	2	3		
Connexion Client Advanced Features	1	5		
Connexion Client For OCLC Catalogers	2	9	1	5
Copy Cataloging on OCLC	3	20		
FirstSearch Admin Module	1	4	1	5
Library Technicians' Workshop (USAER-HQ)			2	60
Navigating FirstSearch	1	5	1	5
Searching the WorldCat for Cataloging	3	16	1	5
Searching the WorldCat for Resource Sharing	4	12	1	5
WorldCat Resource Sharing Basics	5	23	2	5
WorldCat Resource Sharing Staff View	2	6	1	5
Training Totals	24	103	8	90

FLICC Educational Events for FY2006**Attendees**

The Embedded Librarian: Making and Leading the Team	23
General Counsels Forum/NIH Public Access Policy	34
FEDLINK Fall OCLC Users Group Meeting	51
FEDLINK Fall Membership Meeting	124
Federal Legislative History/ Federal Budget	35
Proving Ground for Information Architecture and Taxonomy	41
General Counsels Forum/Section 108 Study Group	32
Vendor Forum	25
Great Escape/DTIC	36
Soaring to Excellence 2006/Google and Your Patrons	26
Brown Bag/Pay Banding and Performance-Based Pay	36
2006 FLICC Forum	82
Soaring to Excellence 2006/Always a River Sometimes a Library	26
Brown Bag/ Libraries and Technology Collide: Simulation and Gaming	24
Human Centered Design: The Basics of Usability	33
Brown Bag/Standards Made the Web and Will Make the Library	42
Joint Spring Workshop	126
Great Escape/NASA Goddard Space Flight Center	15
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