Top 10 Reasons
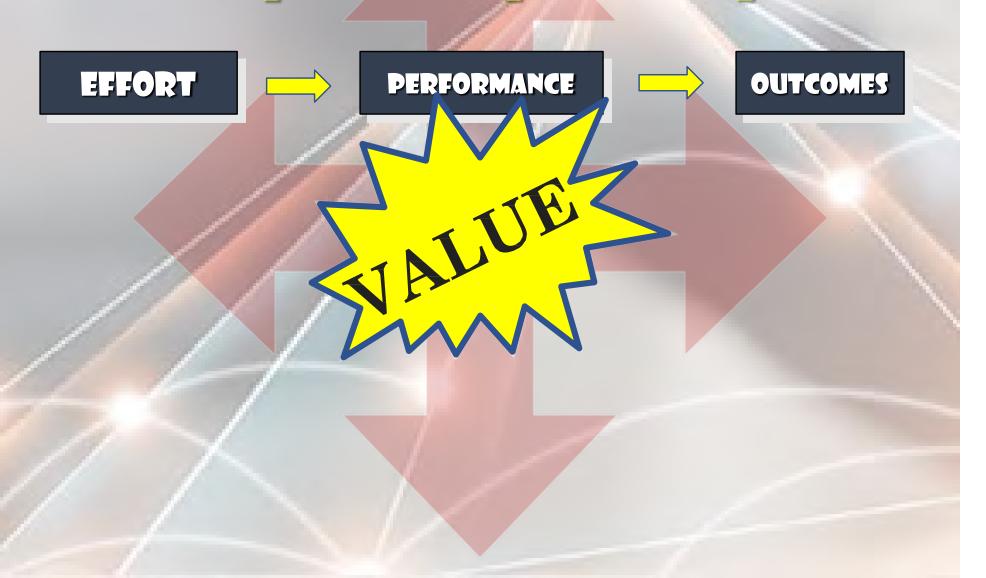## Federal Agencies Need Libraries

Federal libraries are stewards of institutional knowledge for the agency they serve. In the digital age, Federal Libraries

1. Disseminate the agency's intellectual capital internally and externally.

2. Promote equity by providing all employees with access to the authoritative information resources they need to succeed.

3. Achieve economies of scale.

4. Create access to unique collections curated for the agency's mission and collaborate with the federal information community to expand agency access exponentially.

5. Provide discovery at point of need, deploying technology to deliver information in all formats.

6. Are trusted knowledge hubs that provide cost effective information resources with a demonstrated return on agency investment.

7. Help agencies respect intellectual property rights.

8. Facilitate life-long learning and professional development, empowering employees to think critically about information needs, evaluate information resources for accuracy, and use them effectively in their work.

9. Offer research services that provide competitive intelligence and answers to elusive questions, save staff time, and magnify research output by creating mechanisms to share research products.

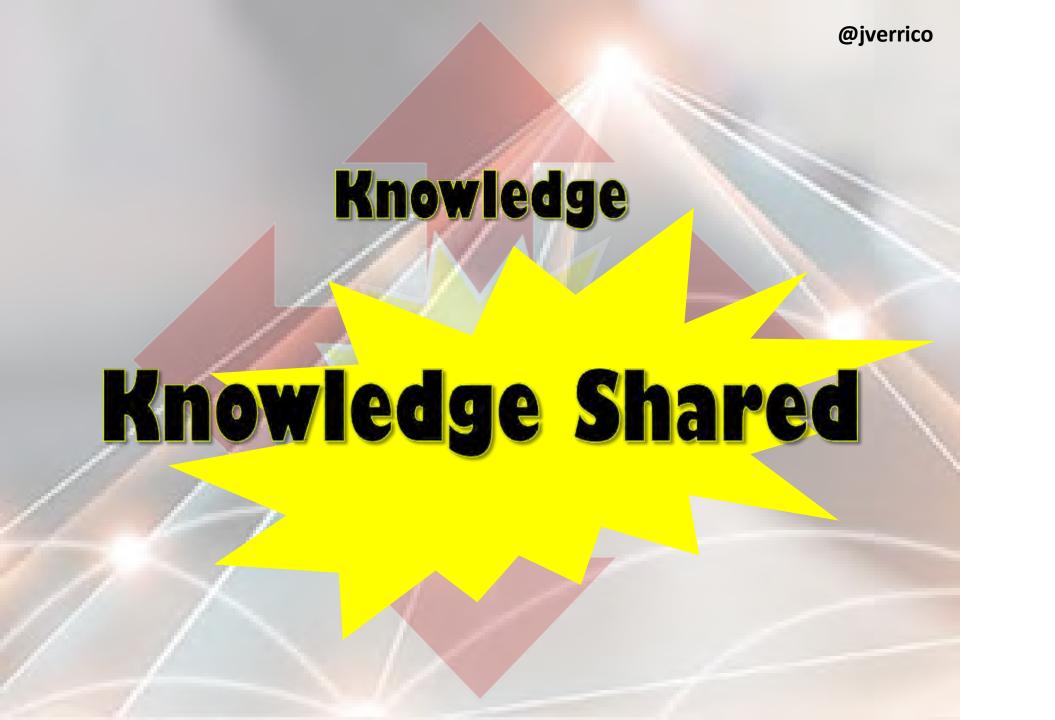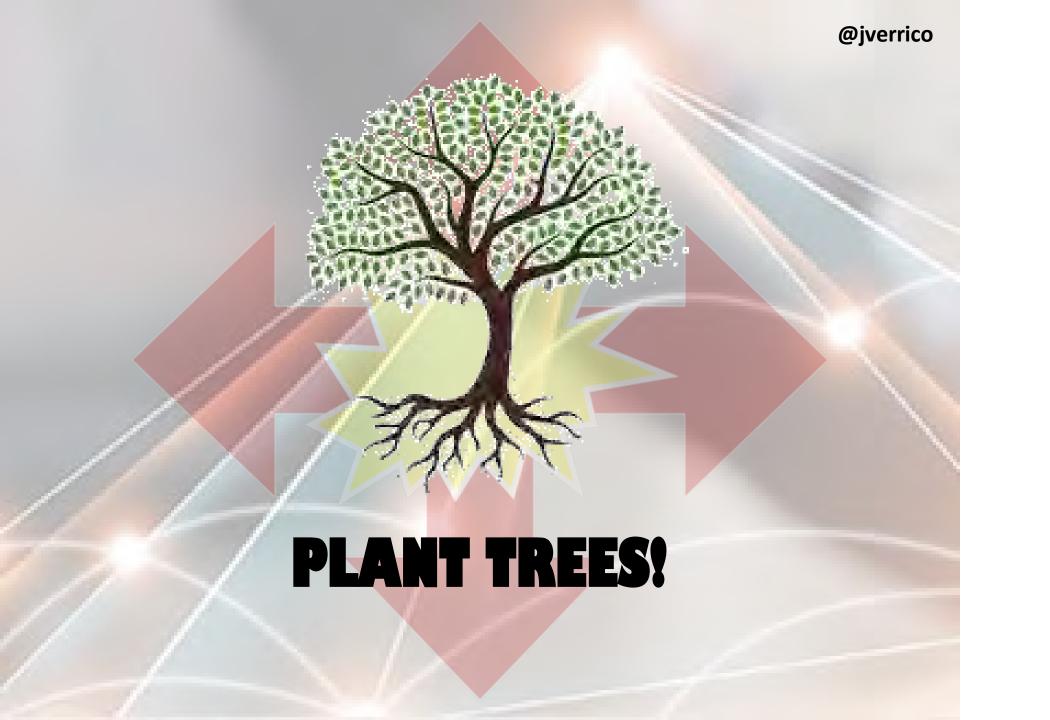10. Contribute to institutional effectiveness and mission success.

Created by the FEDLINK Library Leadership Working Group (6/2021)

FEDLINK LIBRARY OF CONGRESS

@jverrico

WE ENABLE YOUR SUCCESS

@jverrico

Audience	Motivation	Strategy
School children	Concern for future, environment, fun	Free trees! Stewardship, sow their own future
Home owners	Property value, beautification	Trees add value and beauty
Land developers	$$$$$$	It's the law - FCA, save $$$, we'll show you how to comply

Persuasive Communication

- Quickly establish credibility

- Create common ground

- Provide evidence supporting your value

- Connect on an emotional level

BRAG!
THE ART OF
TOOTING YOUR
OWN HORN WITHOUT
BLOWING
IT

PEGGY KLAUS
FORTUNE 500 COMMUNICATION COACH

The READ Scale
Recording
Effort, Knowledge, Skills, Teaching

Bella Karr Gerlich, PhD

Texas Tech University

The READ Scale ©

- **R**eference or Research or…..

- **E**ffort

- **A**ssessment

- **D**ata

  A six point (1 - 6) sliding scale that asks librarians to assign a number based on effort / knowledge / skill / teachable moment instead of a hash mark after a transaction.

  A US national study in 2007 of 14 academic libraries has since expanded to more than 350 known worldwide institutions using the Scale

The READ (Reference Effort Assessment Data) Scale © Bella Karr Gerlich

Why the READ Scale?

- Research evolved from dissertation
- 'Reference' work is a primary function – but not acknowledged statistically
- Recent data gathering initiatives focused on user satisfaction
- Lacking expert, or "LPOV" view
- Stats are down – isn't that bad?
- Administrators wanting narratives, outcomes, and ROI for resources
- Administrators not knowing what we do

ARL Spec Kit

A 2002 ARL survey of member libraries reported a "general lack of confidence in current data collection techniques";

The study remarked on declining transactions but noted that the librarians' feeling of 'being busier than ever' contributed to the librarians' observation that data collected 'does not accurately reflect their own level of activity'.

ARL SPEC Kit 268, Reference Services & Assessment, 2002

Traditional Reference or Research Statistics

Categories Typical – examples:

"Reference" question
"Directional" question
"Technical" question

Approach Type recorded – examples:

"Walk-up, or In-Person"

"Off-desk"
"Phone"
"Email"
"Chat"

Traditional Reference or Research Statistics

/ /

(Hash mark)   (Hash mark)

The READ Scale

- 1 – Man off the street can answer – no 'library' knowledge
- 2 – Library training needed
- 3 – Ready Reference, degree or equivalent training / experience needed
- 4 – Consultation efforts, instruction, time, resources
- 5 – Number 4 plus referrals, time, subject specialization needed, multiple resources, interdisciplinary approaches
- 6 – Number 5 plus time, depth / breadth of knowledge / expertise, significant interaction, can't be answered 'on the spot', primary resources, outside services, etc.

Benefits and Practical Applications

- Reporting / Statistics
- Training / Continuing Education
- Outreach
- Renewed Personal & Professional Interest

Research / Statistics

- Develop Narrative Statistics. Records hidden work.
- Add Staff. Can demonstrate need for additional personnel.
- Time. Estimate or actual real time statistics for effort working with patrons.
- Add Common Question DB.
- Comparisons with like institutions who use the Scale.
- ROI. Record dbs used during transaction.

Training / Continuing Education

- **New / old staff.** Develop a training regimen and monitor referrals.

- **Continuous learning.** Writing down any questions or problems that elicit an assignment of a category of 4 or higher at the service point and share with colleagues.

Outreach Awareness

- Off-desk statistics are often not recorded.
- Demonstrates subject specialization knowledge / needs of the campus.
- Where statistics are low, outreach activity could be re-examined, surveys taken, etc in that particular area and services redesigned as needed.

Renewed Personal & Professional Interest

- Self Assessment / Reference / Research etc as Activity
- Staff can rate their effort / knowledge / skills as appropriate.
- Gives recognition to primary functions and can be compared to other libraries / librarians using the Scale.
- Acknowledges the activities most important to staff in terms of job satisfaction: helping users and detective work.
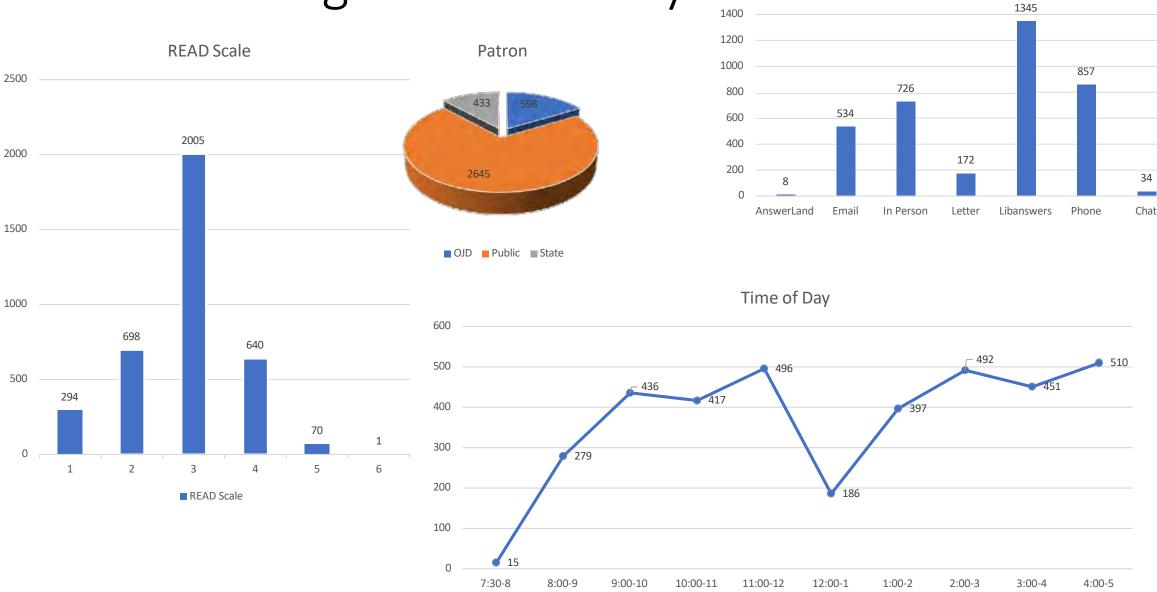
Examples from the Field

Texas Tech

READ Scale	READ RIO	READ Arch	READ Circ	READ SWC*	READ Chat*	READ Sub Q**	READ SMS*	READ Collection & Assessments	READ ETDs Digital Resources	READ Makers pace	Totals
1	807	243	2432	42	168	124	120	6	14	110	4066
2	723	177	1436	146	323	134	34	4	37	85	3099
3	1593	165	687	262	539	327	313	0	20	60	4051
4	449	29	23	481	149	85	24	1	4	26	1271
5	166	12	8	223	24	17	6	0	8	34	524
6	96	2	2	97	26	13	8	0	0	14	258
TOTAL (for Dept)	3,834	608	4,588	1,296	1,226	700	505	11	83	329	13,269

Per transaction average: 1=5 min; 2 = 10 min; 3 = 30; 4 = 40; 5 = 60; 6 = 90; the numbers above represent **4,657 hours or 582 8-hour** workdays in FY18, not taking into consideration breaks and holidays; in FY17 the number was **537 8-hour** workdays.

U Nebraska Lincoln
Observations / Conclusions

- Questions are more difficult than expected
- Tough questions lead to "instruction moments"
- Its rewarding to document the hard work
- Captures 'hidden' data about the nature of reference transactions
- Powerful tool especially when coupled with other assessments
- Participatory assessment that invokes meta-analysis of the work we do

State of Oregon Law Library

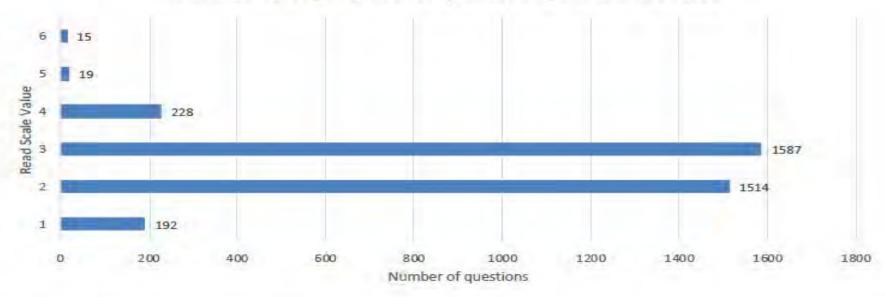# SUNY Albany

READ Scale Impacts

Staffing

- READ Scale 1-2 vs. 3-6
- Equipment questions vs. reference questions
- Confirms graduate student staffing
- Confirmation of real reference work

Environment and Climate Change Canada / Government of Canada

We found the READ scale to be very useful for our chat reference analysis! We completed the review in the summer and the READ scale gave us a good insight into the difficulty level of questions being typically asked via our chat service. It was particularly helpful to have the examples of questions at each level. This saved us a lot of time as we did not have to develop an in-house measurement system with examples.

Lauren van Rassel, MLIS Systems and Client Services Lead, Corporate Services and Finance Branch - Environment and Climate Change Canada / Government of Canada

RESULTS

Reference Survey: Number of questions by READ Scale value

- 80% of interactions occurred face-to-face
- Time spent per question in minutes:

Circulation- < 3   Reference- 4.13   Children's-4.66   Technology- 5.15

Small Business Information Center- 75.24   Social Media- 5.50

- 291 hours spent answering questions
- Total Questions:

Reference- 2843   Children's- 672   Circulation- 321   SBIC- 25

Technology- 13   Social Media- 2

Cecil County
Public Library

APPLICATIONS

Staffing and Operational Insights

Identify Commonly Asked Questions=Create Pathfinders

Internal and External Trendspotting

Identify Training Needs

ADVOCACY! How do we position the library more visibly as the community's most trusted resource for information?

my library my lifeline®

Cecil County
Public Library

Georgia College
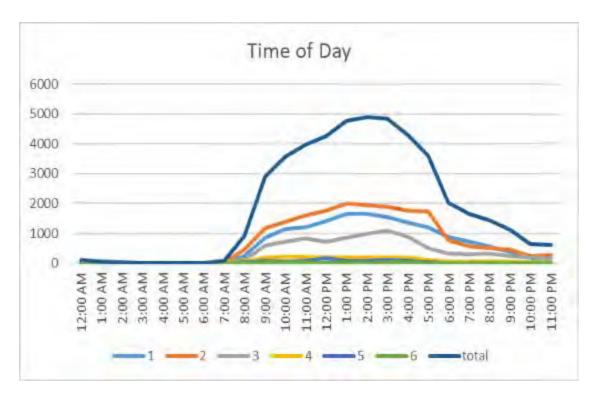
- Used at Circulation Desk

- Change in reference desk staffing = happy librarians and better utilized / trained circulation staff

- Increased training in Special Collections – 1, 3 or 6?

Dominican University

- Circulation (Voyager & Referrals)
- Training graduate students
- Used for evaluation
- Record common questions to build FAQ db
- Used for recording levels of resolution for resource / IT issues

Using READ Data UIUC

READ Scale Totals

Time of Day

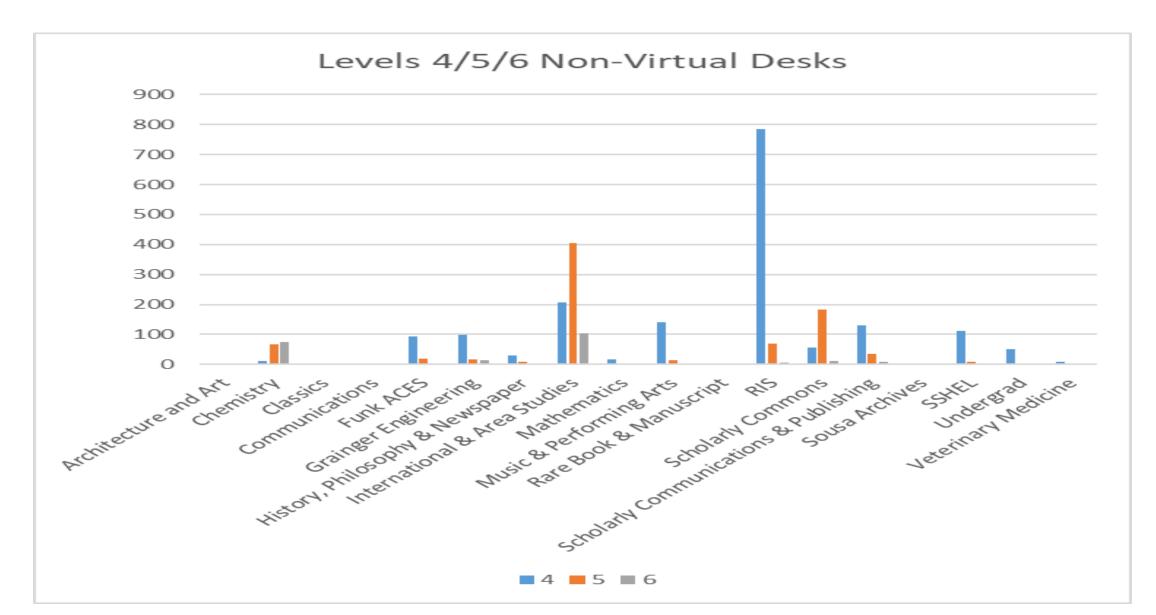# High level staffing requirements UIUC

Levels 4/5/6 Non-Virtual Desks

A Law Librarian from NYC...

At first the business of writing up each query seemed a bit tedious, and in fact two of my colleagues passed on the opportunity to participate in the pilot project, averring that simply counting the number of queries received should be enough.

For me, however, the process became significant. I noticed that even when I was highly involved with a query, with research, recording the query and assigning it a place in the continuum from directional to multi-source research quieted my emotional response.

With Read Scale, self-praise and self-review are built in. You can compare your response to others in the group, and to others of your own. A Read Scale 6 is worthy of much self-appreciation; even a Read Scale 3 is satisfying. All those "little ones" -- directional or simple -- shrink in importance.

Sisters of Mercy of North America – able to add staffing:

- 344.5 Hours or 9.2 weeks (01/12-04/13)
- 21.5 Hours per month
- 51% of time allocated to 13% of inquiries (READ Scale 4-6)
- 49% of time on 87% (READ Scale 1-3)
- 174.3 hours
- 170.2 hours

Other Applications

Texas Tech

READ Scale	READ RIO	READ Arch	READ Circ	READ SWC*	READ Chat*	READ Sub Q**	READ SMS*	READ Collection & Assessments	READ ETDs Digital Resources	READ Makerspace	Totals
1	807	243	2432	42	168	124	120	6	14	110	4066
2	723	177	1436	146	323	134	34	4	37	85	3099
3	1593	165	687	262	539	327	313	0	20	60	4051
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5	166	12	8	223	24	17	6	0	8	34	524
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READ Scale Collection Development

1	2	3	3	4	4	5	6
		ATS	**APRCA**	**ATS**	**APRCA**	**APRCA**	
		request to add/deaccession item: search library catalog, IR follow collection policies; consult with liaison, department +1	Ted Stevens collection: subject-specific articles added to collection				
				request to add/deaccession item: search multiple sources (library catalog, OCLC, Ulrichs, AtoZ, LibAcq Sites, other IRs, department webpages); holdings information referral; meet with liaison/department; run reports to analyze holdings (+1) depending on effort, skills, time needed to make decision	APRCA: add item to collection/addition to existing collection - quick assessment, decision easily made +1 depending on size of collection, formats, condition, time and effort and technology - paperwork, restrictions, etc.		
						archival appraisal/collection development: depending on size of collection, formats, condition, time and effort and technology - paperwork, restrictions, foreign language, publisher/vendor interactions, etc. +1	

READ Scale

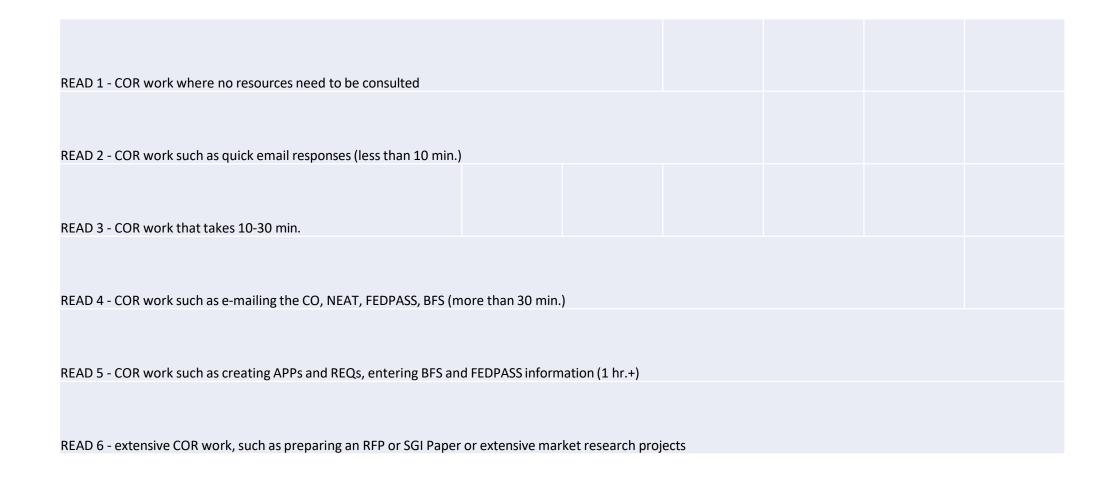|	
Level 2 •Student assistant level - training •Minimal specific knowledge, skills or expertise •Nominal resource consultation	•Labeling •Refoldering/boxing/numbering •Searching bibliographic databases •Identifying appropriate records
Level 3 •Staff entry level - training •Requires some effort and time •Use of general bibliographic sources - ILS, OCLC, etc. •Training and experience	•Creating of finding aids and brief records •Downloading/uploading records •Modify/add/delete records •Special collections assessment •Cleanup/repair of media formats •Participate in training sessions/conferences

U.S. Nuclear Regulatory Commission, OCIO, Governance and Enterprise Management Services Division,
FOIA, Library, and Information Collections Branch
Contracting Officer Representative work

READ 1 - COR work where no resources need to be consulted

READ 2 - COR work such as quick email responses (less than 10 min.)

READ 3 - COR work that takes 10-30 min.

READ 4 - COR work such as e-mailing the CO, NEAT, FEDPASS, BFS (more than 30 min.)

READ 5 - COR work such as creating APPs and REQs, entering BFS and FEDPASS information (1 hr.+)

READ 6 - extensive COR work, such as preparing an RFP or SGI Paper or extensive market research projects

Implementing the Scale

Exercise

- Answer questions as instructed as you would if helping a patron, assigning a READ Scale number to each
  - List all resources you might use (or could think of)
  - And how long it might take (guessing is fine!)
- There are not right or wrong answers – and we won't be checking at the end – just comparing the Scale assignments

Sample Questions

For each question:

Answer the question

Record the process / steps / resources used in answering the question

Estimate amount of time (rounded up)

Assign a READ Scale number based on their effort / knowledge in answering the question

Please remember that the READ Scale is a self-evaluative exercise designed to record your effort / knowledge / skills / teaching when responding to questions / research needs. This also means that in the case of where extraordinary customer service skills are utilized, participants should take this into consideration when ranking. *(Where might that happen?)*

Consider Level 3 as 'Ready Reference'.

Question: *I have a laptop – where can I print?*

Effort/how to answer…   Estimated time spent…

READ Scale ranking:

Question: *I need a translation for an Italian aria.*

Effort/how to answer….Estimated time spent….

READ Scale ranking:

Question: *I need a list of drugs that affect lymph flow or lymph vessel contractions.*

Effort/how to answer….Estimated time spent….

READ Scale ranking:

Distribution of the Sample Questions & Key

- Assign a Coordinator and or Group

- Select at least four questions from those provided, and assign another six from your own making that include all 1 – 6 rankings, including some that are unique to your institution
  - a noted collection, perhaps or law school – and so on

- Remind participants this is self-evaluative about effort, knowledge etc., and so our *customer service* also comes into play

- When in doubt, round up – we always rate ourselves too low

- Distribute questions, Scale, instructions and have them returned anonymously

Coordinator Training and Planning Outcomes

Who to train

How to train

How to record
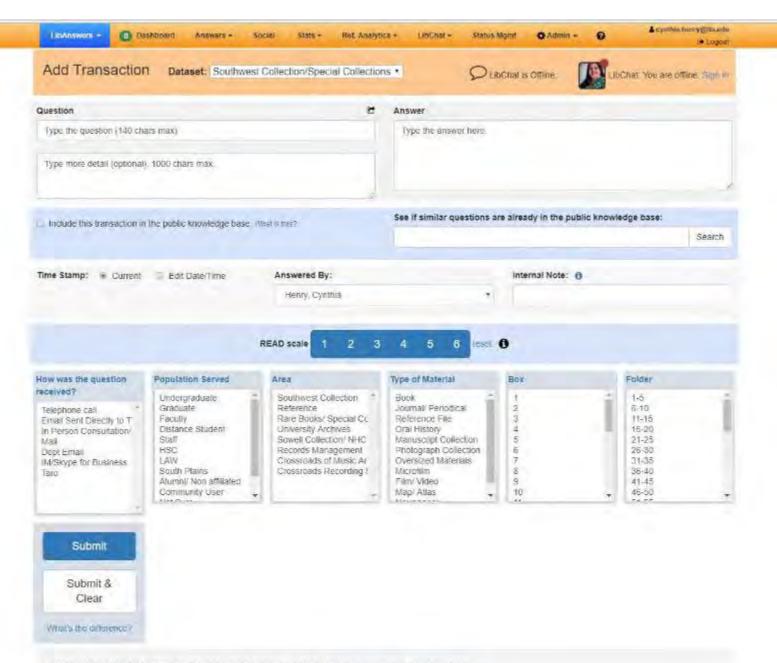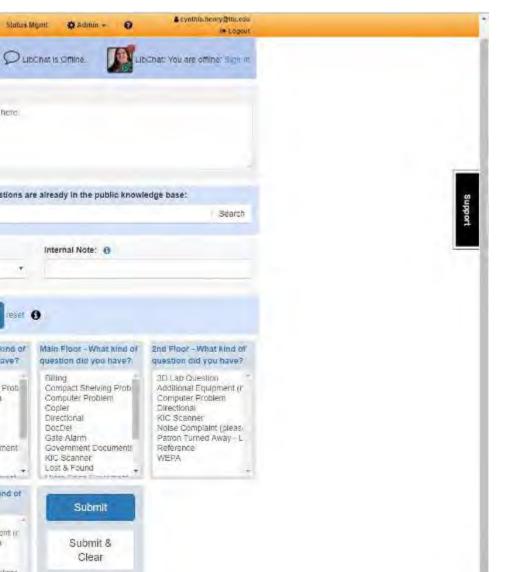
How to recalibrate

How to evaluate

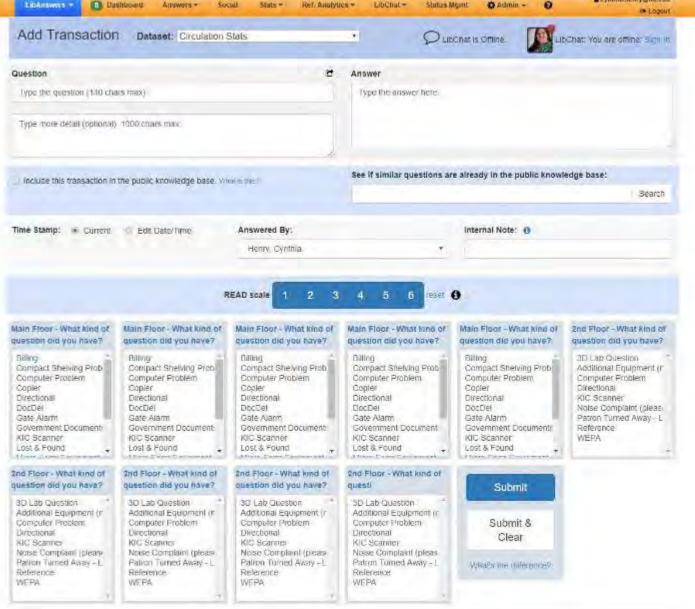How to analyze

Different Ways to Record the READ Scale

Using REFanalytics / LIBstats

Add Transaction   Dataset: Southwest Collection/Special Collections ▾

💬 LibChat is Offline.   LibChat: You are offline. Sign in

Question   ⤴

Type the question (140 chars max)

Type more detail (optional). 1000 chars max.

Answer

Type the answer here.

☐ Include this transaction in the public knowledge base. *What is this?*

See if similar questions are already in the public knowledge base:

Search

Time Stamp: ◉ Current   ◯ Edit Date/Time

Answered By:

Henry, Cynthia ▾

Internal Note: ❶

READ scale   1   2   3   4   5   6   reset ❶

How was the question received?	Population Served	Area	Type of Material	Box	Folder
Telephone call	Undergraduate	Southwest Collection	Book	1	1-5
Email Sent Directly to T	Graduate	Reference	Journal/ Periodical	2	6-10
In Person Consultation/	Faculty	Rare Books/ Special Co	Reference File	3	11-15
Mail	Distance Student	University Archives	Oral History	4	16-20
Dept Email	Staff	Sowell Collection/ NHC	Manuscript Collection	5	21-25
IM/Skype for Business	HSC	Records Management	Photograph Collection	6	26-30
Taro	LAW	Crossroads of Music Ar	Oversized Materials	7	31-35
	South Plains	Crossroads Recording S	Microfilm	8	36-40
	Alumni/ Non affiliated		Film/ Video	9	41-45
	Community User		Map/ Atlas	10	46-50

Submit

Submit & Clear

What's the difference?

NOTE: If any of the fields above do not apply, simply leave them blank. Click here to unselect the above fields.

Add Transaction   Dataset: Circulation Stats   ▾

💬 LibChat is Offline.   LibChat: You are offline. Sign in

Question ⬈

Type the question (140 chars max)

Type more detail (optional) 1000 chars max

☐ Include this transaction in the public knowledge base. What is this?

Answer

Type the answer here.

See if similar questions are already in the public knowledge base:

Search

Time Stamp: ● Current   ○ Edit Date/Time   **Answered By:**   **Internal Note:** ❶

Henry, Cynthia ▾

READ scale [1] [2] [3] [4] [5] [6] reset ❶

Main Floor - What kind of question did you have?
Billing
Compact Shelving Prob
Computer Problem
Copier
Directional
DocDel
Gate Alarm
Government Document
KIC Scanner
Lost & Found

Main Floor - What kind of question did you have?
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Compact Shelving Prob
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Main Floor - What kind of question did you have?
Billing
Compact Shelving Prob
Computer Problem
Copier
Directional
DocDel
Gate Alarm
Government Document
KIC Scanner
Lost & Found

2nd Floor - What kind of question did you have?
3D Lab Question
Additional Equipment (r
Computer Problem
Directional
KIC Scanner
Noise Complaint (pleas
Patron Turned Away - L
Reference
WEPA

2nd Floor - What kind of question did you have?
3D Lab Question
Additional Equipment (r
Computer Problem
Directional
KIC Scanner
Noise Complaint (pleas
Patron Turned Away - L
Reference
WEPA

2nd Floor - What kind of question did you have?
3D Lab Question
Additional Equipment (r
Computer Problem
Directional
KIC Scanner
Noise Complaint (pleas
Patron Turned Away - L
Reference
WEPA

2nd Floor - What kind of question did you have?
3D Lab Question
Additional Equipment (r
Computer Problem
Directional
KIC Scanner
Noise Complaint (pleas
Patron Turned Away - L
Reference
WEPA

2nd Floor - What kind of questi
3D Lab Question
Additional Equipment (r
Computer Problem
Directional
KIC Scanner
Noise Complaint (pleas
Patron Turned Away - L
Reference
WEPA

[Submit]

[Submit & Clear]

What's the difference?

Statistic sheet recording example (hourly, daily)

	Walk up Directional	Walk up Reference	Phone Directional	Phone Reference	Email	Chat
9 – 10 am	1, 2, 1, 1			3		
10 – 11 am	1	3, 2, 2	1		3	

Statistic sheet example where multiple categories are recorded (hourly, daily)

	Databases	Technology	Paper	Reference	Directional	Instruction	Email	READ Scale
9 -10 am	/ /	/		/		/	/	3 4
10 -1 1 am	/			/	/ /	/		3 1 1

Off Desk statistic sheet recording example (weekly)

	Walk in	Phone	Email	Chat
9 – 10 am	3, 12/5 2, 12/7			
10 – 11 am			3, 12/5 3, 12/6	
11 – 12 n				
12 – 1 pm	4, 12/9			
1 – 2 pm		2, 12/5		
2 – 3 pm				3, 12/6
3 – 4 pm	2, 12/1			
4 – 5 pm			5, 12/7	
5 – 6 pm				

Using Google Forms

Using an Access Database

ID	Month	Day	Year
509	May	09	2013

Inquiry

I am doing a genealogical search of my family. An aunt, Sister Mary Genevive (formerly Mary C Tierney) was a Sister of Mercy at Saranac Lake (at least she was there in 1921). She passed away, I believe, in 1931 in Buffalo. It has almost been 100 years, but if you have any information on her. I would love to add to the family tree to share with future generations. Kind regards.

Action Taken

Looked her up in the database and went to her deceased file. Scanned member card and e-mailed it to patron.

Inquiry Source	Inquiry From	Mode of Inquiry	Time Taken
External	Archival/Historical Request	E-Mail	15

Collections Used

New York/Hartsdale

Answered by	Name of User	Contact Info	
Grant Gerlich	Tim Daly	tdaly@deloitte.com	

Location of User-City	Location of User-State	Country	READ Scale
Shrewsbury	MA	USA	2

Answer Key

Question: *I have a laptop – where can I print?*

Effort/how to answer…   Estimated time spent…

READ Scale ranking: **2**

Question: *I need a translation for an Italian aria.*

Effort/how to answer….Estimated time spent….

READ Scale ranking: **3**

Question: *I need a list of drugs that affect lymph flow or lymph vessel contractions.*

Effort/how to answer….Estimated time spent….

READ Scale ranking: **4-5**
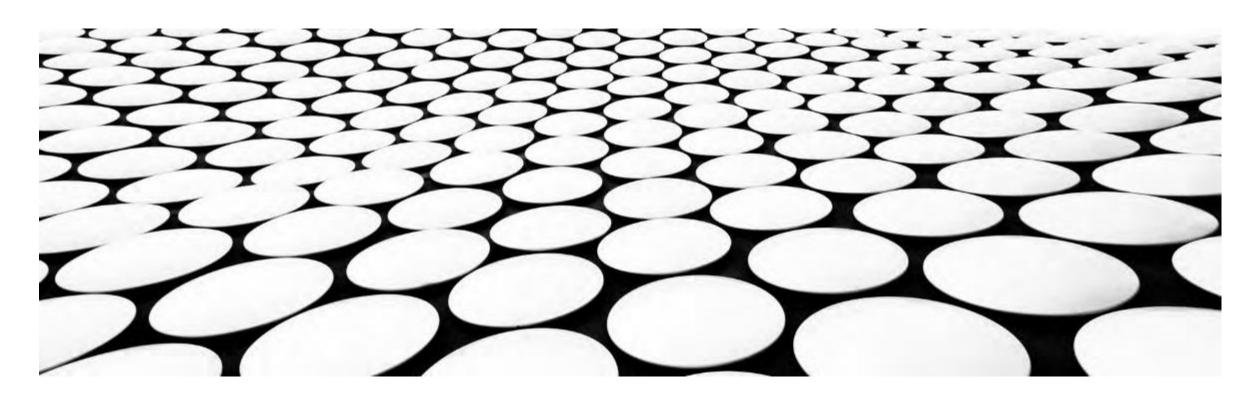
Thank you!

Bella
Bella Karr Gerlich, PhD

Contact me at bella.k.gerlich@ttu.edu for an Implementation Document with sample questions.
Go to: readscale.org for more information

USAGE METRICS: BEYOND COST PER USE

TASHA MELLINS-COHEN

COST PER USE
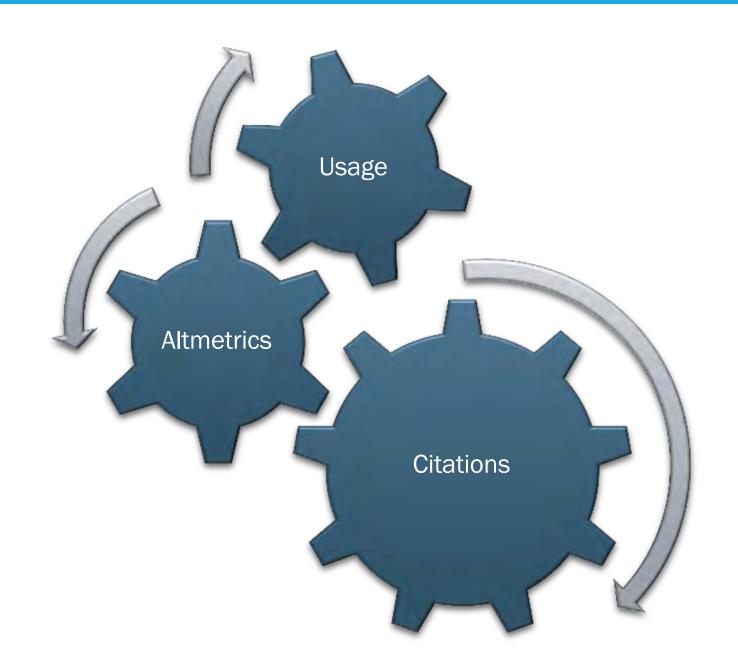
Price ÷ Unique_Item_Requests = Cost per use
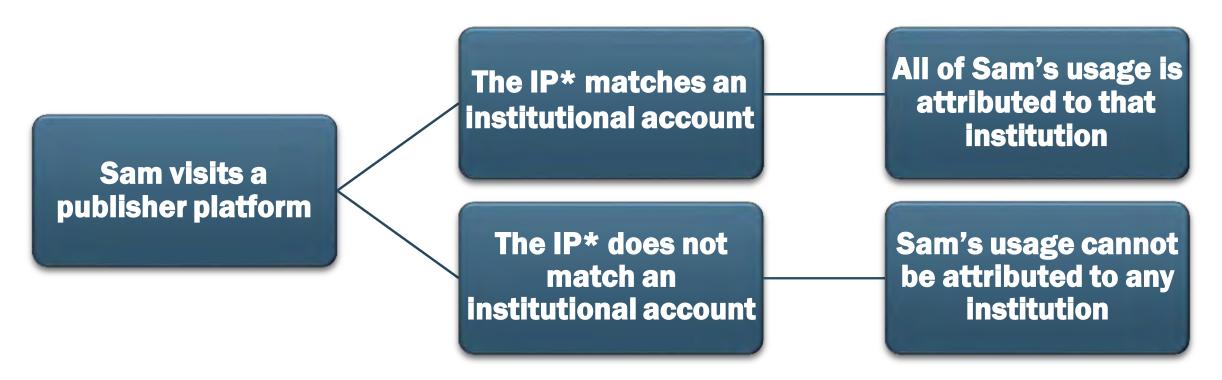
IMPACT:
THE DEMONSTRABLE CONTRIBUTION THAT EXCELLENT RESEARCH MAKES TO SOCIETY AND THE ECONOMY

IMPACT METRICS

OPEN ACCESS:
WHERE IT IS NOT POSSIBLE TO IDENTIFY USAGE BY INDIVIDUAL INSTITUTIONS, IT SHOULD BE ATTRIBUTED TO "THE WORLD"

IDENTIFICATION

Sam visits a publisher platform

The IP* matches an institutional account → All of Sam's usage is attributed to that institution

The IP* does not match an institutional account → Sam's usage cannot be attributed to any institution
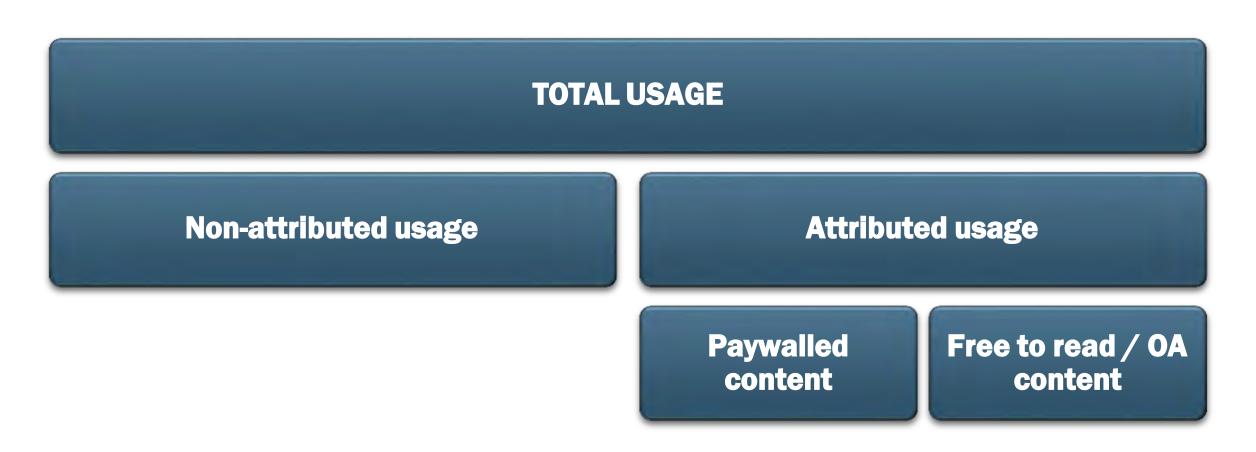
*Recognizing IP ranges is a common method of authentication.
There are others, including Shibboleth, username/password, and GETFTR

DATA PROTECTION
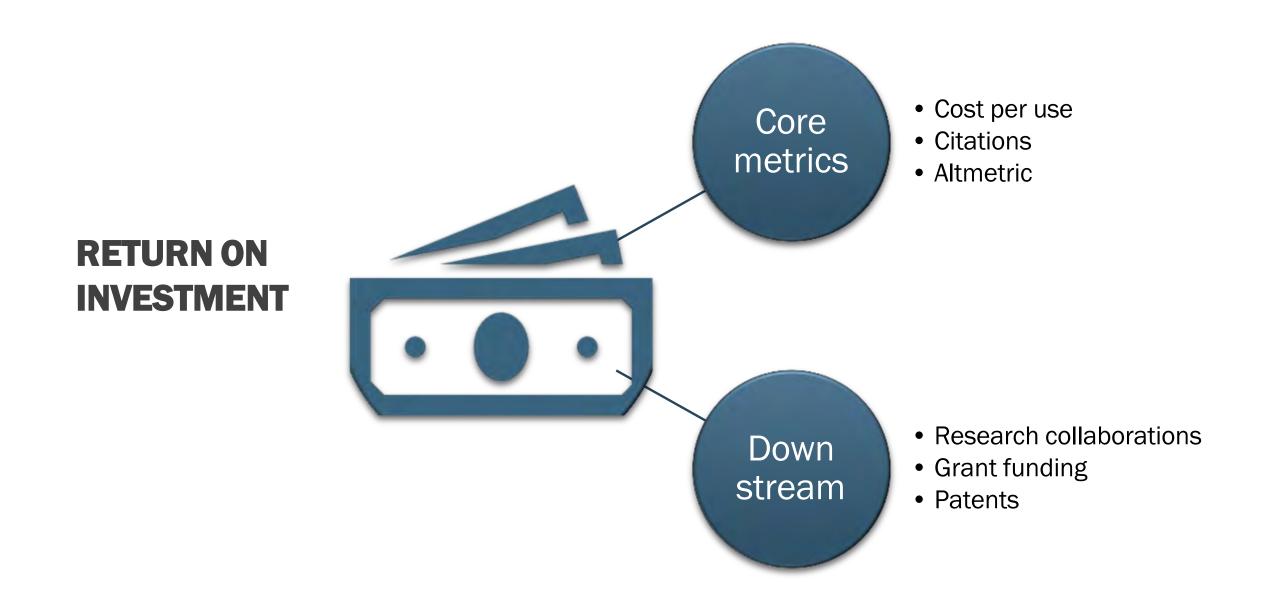
The COUNTER Code of Practice is clear that content providers are responsible for ensuring they comply with the relevant privacy and data protection laws on processing data.

ATTRIBUTION

TOTAL USAGE

Non-attributed usage

Attributed usage

Paywalled content

Free to read / OA content

NEW WAYS OF WORKING

ITEM-LEVEL REPORTING

Platform Report   Title Report   Database Report   Item Report

THANKS FOR LISTENING

TO GET INVOLVED, CONTACT TASHA.MELLINS-COHEN @COUNTERUSAGE.ORG

Demonstrating Value to ALL Your Library's Stakeholders

Carol Ottolenghi, Director of Research & Library Services, Ohio Attorney General's Office

Marketing the Library

=
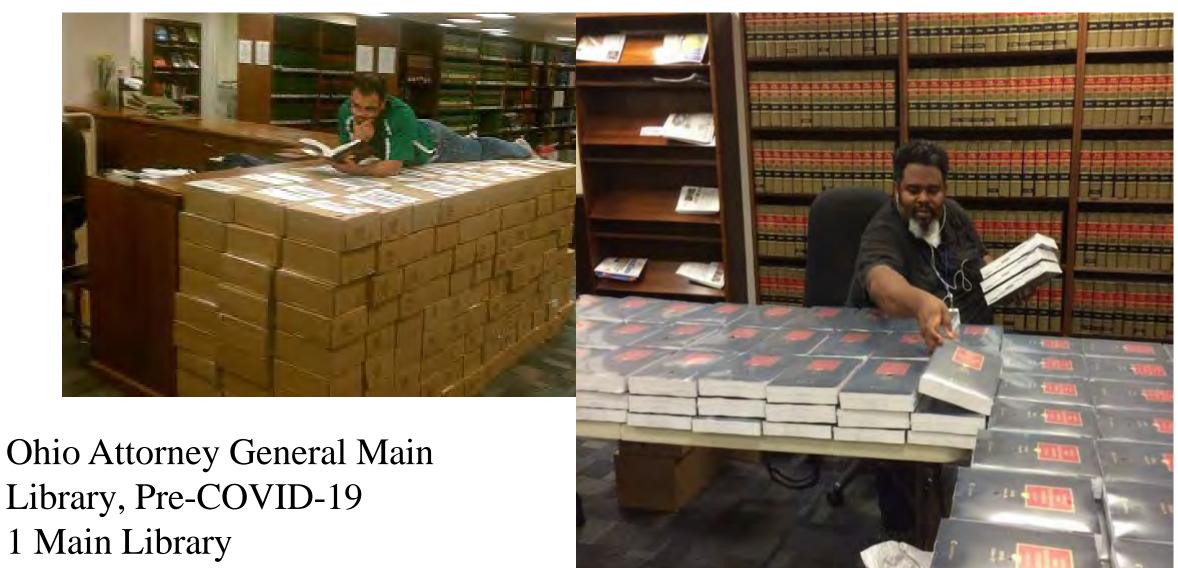
Convincing people to spend scarce resources on the Library

Intentional Marketing is

a unified marketing approach

that helps your library

be seen doing good work
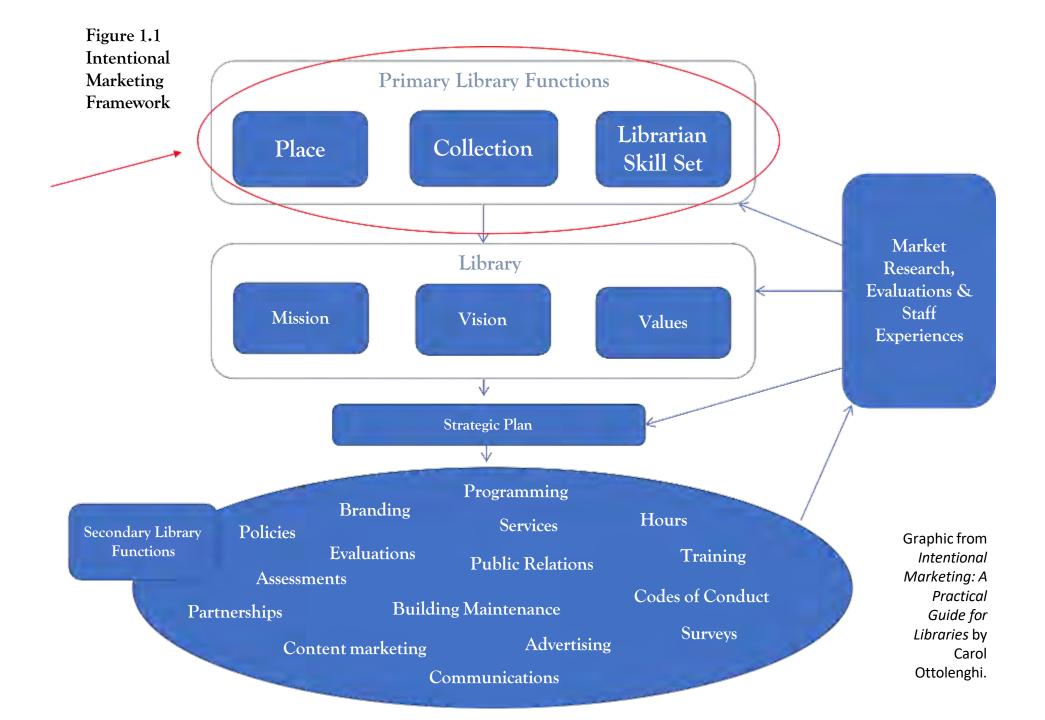
Ohio Attorney General Main
Library, Pre-COVID-19
1 Main Library
27 Section/location-specific
libraries

Ohio Attorney General Main Library, Post-COVID-19

By the numbers:

- 110 bookcases & 7 library tables with chairs donated to 5 public libraries, 3 school libraries, 1 other state agency, & 1 county historical society
- 6312 books and other materials withdrawn and offered to staff for at-home office use
- 12 out of 27 section-specific libraries combined to save space and money

Figure 1.1 Intentional Marketing Framework

Primary Library Functions

Place

Collection

Librarian Skill Set

Library

Mission

Vision

Values

Market Research, Evaluations & Staff Experiences

Strategic Plan

Secondary Library Functions

Programming
Branding
Services
Hours
Policies
Evaluations
Public Relations
Training
Assessments
Codes of Conduct
Partnerships
Building Maintenance
Surveys
Content marketing
Advertising
Communications

Graphic from *Intentional Marketing: A Practical Guide for Libraries* by Carol Ottolenghi.

KNOW

- What We Are Selling

- To Whom We Are Selling It

- What Matters **TO THEM**

Biddeford, Me. Main St.

SEEING BIDDEFORD

WIRELESS

BEACHWOOD

OLD ORCHARD

OLD ORCHARD

SUBWAY TO SACO

BIDDEFORD POOL

Published by T. L. Evans & Co.   Biddeford, Me., in the Future.

TASK   TUTORIAL

From outer space to oversized produce to futuristic cities, these pre-Photoshop **Fantastic Scenes** symbolize feelings of optimism and abundance of the early 1900s.

CAPTION/TITLE

Is there a caption? Click the tool below to draw a rectangle around it, then transcribe the text.

Caption/Title   0 drawn
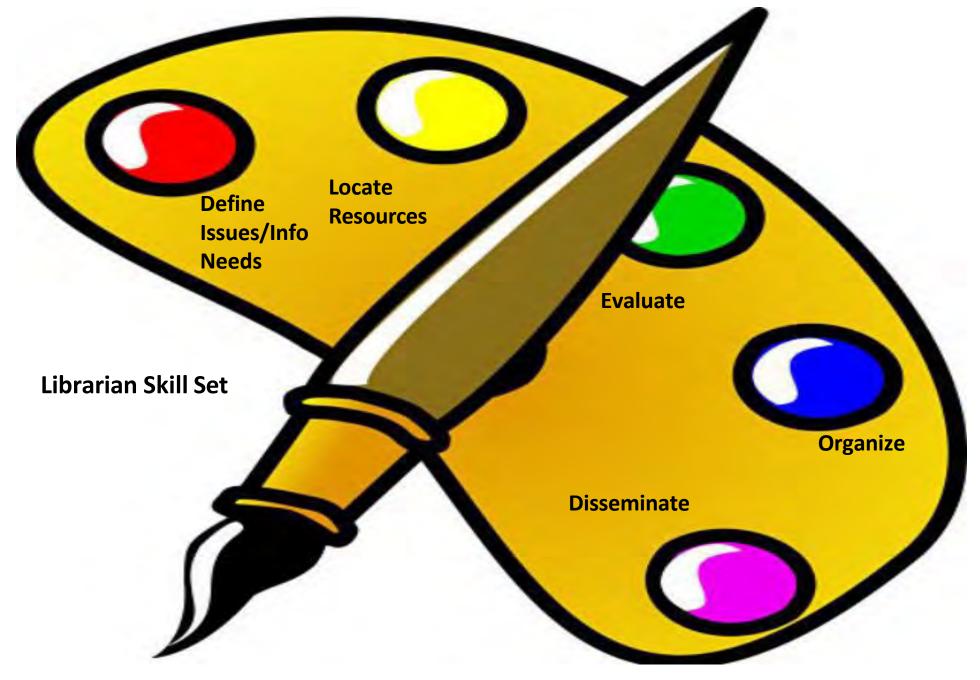
No caption? Then devise a brief, descriptive title for the postcard image, e.g. Tractor pulling giant ear of corn

Next →

The Newberry has "crowd-sourced" the tagging and transcription of its digital postcard collections to help researchers study 20th-century visual culture

Librarian Skill Set

Define Issues/Info Needs

Locate Resources

Evaluate

Organize

Disseminate

Graphic from *Intentional Marketing: A Practical Guide for Libraries*.

TO WHOM ARE YOU SELLING?
(Who Are Your Stakeholders?)

- Your Staff

- Your Users

- Your Potential Users

- The People Who Can Really Mess with Your Budget

Figure 1.1 Intentional Marketing Framework

Primary Library Functions

Place

Collection

Librarian Skill Set

Library

Mission

Vision

Values

Strategic Plan

Market Research, Evaluations & Staff Experiences

Secondary Library Functions

Programming

Branding

Policies

Services

Hours

Evaluations

Public Relations

Training

Assessments

Building Maintenance

Codes of Conduct

Partnerships

Surveys

Content marketing

Advertising

Communications

Graphic from *Intentional Marketing: A Practical Guide for Libraries* by Carol Ottolenghi.

If you talk to a man in a language he understands,
that goes to his head.
If you talk to him in his language,
that goes to his heart.

– Nelson Mandela

What Matters to Our Stakeholders (Not Us)?

Demonstrating Value to People Who Didn't Know They Needed Your Library

For Example,

❖ The Issue as Viewed by the Legislators is to Improve Re-election Chances

❖ Your Library's Information Needs Related to that Issue
- Who Are the Legislators' Targeted Constituent Groups?
- What Resources Does Your Agency Produce that Could Be Used by the Legislators' Targeted Constituent Groups?
- How Can You Convince Legislators that Providing Constituents with Useful Resources Will Improve Re-election Chances ?

Librarian Skill Set

Define Issues/Info Needs

Locate Resources

Evaluate

Organize

Disseminate

Graphic from *Intentional Marketing: A Practical Guide for Libraries*.

Leading and Legacy
- Network Hub – connect with internal and external partners and stakeholders
- Engagement – use your network to share, inform and influence
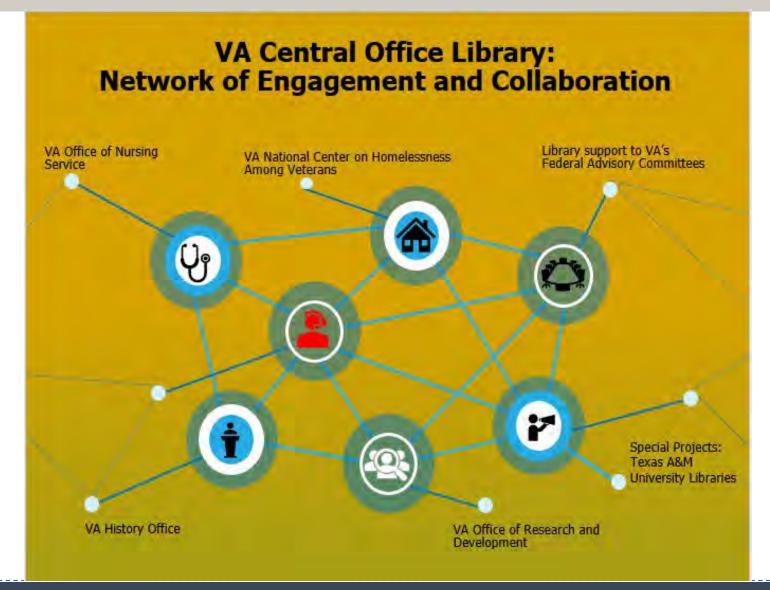
Standout
- Authenticity – at the risk of being a maverick
- Branding – opinionated and unapologetic as a subject matter expert
- Personality – doesn't eclipse performance but will hinder it

Whole is greater than the sum of its parts
Vision – must be in alignment with the Agency's mission, vision, core values and goals

Choose VA

VA | U.S. Department of Veterans Affairs

VA Central Office Library: Network of Engagement and Collaboration
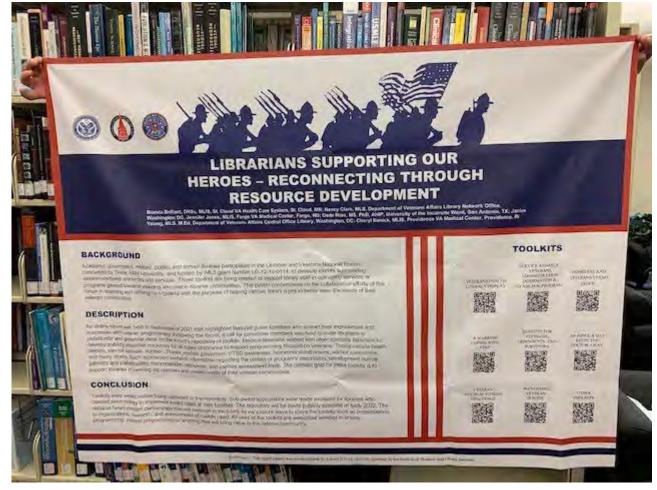
Clark County Law Library
Homeless Stand Down

[VA librarians working to get Veteran information to community libraries - VAntage Point](#)

"When I tell people I went to library school, the most common reaction is either "You're joking, right?" or "They have schools for librarians? Do they teach you how to properly sssh people?"

— Scott Douglas

Janice M. Young, MLS, M.Ed.
Director, VA Central Office Library
Janice.Young@va.gov

Choose VA

VA | U.S. Department of Veterans Affairs

Ralph J Bunche Library:
Collection Development Policy Update

Aimee Viola
Research Librarian
violaajm@state.gov

Library
RALPH J. BUNCHE
Start here. Go anywhere.

The Ask

- Ebooks vs print
    - Provide guidelines for when to purchase which format

- General update to policy

The Working Group

- Made up of representatives from Reference and Acquisitions

- Met over the course of a year

- Presented recommendations to library leadership

- Socialized the new policy with library staff

Major Updates

- Core collection definition

  At the heart of the Bunche Library is a core collection built by generations of librarians, historians, and department experts. This core collection is a source of pride for the Department and continues to inform policy. The intention is to create a collection that is purposeful, intentional, comprehensive, and curated. This collection is comprised of materials that are:
  • Department specific
  • Of lasting value or interest
  • Significant contributions to the field
  These do not define the totality of the Bunche Library collection but represent the core collection strengths that librarians actively steward and develop.

- Ebook vs print guidelines

- Eliminated list of collection areas and levels

Questions or if you would like a copy of the policy?

Please contact me at:

ViolaAJM@state.gov

Collection Right-Sizing

Greta Braungard, MLS
Academic Library Division Chief
U.S. Army Heritage and Education Center

Why Right-Size?

- New academic building planned

- 165,000 materials were in the collection

- "Keep it all!" Philosophy

- Collection not reviewed in at least 30 years

  - 50% circulated since 1999

  - 9% circulated since 2014

Getting Buy-In

Create a mission statement

> "*For a focused and relevant collection that supports
> academic inquiry and research at the U.S. Army War College*"

Talk to leadership

- Commanding General signaled his support at various meetings & presented a coin to a top performer

Go on a road show (physically & virtually)

- Shared with Library advisory committee, campus leadership, faculty council, and academic leaders in person
- Emailed faculty to inform them of the project, process, and asked for feedback

Accentuate the positive

- Benefits of removing the irrelevant materials to allow for greater ease of browsing
- Ability for faculty to recommend materials for inclusion in our catalog

Prepare for the negative

- Accentuate the low circulation count
- Prepare for difficult questions on material irrelevance – I carried the circulation statistics around with me!

3

Pre-Planning

Reduced:
- New books display
- Displays for non-curricular events
- Bibliography creation

Marked student textbooks & course reserves

Retained anything purchased after 2016

Created a schedule for desk & right-sizing

Align with the Academic calendar

Project tracking

- Tracked weekly progress for both reviewing/pulling & deleting
- Printed the stack list with circulation counts
- Tracked shelf progress by printing a stacks map

Doing the Work

Phase 1a – duplicate copies pulled, call numbers marked out, put on carts for cataloging team

Phase 1b – Librarian review general guidelines:

- Is it still relevant to the curriculum and related research?

- Has it circulated in 20 years?

- Has it circulated in 5 years?

- Overall, how many times has it circulated?

In both phases catalogers deleted the items, lined out barcodes, and put the books on "Disposal shelves"

Phase 2 – shifting of materials to accommodate the shelving in current building as it corresponds to new building

Disposition

Worked via our G4 (Logistics) and DPW, to coordinate through Defense Logistics Agency to make an interagency transfer of the 100,000 materials

Contracted a moving company to remove shelves, box books, palletize, and transport

Phase 1a
Duplicate Titles
Aug - Oct 19

Phase 1b
Analysis
Nov 19-Mar 20

Phase 2
Shifting of Retained Materials
Apr 20

Pack and ship
Sep 20

Phase 3!
Right-Size 2.0 Oct 21-Jan 22

Move to new building
Jul 23

Project Timeline

1. **What is Library Futures?** ✨
2. **Controlled Digital Lending** 📘
3. **The license crisis** 💻
4. **Building a shared digital future** ✅

LIBRARY FUTURES

What is Library Futures?

- Launched in January 2021
- New nonprofit to fight for digital rights in libraries
- Highlights:
  - "Controlled Digital Lending: Unlocking the Library's Full Potential" Position Paper
  - International Statement of Solidarity with Knowledge Rights 21
  - 12+ events
  - Improving access to local news with Albany Public Library
  - Wyden letter to publishers
  - 100+ repair kits to public libraries around the country
  - Chair of NISO CDL Standards Group
  - Working on ebook bills in 8 states
  - Public Domain Day Celebration

LIBRARY FUTURES

Library Futures Principles

1. Our world is digital
2. Protect the right to lend
3. Libraries must own content not license it
4. Equitable access is the future of libraries
5. Privacy is not for sale
6. We are stronger together

LIBRARY FUTURES

Technology: Connecting librarians and technologists to usher in a more distributed and open future

Education: Professional development, working groups, conference presentations

Advocacy: Social media campaigns, petitions, awareness building, thought leadership, research, whitepapers, writing

Community: Building a coalition and community to stand up for the right to equitable access to knowledge

Policy: Working with local and federal, participation in global conversation around digital right to knowledge, policy working group

Controlled Digital Lending

LIBRARY
FUTURES

Controlled Digital Lending

- Coined by Michelle Wu almost 20 years ago
- In practice at libraries across the country and around the world – it's what libraries do
- Conversation and practice has picked up because of the pandemic and National Emergency Library
- Better use of public funds
- Can support libraries in times of disaster like flood or fire
- Keep the "Owned to Loaned" ratio

Benefits of Controlled Digital Lending

- CDL Maximizes ECONOMIC Efficiency and Opportunity for Communities
  - Delivers a Better Return on Investment for Taxpayers
  - Promotes Equity Through Efficient Digital Services
  - Maintains Traditional Business Relationship between Libraries and Publishers
- CDL Promotes Equitable and Dependable EDUCATION
  - Positions Local Libraries as a Resource for Schools Without Libraries
  - Mitigates Inequity in Education During a Pandemic or Natural Disaster
  - Improves Reading Outcomes Through Digital Books

- CDL Improves the CIVIL RIGHTS Function of Libraries
  - Combats Misinformation and Ahistoricism
  - Strengthens Accessibility for People with Disabilities
  - Protects Culture and History of Marginalized Groups
  - Safeguards Patron Privacy
- CDL Democratizes Knowledge By Expanding ACCESS
  - Circulates More Titles Digitally
  - Expands Community Access to Library Collections
  - Preserves Access to Books and Knowledge

LIBRARY FUTURES

What's happening?

- NISO Interoperable System for CDL
- OCLC, ExLibris systems and working groups
- CDL in Canada
- Boston Library Consortium CDL for ILL
- CDL Co-op
- CalTech DIBs, other homegrown systems
- CDL Implementers Community
- Summer of CDL

LIBRARY FUTURES

The License Crisis

"When a library buys a [physical] book, it exhausts the copyright owner's interest in that particular copy. The library can subsequently lend it out sequentially to any number of patrons for as long as it likes, even to other libraries through processes such as an interlibrary loan. It can also repair the book, make a small number of archival copies, and resell or donate the book at any time—all without needing to ask permission or pay the copyright owner additional money."

The End of Ownership, Jason Schultz and Aaron Perzanowski

LIBRARY FUTURES

The Corruption of Copyright?

- Interests of the public and the author are backbone of copyright
- Digital licensing has flipped the script from creators and the public to privileged for profit enterprises
- Public interest as counterbalance to private rights – historically and currently significant
- Tech moves quickly… Copyright does not
- Corporate fear of piracy has led to extraordinary measures (DMCA)
- By replacing ownership with licensing, corporations erase all the attendant rights associated with ownership ("a mutant form of contract law")

Do libraries still own what they buy?

- Deception of describing licensed or rented content as a "sale"
- Privacy rights are transferred to corporation
- Provides publishers control of production and distribution, which means the can deny content to libraries
- Negates alienation (first sale doctrine)
- Differential pricing causes harm to public interest
- Undermines 108 (ILL, preservation copies)
- DMCA undermines Fair Use, preservation

LIBRARY FUTURES

	2011	2020
Library budget	$100,000.00	$111,000.00
eBook cost	$15.00	$45.00
Bestsellers per year	52	52
Copies per best seller	20	20
Spending on bestsellers	$15,600.00	$46,800.00
Budget for midlist	$84,400.00	$64,200.00
Midlist titles purchased	5627	1427

Big 5 Publishers (U.S. divisions) Lending and Purchase Models for Public Libraries (as of Feb. 16, 2021)

Publisher	Ebook		Audiobook	
	Purchase Model(s)	Lending Model	Purchase Model(s)	Lending Model
Hachette Book Group	Metered Access: Two-year term.	One-Copy/One-User	Metered Access: Two-year term.	One-Copy/One-User
HarperCollins	Metered Access: 26 circulations per purchase. AND (*therefore, some titles have multiple options*) Cost-per-Circ • Each circulation is paid for separately by the library. • Select catalog, generally backlist Curriculum • Supports Class Set sales with individual student assignment of titles.	One-Copy/One-User	Standard purchase, no term or circulation limits. AND (*therefore, some titles have multiple options*) Cost-per-Circ • Each circulation is paid for separately by the library. • Select catalog, generally backlist	One-Copy/One-User
Macmillan	Metered Access: Two-year term. Curriculum • Supports Class Set sales with individual student assignment of titles.	One-Copy/One-User	Standard purchase, no term or circulation limits.	One-Copy/One-User
Penguin Random House	Metered Access: Two-year term. Also supporting *Temporary e-Content Models During Covid-19* through June 30, 2021: • Metered Access: One-year term. • Cost-per-Circ Curriculum • Supports Class Set sales with individual student assignment of titles.	One-Copy/One-User	Standard purchase, no term or circulation limits. Also supporting *Temporary e-Content Models During Covid-19* through June 30, 2021: • Metered Access: One-year term. • Cost-per-Circ	One-Copy/One-User
Simon & Schuster	Metered Access: Two-year term. AND (*therefore, some titles have multiple options*) Cost-per-Circ 1. Each circulation is paid for separately by the library. 2. Select catalog, generally backlist. Curriculum • Supports Class Set sales with individual student assignment of titles.	One-Copy/One-User	Metered Access: Two-year term. AND (*therefore, some titles have multiple options*) Cost-per-Circ 1. Each circulation is paid for separately by the library. Select catalog, generally backlist.	One-Copy/One-User

Building a Shared Digital Future

BUILDING POWER TOGETHER

LIBRARY FUTURES

A SHARED APPROACH TO PROBLEM SOLVING

LIBRARY FUTURES

THE COLLABORATIVE

The Internet Library Collaborative

- Content Negotiation

- Shared Copies

- Professional Development

- Technology

LIBRARY
FUTURES

What's your vision for a shared digital future?

Interested in learning more? Get in touch!
jennie@libraryfutures.net
@little_wow

Selected Resources

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Machine learning tasks

How can we use machine learning with library collections? Some examples...

classification of visual or audio content into categories

segmentation of images or time-based media into regions

transcription of textual or audio content

recognition of known objects or faces in visual content

extraction of entities from text

clustering of similar features in visual or audio content

LC Labs: season(s) of learning about machine learning

Since 2019, we've…

➔ hosted a conference (Machine Learning + Libraries Summit)
➔ sponsored prototypes & proofs of concept (Speech-to-text experiment; University of Nebraska-Lincoln demonstration projects)
➔ commissioned state of the field research (Ryan Cordell's Machine Learning + Libraries Report)
➔ supported Innovators in Residence using ML (Newspaper Navigator, Citizen DJ)
➔ investigated models and resources for computational processes in the cloud (Computing Cultural Heritage in the Cloud)
➔ Consistently shared our findings with the community (AI4LAM, Fantastic Futures 2019 & 2021, labs.loc.gov)
➔ Investigated humans-in-the-loop workflows for combining crowdsourcing and machine learning (Humans in the Loop experiment)

Links:
Under Reports:
https://labs.loc.gov/work/reports/
→ ML+L Summit event summary
→ UNL final report
→ ML+L SOF report
→ HITL recommendations report

Under Experiments:
https://labs.loc.gov/work/experiments/
→ Speech to text viewer
→ Exploring ML with Project Aida
→ CCHC
→ Newspaper Navigator
→ Citizen DJ
→ Humans in the Loop

Machine Learning & LC Labs: Recommendations

→ Cultivate responsible practices

→ Develop appropriate solutions via iteration

→ Make available training data for wider use

→ Combine machine learning and crowdsourcing

→ Sponsor interdisciplinary and interagency collaboration

→ Support staff skills development

→ Enhance and define infrastructure, policy, and capacity

Closing the Loop Between ML Research & Library Systems

Ryan Cordell

School of Information Sciences
University of Illinois Urbana-Champaign

ryancordell.org | @ryancordell

As disciplines primarily concerned with documentation collection and information categorization, archival studies have come across many of the issues related to consent, privacy, power imbalance, and representation among other concerns that the ML community is now starting to discuss. While ML research has been conducted using various benchmarks without questioning the biases in datasets, motives associated with the institutions collecting them, and how these traits shape downstream tasks, archives have…institutional and procedural structures in place that regulate data collection, annotation, and preservation that ML can draw from.

Eun Seo Jo and Timnit Gebru, "Lessons from Archives: Strategies for Collecting Sociocultural Data in Machine Learning" (2019)

Machine Learning + Libraries
A Report on the State of the Field

Ryan Cordell
Associate Professor
Northeastern University English Department
r.cordell@northeastern.edu

Version Published: July 14, 2020

i

The majority of machine learning (ML) experiments in libraries stem from a simple reality: human time, attention, and labor will always be severely limited in proportion to the enormous collections we might wish to describe and catalog. ML methods are proposed as tools for enriching collections, making them more useable for scholars, students, and the general public. ML is posited as an aide to discoverability and serendipity amidst informational abundance. We might imagine, for example, patrons browsing automatically-derived topics of interest across a digital library comprising thousands or millions of texts—more texts, certainly, than typical constraints on labor or expertise would allow us to imagine labelling manually.

Ryan Cordell, "Machine Learning + Libraries" (2020)

How can the reliability of ML data and metadata be assessed, and how can probabilistic information be integrated with human-created information, or integrated into systems designed around hand-assigned categories, tags, summaries, and so forth? To phrase this central question in another way, the ML and libraries field must develop means to bridge a world that prioritizes expert data and metadata, created slowly, and a set of methods that generate useful but flawed data and metadata, more quickly and at a larger scale […] ML derived data will likely never meet the gold standard for reliability, but could nonetheless enhance discoverability in some of the ways researchers have promised for decades.

Ryan Cordell, "Machine Learning + Libraries" (2020)

5.4.2. Pilot Integrated Interfaces for Communicating ML-Derived Data

As I describe in 4.5, much of the literature in ML and libraries is composed in the "perpetual future tense." Projects are framed in terms of the discoveries they will spark by allowing users to browse or search library data in new ways. The applications outlined in Section 3 of this report exemplify this perpetual future tense. The many activities outlined under the heading of "discoverability" in 3.2- e.g. clustering, classification, metadata exaction-do not become really valuable until users can make use of them to explore. Currently there is a stark divide between most collections and the outputs of the research those collections enable, but this divide could be bridged as ML data is used to directly enrich collections. Projects such as "National Neighbors"[159] and "Neural Neighbors"[160] suggest what ML-integrated interfaces might look like, and the ways they might enable researchers, students, and other users to interact with collections in new ways, but even these interfaces do not directly tie into library catalog systems.

I strongly recommend that libraries strive not for polish in these interfaces, but instead for explicit communication of ML processes and decisions. In our interview, Benjamin Lee identified human-computer interaction (HCI) as one of the most fruitful areas for collaboration between libraries and computer scientists around machine learning. From the perspective of HCI, he argued, a researcher

should not wait for the data to be perfect, but instead present it as a pilot or prototype, learn from users, and refine from there.[161] Where computer scientists bring expertise in ML methods, libraries understand information literacy and can help construct interfaces that communicate ML data to a wide range of prospective users.

ML-integrated interfaces should report, for instance, the confidence scores for relationships, annotations, or other metadata determined through an ML algorithm, and seek to make users more aware of the probabilistic basis of this data. The aim of such reporting is not simply to cast doubt-though skepticism is healthy in this domain-but to make presentations of ML data opportunities for cultivating literacy for ML and probabilistic methods. Helping users understand the confidence rating behind a particular label or category helps contextualize any claims they might make. A sense of ML's limitations could, perhaps counterintuitively, serve to increase overall confidence in ML, because its claims will be understood as contextual and relational rather than totalizing. Through the cultivation of explaining, ML-integrated interfaces, the library will help meet the educational goals I outline in 5.5.1 below, centering its engagements with ML through pedagogy and outreach.

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https://dhlab.yale.edu/neural-neighbors/
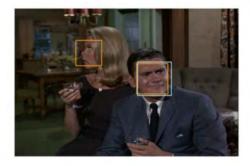
Figure 1: Faces detected using a HOG detector (blue) and a neural network (orange) from screen shots of I Dream of Jeannie and Bewitched.
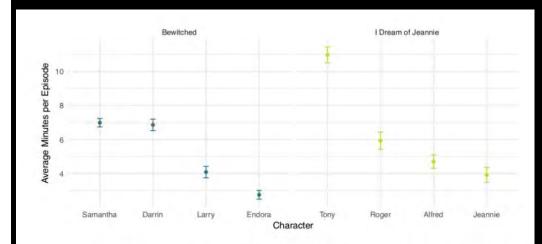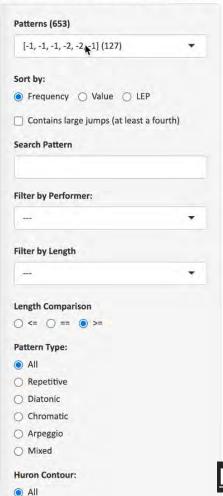
Figure 5: Average minutes per episode for which a character is visible. Error bars with 95% confidence intervals for the mean of each group.

https://distantviewing.org/

https://jazzomat.hfm-weimar.de/pattern_history/

https://transkribus.eu/Transkribus/

https://labs.loc.gov/work/experiments/newspaper-navigator/

Keyword search is ungenerous: it demands a query, discourages exploration, and withholds more than it provides. This paper argues instead for *generous interfaces* that better match both the ethos of collecting institutions, and the opportunities of the contemporary web. Generous interfaces provide rich, navigable representations of large digital collections; they invite exploration and support browsing, using overviews to establish context and maintain orientation while revealing detail at multiple scales. Generous interfaces use multiple, fragmentary representations to reveal the complexity and diversity of cultural collections, and to privilege the process of interpretation. While they draw on techniques and models established in information retrieval and visualisation, generous interfaces emphasise process, pleasure and thoughtful engagement rather than the functional satisfaction of an information need.

Michael Whitelaw, "Generous Interfaces for Digital Cultural Collections" (2015)

DONATE

RACIAL JUSTICE REQUIRES ALGORITHMIC JUSTICE. SUPPORT THE MOVEMENT

CONTACT
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SPOTLIGHT
ABOUT

TAKE ACTION

TECHNOLOGY SHOULD SERVE ALL OF US. NOT JUST THE PRIVILEGED FEW.

Join the Algorithmic Justice League in the movement towards equitable and accountable AI.

Enter your email   JOIN THE MOVEMENT

OUR LIBRARY

RESEARCH   ART/FILM   POLICY/ADVOCACY   MULTIMEDIA   EDUCATION   MEDIA   PRESS

https://www.ajlunited.org/

English

Try these neural network-generated recipes at your own risk.

Stuck in a rut in the kitchen? Tired of preparing sandwiches the same old way?

Machine learning can help!

I trained a neural network on over 30,000 examples of cookbook recipes, and it learned to produce new recipes of its own. You can learn more about the training process, and watch it learn to generate new recipes here.

They aren't good recipes, though. In fact, almost all of them are terrible. I made one of them once, and now I still cringe at the faintest whiff of horseradish. SuperDeluxe made another of them, but at least they are professionals and were wise enough not to eat any.

Here for your entertainment I give you several more recipes the neural network has generated, with the caveat that if you should try to prepare or, god forbid, actually consume one of these, I am absolutely not responsible for the consequences.

Small Sandwiches

dish, chili, lemon, salads, seafood

½ cup shortening
1 cup snow peas and cut into ¼ inch cubes
1 1 inch
15 oz peach halves,remaining posting
1 salad dressing
½ cup barley
2 large bones sliced chicken salmon:

—-FILLING—-

1 cup minced season tomatoes
2 cup hot water
¼ cup vegetable oil
2 cup all-purpose flour
2 tablespoon the seasoned salt
1 cup margarine, melted
1 lb jumbo shrimp
1 or freshly ground black pepper
1 up
1 thai shrimp; finely chopped
1 garlic clove, minced

Mix all ingredients except cheese and process 1 hour. Pour over ribs.

Cover and bake for 30-35 minutes. Serve with warm milk and marinade distributed; prepare the bottoms.

Watch the end of the fillets to the heat and set in a bowl and heat at this low for 5 minutes, until softened. Top with a little the next 2 ingredients; spoon the one day, 1 ½ hours. Take an and inverting it and turn the center. Let cool in the pan on wire rack. To serve cooking time: It is been ribsotro. while the serving is alternatively rich will puree in the miquinally preparing gravy. They should seal.

Yield: 4 servings

Beothurtreed Tuna Pie

[R]ecent scholarship has warned that much of this technical work treats problematic features of the status quo as fixed, and fails to address deeper patterns of injustice and inequality. While acknowledging these critiques, we posit that computational research has valuable roles to play in addressing social problems — roles whose value can be recognized even from a perspective that aspires toward fundamental social change…Computing research can serve as a *diagnostic*, helping us to understand and measure social problems with precision and clarity. As a *formalizer*, computing shapes how social problems are explicitly defined—changing how those problems, and possible responses to them, are understood. Computing serves as *rebuttal* when it illuminates the boundaries of what is possible through technical means. And computing acts as *synecdoche* when it makes long-standing social problems newly salient in the public eye.

Rediet Abebe, Solon Barocas, Jon Kleinberg, Karen Levy, Manish Raghavan, and David G. Robinson, "Roles for Computing in Social Change" (2020)

25 Clusters with Genre Probabilities

Jonathan Fitzgerald, English PhD

@jon_fitzgerald

This text was likely reprinted in at least **193 other newspapers**

Likely Chronicling America reprints:

Rutland County Herald
Rutland, VT (1853-05-14)
similarity scores

Sumter Banner
Sumterville, SC (1853-07-19)
similarity scores

Anti-Slavery Bugle
Lisbon, OH (1854-06-10)
similarity scores

Placer Herald
Auburn, CA (1857-05-02)
similarity scores

browse 189 more potential reprints…

From the *Viral Texts Project*
Learn more about reprint detection at
viraltexts.org

Facts in Human Life.

There are three thousand sixty-four languages in the world, and its inhabitants profess more than one thousand religions. The number of men is about equal to the number of women. The average of life is about thirty-three years. One quarter die previous to the age of seventeen. To every one thousand persons only one reaches one hundred years of life; to every one hundred only six reach the age of sixty-five, and not more than one in five hundred lives to eighty years of age. There are on the earth one billion inhabitants: of these thirty-three million, thirty-three thousand thirty-three die every year, ninety-one thousand eight hundred and twenty-four every day, three thousand seven hundred and thirty every hour, and sixty every minute or one every second. The married are longer lived than the single, and above all those who observe a sober and industrious conduct. Tall men live longer than short ones. Women have more chances of life in their favor previous to fifty years of age than men have, but fewer afterwards. The number of marriages is in the proportion of seventy-five to every one thousand individuals. — Marriages are more frequent after equinoxes — that is, during the months of June and December. Those born in the spring are generally of a more robust constitution than others. Births are more frequent by night than by day, also deaths. The number of men capable of bearing arms is calculated at one-fourth of the population.

First chess automata of Leonardo Torres Quevedo, Civil Engineering Faculty museum in Madrid - via Wikimedia

Closing the Loop Between ML Research & Library Systems

Ryan Cordell

School of Information Sciences
University of Illinois Urbana-Champaign

ryancordell.org | @ryancordell

US DOE OSTI Mission and Services

Mission: The US Department of Energy's Office of Scientific and Technical Information (OSTI) collects, preserves, and disseminates DOE-funded research and development results.

DOE Program Offices → ~$12B annual R&D funding → National labs and grantees → 50K R&D outputs *(accepted manuscripts, software, data, etc.)* → OSTI → Public / DOE / Other agencies

Required by several laws: Energy Policy Act of 2005, P.L. 109-58, Section 982: "The Secretary, through the Office of Scientific and Technical Information, shall maintain within the Department publicly available collections of scientific and technical information resulting from research, development, demonstration, and commercial applications activities supported by the Department."

Core Functions:

- Provide public access to DOE-funded R&D
- Provide and use persistent identifier services to make DOE-funded research more discoverable

Persistent Identifiers (PIDs)

What is a Persistent Identifier (PID)?

- A digital identifier that is globally unique, persistent, machine resolvable, has an associated metadata schema, identifies an entity and is frequently used to disambiguate between entities.
- The identifier is a string of numbers, letters, and/or symbols assigned to the digital object.

What are the benefits of assigning/using PIDs?

- PIDs enable research to be more open, discoverable, and accessible.
- PIDs provide a standard way for research components/outputs to be referenced/cited.
- PIDs are stable, persistent identifiers that allow for metadata to be updated as needed.
- PIDs allow organizations to track awards, research outputs, and researchers – see impact and return on investment.
- By linking PIDs you can create connections throughout the research lifecycle – connecting people to awards to organizations to peer review to research outputs.

Types of PIDs

Digital Object Identifiers (DOIs)
- Based on ISO 26324 – Digital Object Identifier System and implemented on the Handle System
- International DOI Foundation – management body, with Registration Agencies (RAs)
- Crossref and DataCite are RAs
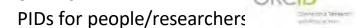
Crossref
- Membership organization – publishers, funders
- DOIs primarily for text-based research outputs – journal articles, conference papers, technical reports
- DOIs for awards/grants/contracts
- DOIs for funding organizations – Open Funder Registry

DataCite
- Membership organization – data repositories, universities, funders
- DOIs primarily for gray literature, data, and software

ORCID iDs
- PIDs for people/researchers
- Member organization – universities, funders, government organizations
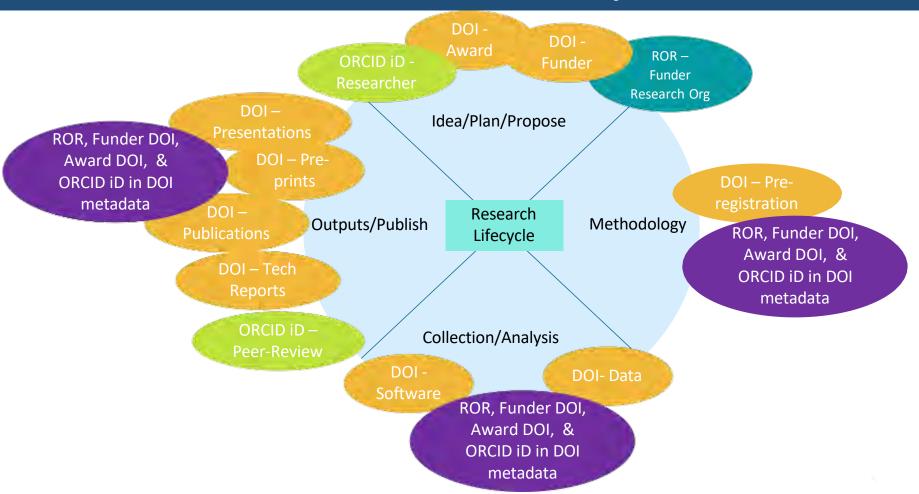
ROR IDs
- Research Organization Registry (ROR) IDs – PIDs for organizations participating in research
- Open community and infrastructure, non-profit

PIDs in the Research Lifecycle

OSTI PID Services

Service Name	Research Component	Service Partner
PIDs for Research Results		
E-Link (research output ingest system)	Technical/Workshop Reports Conference Posters Presentations	Crossref
DOE Data ID Service (through E-Link)	Data	DataCite
DOE CODE	Software	DataCite
Interagency Data ID (IAD) Service	Research Outputs	DataCite
PIDs for Awards		
Award DOI Service	Awards	Crossref
PIDs for People		
US Government ORCID Consortium	Researchers	ORCID
OSTI.GOV ORCID Integration	Researchers	ORCID
PIDs for Organizations		
Organization Authority	Research/Funding Organizations	ROR, etc.
Open Funder Registry	Funding Organizations	Crossref/Elsevier

Data ID Services
https://www.osti.gov/data-services

DOE CODE
https://www.osti.gov/doecode/

E∞Link
https://www.osti.gov/elink/

Award DOI Service
https://www.osti.gov/award-doi-service/

US Government ORCID Consortium
https://www.osti.gov/orcid-consortium/

Interagency Data ID (IAD) Service

- Assign DOIs to other agencies' research outputs
- Provide service on a cost recovery basis
- IAD agencies are part of our DataCite Consortium and our community of practice
- Currently working with 5 agencies – DoD, DOT, EPA, NIH, and USDA

https://www.osti.gov/data-services
https://www.osti.gov/iad2/

US Government ORCID Consortium

US Government
ORCID Consortium

https://www.osti.gov/orcid-consortium/

- Consortium launched April 2020
- Led by DOE OSTI
- Members include DOE organizations and other federal agencies

Member Benefits:

- Consortium members are Premium ORCID Members at a significantly reduced cost.
- Premium ORCID Membership comes with:
    - 5 API credentials – allows large organizations the ability to integrate with multiple systems.
    - On demand access to Public Data File – allows for immediate access to ORCID data.
    - Update notifications – allows for API-based notifications when changes are made to ORCID records for iDs embedded in member system(s) and allows for real-time pull of the updated information.
    - Monthly analytics reports – allows for more frequent personalized reports for each API credential.
- Consortium provides more individualized support – both administrative and technical.
- Consortium members are part of the US government community of practice.

Award **DOI** Service

OSTI.GOV
U.S. Department of Energy
Office of Scientific and Technical Information

Submit/Edit   Dev Tools & Resources   About   FAQs   Contact

Sign In
Create an Account

Award DOI Service:
Provided by OSTI to DOE scientific user facilities, funding offices, and national laboratories to assign digital object identifiers (DOIs) for awards, contracts, grants, prizes, time awarded, and training grants. DOIs are persistent identifiers that facilitate the acknowledgement, citation, discovery, and reuse of information.

Service Background:
- Service developed based on requests by user facilities already working with OSTI on data DOI assignment and recognizing award DOI benefits.
- OSTI coordinated with scientific user facilities (EMSL, JGI, and HFIR/SNS) to develop service requirements and specific use cases.
- Award DOI Service pilot launched September 2020.
- EMSL and JGI began assigning DOIs to awarded proposals in FY21.
- Over 7,000 award DOIs assigned (JGI ~ 1000 and EMSL ~6000)
- Developed to scale beyond the pilot to support additional user facilities, national laboratories, DOE funding offices, and other government awards.
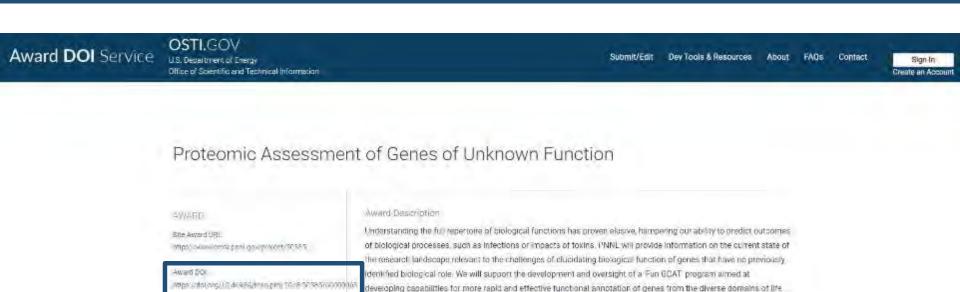
https://www.osti.gov/award-doi-service/

Award DOI Benefits
- Enables improved award/funding attribution with a single identifier (as opposed to a long text string/sentence). The funding details are associated with the award DOI with the DOI metadata.
- Enables greater discovery through indexing in common search engines and research discovery platforms.
- Facilitates linkages between research objects. Award DOIs seamlessly link the award to associated research outputs.
- Creating persistent identifier links between awards and research outputs enable funding offices, national laboratories, and user facilities to more easily track the impact of their support.

10

Award DOI Service
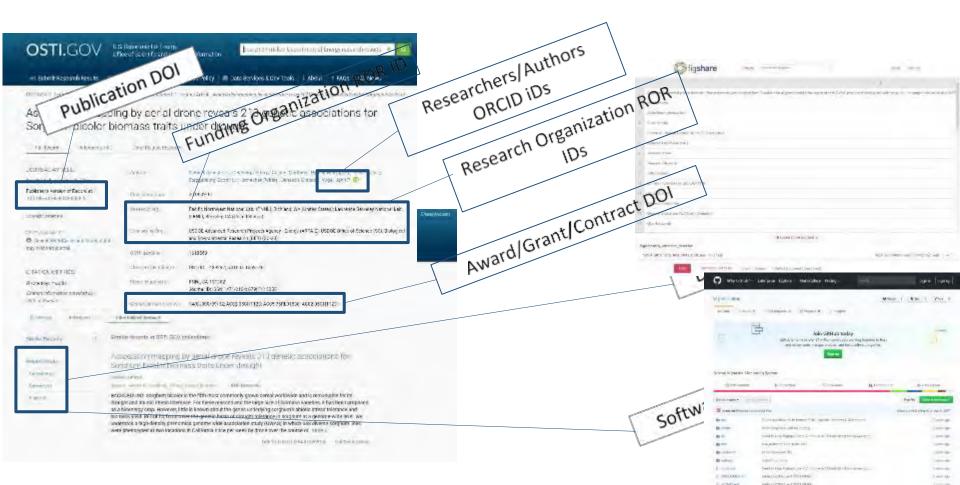
Using PIDs to Make Connections

Using PIDs to Make Connections

Questions?

 www.osti.gov

 carly.robinson@science.doe.gov

 @osti.gov

NOAA PARR Plan:
https://repository.library.noaa.gov/view/noaa/10169

Links to other agency's plans:
https://www.science.gov/publicAccess.html

NOAA Plan for Increasing Public Access to Research Results

A Response to the White House Office of Science and Technology Policy Memorandum *Increasing Access to the Results of Federally Funded Scientific Research* issued February 22, 2013

prepared by
the NOAA Research Council
ad hoc Public Access to Research Results Committee

co-chairs
Jeff de La Beaujardiere, NOAA Data Management Architect
Neal Kaske, Director, NOAA Central and Regional Libraries

National Oceanic and Atmospheric Administration
United States Department of Commerce

Search NOAA IR Collections | All

Home | Collections | Recent Additions | Submit | Submission Information | Help | About NOAA Inst. Repos.

NOAA Institutional Repository

Search our Collections

All Collections

Enter keyword or phrase...

Search

2020 NOAA Science Report

Many of NOAA's scientific accomplishments represent transformative advancements for priority research and development topics. In 2020 NOAA e

Learn More

NOAA IR by the Numbers

30,108 Unique Items

21,491 NOAA Publications
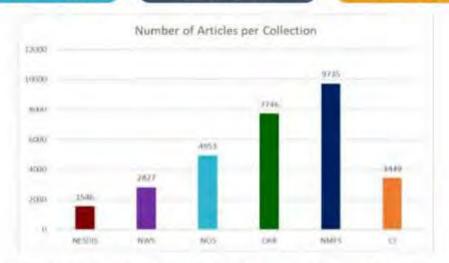
7,973 Journal Articles

705,234 FY2021 Pageviews

Number of Articles per Collection

Due to collaboration between Line Offices, there is some overlap between these counts.

Author and Office Training

- NOAA's OA policy compliance rate: 35%

- Annual reporting to Science Council, with resulting management actions

- How do we convince our authors and their offices?
  - Webinars
  - Libguide: https://libguides.library.noaa.gov/Publishing
  - One-on-ones
  - Infographics and other promotions

Author and Office Training

- Sample slides from our training/outreach efforts
  - Effective messages: cost savings, ease of working with our staff

  - Themes: general information on publishing process, manuscript versions, embargoes, authors' rights
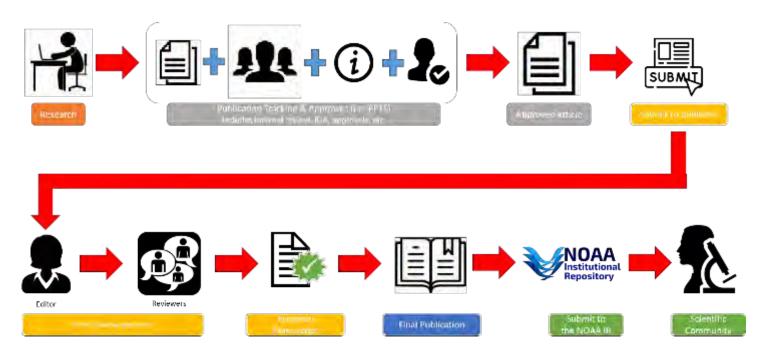
"One version to rule them all": Manuscripts demystified, embargoes explained, copyright, and submitting to the NOAA IR

Jenn Fagan-Fry

Image credit: Santiago Arias

NOAAIR

NOAA Publishing

Save money. Paying for open access can get pricey. By using the NOAA IR as a Green open access method, you can save on APC charges. [See our attached infographic for more on this.]

GREEN VS. GOLD OPEN ACCESS

Comparing publishing options for journals that offer both open and closed access options (Hybrid Journals)

Example: *Nature*

Green OA Route

Submit Manuscript

Article accepted and peer reviewed. Edits requested and made, creating a post-refereed, pre-publication manuscript

Manuscript sent to NOAA IR which, after embargo, posts manuscript (OPEN ACCESS - green)

Publisher's version is available by subscription only (CLOSED ACCESS)

Green OA = Same journal, No Fees

Gold OA Route

Submit Manuscript

Article accepted and peer reviewed. Publisher requires additional fee (or APC) for OA. Nature's fee is $11,200

Article is available to even without a subscription (OPEN ACCESS - gold)

Publisher's version can be used in the NOAA IR

Gold OA = Same journal, $$$

https://libguides.library.noaa.gov/c.php?g=1023621&p=7416249

https://libguides.library.noaa.gov/c.php?g=1023621&p=8264837
This one is more about identifying what versions we can archive

Author Rights

Elsevier Example:

- OA vs. Subscription publication

- Differences in using the VOR and with Copyright retention
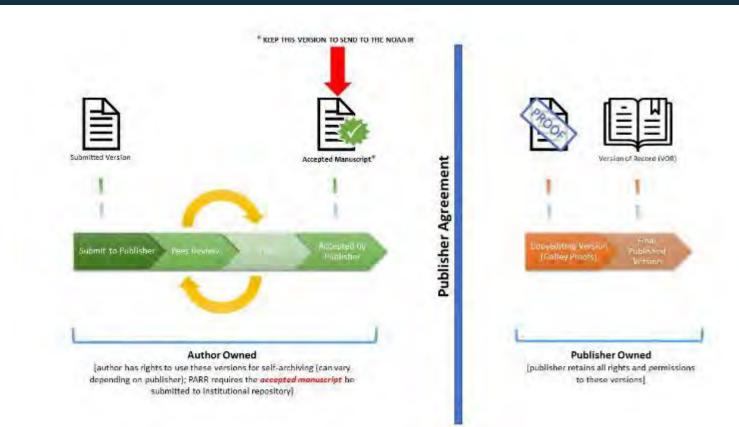
Author rights in Elsevier's proprietary journals	Published open access	Published subscription
Retain patent and trademark rights	√	√
Retain the rights to use their research data freely without any restriction	√	√
Receive proper attribution and credit for their published work	√	√
Re-use their own material in new works without permission or payment (with full acknowledgement of the original article): 1. Extend an article to book length 2. Include an article in a subsequent compilation of their own work 3. Re-use portions, excerpts, and their own figures or tables in other works.	√	√
Use and share their works for scholarly purposes (with full acknowledgement of the original article): 1. In their own classroom teaching. Electronic and physical distribution of copies is permitted 2. If an author is speaking at a conference, they can present the article and distribute copies to the attendees 3. Distribute the article, including by email, to their students and to research colleagues who they know for their personal use 4. Share and publicize the article via Share Links, which offers 50 days' free access for anyone, without signup or registration 5. Include in a thesis or dissertation (provided this is not published commercially) 6. Share copies of their article privately as part of an invitation-only work group on commercial sites with which the publisher has a hosting agreement	√	√
Publicly share the preprint on any website or repository at any time.	√	√
Publicly share the accepted manuscript on non-commercial sites.	√	√ using a CC BY-NC-ND license and usually only after an embargo period (see Sharing Policy for more information)
Publicly share the final published article	√ in line with the author's choice of end user license	✕
Retain copyright	√	✕

NOAAIR
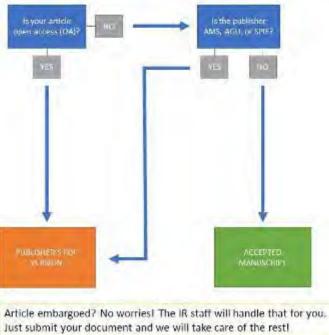
What version can I archive?

- Sherpa Romeo
  - [Previous Webinar](#)
  - Look up what can be archived by journal title
- Check your CTA or the VOR itself
  - Usually will identify the licensing for the article
- [Shareyourpaper.org](#)
  - Use "For Librarians"→ "Get Bulk Checker"
- When in doubt: *send your Accepted Manuscript*

What version of my article do I send to the NOAA IR?
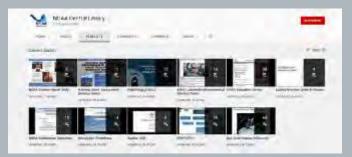
Embargoes Explained:
Misconceptions

- **MYTH: Once the Embargo is over, I can use the publisher's version freely**
  - *Not necessarily.* Embargoes are levied on the version of the publication that is available for archiving
    - Often times, embargoes are for the accepted manuscript version
- **MYTH: I have to wait to submit my publication to the IR until the embargo is over**
  - *NOPE!* The IR can manage the embargo for you
    - Plus, PARR requires you submit within 12 months of publication—meaning that if the embargo is 12+months it would be late

Where can I find all this information?

- **NOAA Central Library YouTube**
  - Pub@NOAA & IR Series Playlists
- **NOAA IR, Publishing & Section 508 Office Hours**
  - [Google Hangout](#)
  - Every Tuesday from 2-3:30 EST
  - Q&A format
- [**Publishing Guide**](#)
  - Policies, Open Access information, Submitting to the IR, infographics, and more.

NOAAIR

But better yet….stop relying on authors….

- Let's make the systems talk to each other
  - NOAA Internal Publications approval system – NOAA IR connection
  - Coming….ORCID to NOAA IR

  - Collaboration with other repositories: NOAA-NIH Agreement to share submissions between PMC and NOAA IR
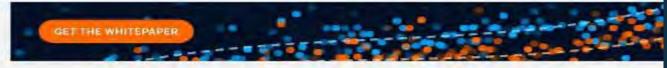
Green vs Gold….what's the future….

- Publishers see the future as Gold
    - Ensures their revenue stream
    - Stops the growing conflict with libraries over subscription inflation
    - Endless supply of customers vs finite group of libraries

Gold Open Access supports Open Science…at a cost

- Open Access: Green vs Gold

- Shift from paying for access (subscriptions) to paying to publish (Gold OA)

- Open Access is a business model, not the same as Open Science

- Issues with Gold OA:
    - lack of cost control, admin inefficiencies
    - "double dipping", e.g., subscription and APC payments for same hybrid journals
    - APC inflation
    - DEI issues

GET THE WHITEPAPER

Nature's OA fee seems outrageously high – but many will pay it

Academics remain wedded to prestige indicators, but peer reviewers may conclude that the journal is profiteering, says Dorothy Bishop

December 1, 2020

Dorothy Bishop

Twitter: @deevybee

On 24 November, Twitter exploded with outrage at the announcement that the publisher Springer Nature plans to introduce an open access (OA) option for its *Nature* research journals, with an article processing charge (APC) of a whopping €9,500 (£8,290 or $11,390).

Particular scorn was heaped on a subsidiary pilot scheme called "guided OA", whereby authors can pay €2,190 in exchange for peer review, an editorial assessment and a recommendation of which journal in the *Nature* hierarchy their article is suitable for.

Source: iStock

The publisher's announcement starts: "We are fully committed to open research." However, it is fair to say that this commitment has been very long in coming. And while the longer-term plan is to transform the *Nature* stable into fully OA journals, from the start of 2021 they will still only be hybrid. Thus, their lucrative traditional business model

NEWS   PRESS RELEASES

February 23, 2022

Wyden, Markey Urge OSTP to Establish a National Cross-Government Public-Access Policy for Federally Funded Research

Public Access to Research Promotes New Scientific Discoveries, Improved Equity and Sustainability

Washington, D.C. –U.S. Senators Ron Wyden, D-Ore., and Edward J. Markey, D-Mass., today sent a letter to Dr. Alondra Nelson, Deputy Director of Science and Society, Office of Science and Technology Policy (OSTP), urging for the establishment of a national government-wide public-access policy for federally funded research with a focus

"These fees create a significant barrier to equitable participation in research, as they limit which authors and which sectors of research can afford to participate. Studies have shown that scholars who are financially able to participate in the publishers' open-access systems are more likely to be tenured, federally funded, and male."
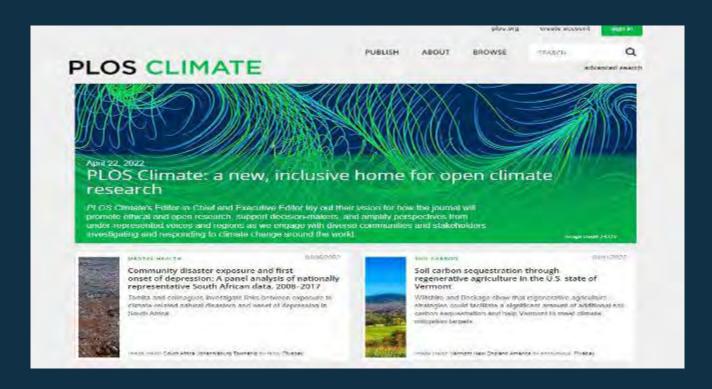
- Wyden, Markey letter to OSTP, Feb. 23 2022

So what's next? To transform or not….

- Transformational agreements?
- Read & Publish?
- Institutional memberships for open access?

- What is the role of the library?
- What about gray literature?

Our first OA agreement to cover NOAA APCs:

Open Access at the Smithsonia

Using Tableau for Data Exploration

FEDLINK 2022 Spring Expo

Smithsonian
Libraries and Archives

About [Me](#)

Richard Naples
Technical Information Specialist
Metadata Department > Digital Projects and Initiatives Division
Smithsonian Libraries and Archives

Responsibilities: data management and analysis of research information and library data, creating dashboards, graphs, queries, schemas, and sometimes [reports](#), too.

Pronouns: he/him/his

Land acknowledgment: I'm currently on unceded Nacotchtank and Piscataway lands

Smithsonian
Libraries and Archives

Public Institution = Public Domain?

Well, it's *complicated*.

The OSTP Memo in 2013 prompted a Public Access Workflow at the Smithsonian

Our Public Access Workflow

- Applies to Federally Funded Research Materials
  - → not all SI research is Federally Funded
- Peer-reviewed, part of official duties, feds vs trust, etc.
  - → not all SI employees are federal employees
- Is embargoed for 12 months, typically
- Has exceptions for "allowable restriction categories" (privacy, etc.)
- And is soon to be revised, but here it is

  - → **NOT** my area of expertise 😊

Smithsonian
Libraries and Archives

Knowing the Open Accesstatus of your organization's works is the first step in helping *shift* policies

Luckily, there are resources out there that make it easier than ever to figure this out

First, Some Background: Smithsonian Research Online

Smithsonian
Libraries and Archives

Smithsonian Research Online

- Began in **2008**

- Almost **100K** outputs dating back to **1846** (and even some before)

- **2.5K to 3K** research outputs on average each year (85% science)

- Journal articles comprise **75%** of outputs

- Proactive capture of **75%** through indexes, alerts, and CrossRef

- Maintained in **MsSQL** database, with web presence and internal API

Smithsonian
Libraries and Archives

research.si.edu

Smithsonian Research Online

research.si.edu

Corn's complex evolutionary legacy

Read More

Welcome to the Smithsonian Research Online where you can learn about and explore the active, ongoing research in the Smithsonian world.

Publication History

Publications: **95,809**
Full Text Items: **24,511**

2,706   2,637   2,831   3,029
2,411   2,350   2,513   2,593   2,197
1,955

Research News

1,000 Light-Year-Wide Bubble Surrounding Earth Is Source of All Young Stars Nearby
Published January 12, 2022

Spacecraft Enters the Sun's Corona for the First Time in History
Published December 14, 2021

Ocean Plastic Is Creating New Communities of Life on the High Seas

Search Publications

Search our database of over 80,000 publications and datasets.

Enter Search Term

Advanced Search

Go

Reporting
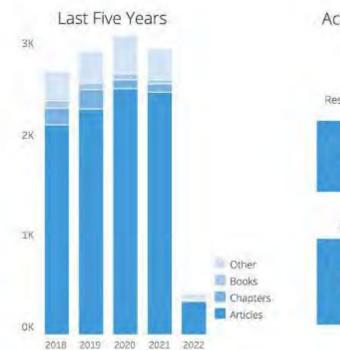
Every week, I refresh a public **Tableau Dashboard** that is embedded on our Research Online site.

View it: https://research.si.edu/statistics

Smithsonian
Libraries and Archives

Research Outputs

Chapters 10,905
Books 4,142
Other 5,717

97,049
Total Research Outputs

Articles 73,183

Last updated: 5/2/2022 6:22:55 PM

Last Five Years

3K
2K
1K
0K

2018 2019 2020 2021 2022

Other
Books
Chapters
Articles

Access to Resources

Research Outputs with Links:

35,697

Full Text in Repository:

24,539

Smithsonian
Libraries and Archives

research.si.edu/statistics

Why We Began Looking at OA

- Since creating Smithsonian Research Online, we have become **de facto analysts** of this data, reporting to VIP stakeholders

- With **"the OSTP memo,"** demands began trickling in for OA data

- Additionally, **Open Access Week** gave us a prime reason for diving into this topic more fully

- Not to mention SI's drive to **make our collections open** (but that's a horse of a different color...)

Smithsonian
Libraries and Archives

A Dashboard is Born

- First, we decided on two data sources: **Unpaywall** and **DOAJ** (We also looked at Sherpa Romeo, Open Access Button/OA Works, and their sources, too!)

- Next, we limited analysis of research outputs to just **journal articles** (about 75% of what we track)

- Finally, we came up with a data model & process to **capture data**

Smithsonian
Libraries and Archives

Defining Our OA Terms

INVALID — DOI is invalid or not included in Unpaywall's API

CLOSED — Not Open Access

GREEN — Archived in an Open Access repository

GOLD — Published in an Open Access journal

HYBRID — Published as Open Access with license, but in a for-pay journal

BRONZE — Available via the publisher, but not with a specific license
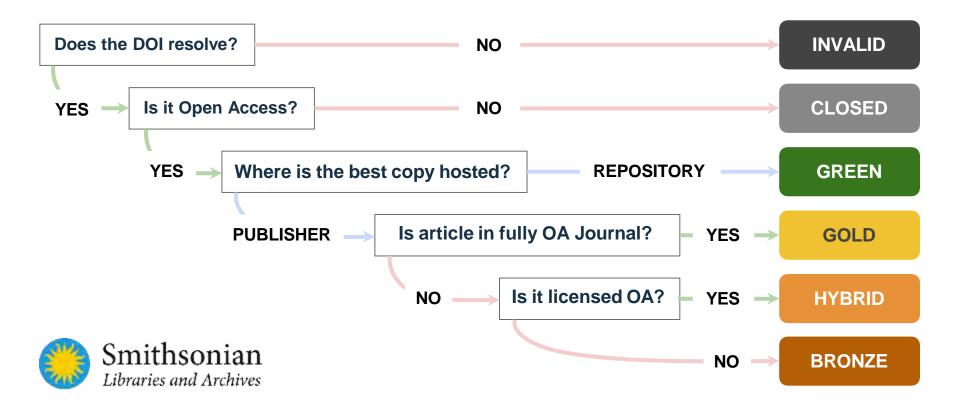
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N/A — Unchecked and everything else

Open Access Decision Tree

Does the DOI resolve? —— NO —— **INVALID**

YES → Is it Open Access? —— NO —— **CLOSED**

YES → Where is the best copy hosted? —— REPOSITORY —— **GREEN**

PUBLISHER → Is article in fully OA Journal? —— YES —— **GOLD**

NO → Is it licensed OA? —— YES —— **HYBRID**

NO —— **BRONZE**

The Open Access Dashboard

(Version 1.5)
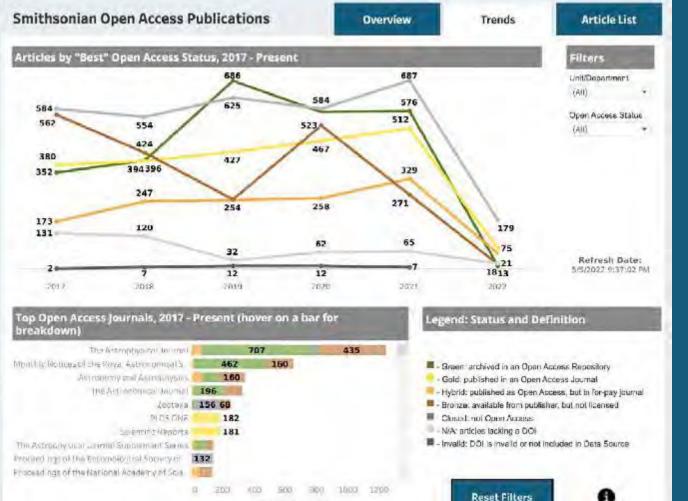
Trends:
- Yearly Trends
- Journal Breakdown
- Definition

Other Uses for Data

Data are easily adaptable to other types of analysis, including stand alone charts such as this **Alluvial Diagram** of 2021 research outputs.

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Libraries and Archives

How can I do this?

Getting OA Data
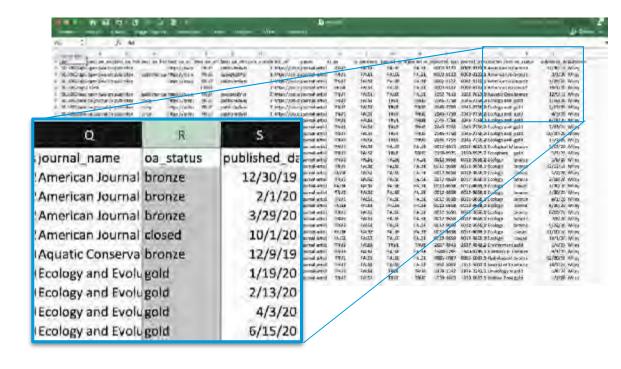
Unpaywall and **DOAJ** have:

- UIs that let you **search** one by one
  DOAJ journal or article search, and Unpaywall's beta search

- **APIs** that let you programmatically get data
  DOAJ and Unpaywall

- **Database Snapshots/Full Data Dumps** that let you download everything
  DOAJ and Unpaywall

- **More!**
  DOAJ widgets and Unpaywall's browser extension

Smithsonian
Libraries and Archives

Unpaywall'sSimple Query Tool

You can check up to 1,000 DOIs at a time using **Unpaywall's [simple query tool](#)**, getting results as csv, JSON, or Excel:

Caveat Emptor
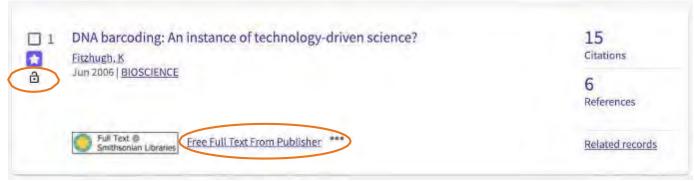
One issue with **Unpaywall's [simple query tool](#)** is that it only searches DOIs registered with Crossref. This means DOIs registered with Airiti, DataCite, mEDRA, etc. won't be included in the results

(I first run my DOIs against the doi.org API for registration agency, which you can see in the following example: https://doi.org/doiRA/10.1186/s40494-021-00497-1)

Already Integrated Data

Many citation indexes like **Web of Science** and **Scopus** already have integrated these data sources, making it more simple to analyze. **OpenAlex.org** from the makers of Unpaywall has it, too.

(WoS example)

Coming Soon?

- OA.Works is promising **OAreport**, but what is it?

- **Plan S Journal Checker Tool**: can we get/make one?

- Anything else? I bet it'll end up on the **Open Access Tracking Project** Twitter feed...

What's next?

Future Work?

- The publications that are "closed" (and maybe "bronze?") might not be in compliance. How can we tell? Check with **Sherpa/Romeo**?

- Can we **automate** data capture and ingest?
- **Display** OA status in our search results, and possibly in our own API?

- Look at **Books** and **Datasets**?

Smithsonian
Libraries and Archives

Thanks!

Richard Naples
Smithsonian Libraries and Archives
naplesr@si.edu

FEDLINK VIRTUAL 2022 SPRING EXPOSITION

May 11-12, 2022
9:00am - 4:30pm EST

FEDLINK LIBRARY OF CONGRESS

MISSION CRITICAL
CONNECTING INFORMATION TO INNOVATION

PROGRAM GUIDE

FEDLINK LIBRARY OF CONGRESS

Wednesday, May 11, 2022
Agenda

9:00am – 9:05am **Welcome**
Laurie Neider, FEDLINK Executive Director

9:05am – 9:15am **FEDLINK Awards**
2021 Large Library of the Year

9:15am – 10:15am **Keynote Address: Up, Down, and Across: Communicating Value**
John Verrico, Founder, Share Your Fire

10:15am – 10:30am **BREAK**

10:30am – 11:15am **Seize the Data: The Value of Usage Statistics**
Panel Discussion

11:15am – 12:00pm **Vendor Virtual Exhibits**

12:00pm – 1:00pm **Lunch Break**

1:00pm – 2:00pm **Demonstrating Value: Spotlight on Success**
Panel Discussion

2:00pm – 2:45pm **Ask FEDLINK**

2:45pm – 3:00pm **BREAK**

3:00pm – 3:10pm **FEDLINK Awards: 2021 Small Library of the Year**

3:10pm – 4:10pm **Policy in Practice: Collection Development**
Panel Discussion

Thursday, May 12, 2022
Agenda

9:00am – 9:05am	**Welcome**	Laurie Neider, FEDLINK Executive Director
9:05am – 9:15am	**FEDLINK Awards**	2021 Library Technician of the Year
9:15am – 10:00am	**Keynote Address: Building A Shared Digital Future**	Jennie Rose Halperin, Executive Director, Library Futures
10:00am – 10:45am	**General FEDLINK Membership Meeting**	Plenary Session
10:45am – 11:00am	**BREAK**	
11:00am – 12:00pm	**Vendor Virtual Exhibits**	
12:00pm – 1:00pm	**Lunch Break**	
1:00pm – 2:00pm	**Artificial Intelligence in Federal Libraries**	Panel Discussion
2:00pm – 2:45pm	**Ask FEDLINK**	
2:45pm – 3:00pm	**BREAK**	
3:00pm – 3:10pm	**FEDLINK Awards: 2021 Librarian of the Year**	
3:10pm – 4:10pm	**The New Knowledge Horizon: Open Access**	Panel Discussion

2022 FEDLINK Spring Expo Speakers

Laurie Neider, Executive Director, FEDLINK

Neider brings more than 40 years of experience in leadership and acquisitions librarian to her position as FEDLINK's Executive director. Before arriving at FEDLINK, she served with the Congressional Research Service (CRS) with more than a decade as head of the CRS Procurement and Administrative Services Section, where she oversaw acquisition planning, contracting, and a multimillion-dollar annual procurement budget. Prior to joining the Library, Neider served 14 years as an information specialist in the private sector, including eight years as the chief of the Acquisitions Section for the International Monetary Fund, Joint Bank Fund Library. Neider earned her master's degree in library science from Syracuse University and began her career as an acquisitions librarian at the Executive Office of the President Information Center in the White House.

Michael Bates, Supervisory Contract Specialist, FEDLINK

Michael Bates is FEDLINK's Supervisory Contract Specialist. Prior FEDLINK, Michael worked as a Program Analyst, Contracting Officer, and Contracting Officer's Representative (COR) for the Veterans Benefits Administration, Administrative Office of the U.S. Courts, the Department of Education, and Department of Defense. In addition to his 9+ years of federal procurement and acquisitions experience managing contract portfolios in excess of $1B, Michael earned a Master's Certificate in Contract Management from The George Washington University in 2018, his M.S. in Enterprise Business Management from Stratford University in 2016, and his M.B.A. in Supply Chain and Operations Management from Stratford in 2014.

Melissa Blaschke, Supervisory Librarian, FEDLINK

Melissa Blaschke is the Supervisory Librarian for FEDLINK's Network Operations Section. Prior to serving as the team supervisor, she was a FEDLINK Librarian and a certified Contracting Officers Representative (COR). Having been both a contracting officer and a COR, Blaschke combines her expertise and experience in ensuring FEDLINK members have the resources and information needed to make the best purchasing decisions for their agencies. Blaschke began her library career processing archives and manuscripts at the University of Chicago Special Collections Research Center. In late 2008, she came to the Library of Congress to work in the Collections Conservation Section of the Preservation Directorate before becoming a contract specialist in the Office of Contracts and Grants Management. Blaschke earned her M.S. in Library and Information Science at the University of Illinois and her M.A. in Divinity at the University of Chicago. She received her B.A. in Religious Studies from the University of Southern California.

Shun Fong Seto, Financial Manager, FEDLINK

Shun Fong Seto is the Financial Manager for FEDLINK.. Prior to serving as the manager, she was a Fiscal Analyst /Accountant for FEDLINK for over 20 years. She has a wide range of accounting and budget experiences both in the private and public sectors.   Her focus is to deliver better customer service and provide accurate and timely accounting services for our members. She is a certified public accountant (CPA) with a B.A. in Finance at the University of Illinois and B.A. in Accounting at the University of Maryland.

2022 FEDLINK Spring Expo Guest Speakers

Julie Arrighetti, Chief Librarian, Ralph J. Bunche Library, U.S. Department of State
Julie Arrighetti is the Chief Librarian at the Ralph J. Bunche Library, U.S. Department of State, a position she has held since September 2016. She is the Vice Chair of the FEDLINK Advisory Board and Chair of the FEDLINK Library Leadership Working Group. Before joining the State Department, Arrighetti held a number of positions at the National Defense University Library: Reference Librarian (2003-2004), MERLN (Military Education Research Library Network) Librarian (2004 – 2011), Chief of Research and Instructional Services (2011-2015) and Director (2015-2016).   Elected to the FEDLINK Advisory Board in 2016, Arrighetti currently serves as its chair. She served as the co-chair of the Military Education Coordination Council Library Working Group in 2015-2016. Before returning to school for her Masters in Library Science degree, Arrighetti spent nine years at the State Department, primarily as a Public Affairs Officer for the Bureau of Near Eastern Affairs. Mrs. Arrighetti has a Masters of Library and Information Science degree from the Catholic University of America, Washington, D.C., and a Bachelor of Arts degree in English from Oberlin College, Oberlin OH. She holds a third-degree black belt in Taekwondo and a red belt in combat jujutsu. *(Wednesday 1:00pm – 2:00pm/Demonstrating Value: Spotlight on Success)*

Greta Braungard, Director of Academic Scholarship
U.S. Army Heritage and Education Center
Greta Braungard is the current Director of Academic Scholarship at the U.S. Army Heritage and Education Center. Prior to that assignment, Braungard was the Director of the U.S. Army War College Library, taking that position in 2016. She started in the Army Library system in 2006 as a reference librarian at Fort Knox's Barr Memorial Library, then moved to Carlisle Barracks in 2008, progressing through the work force culminating in the position of Supervisory Professor. Work interests are related to information literacy, self-organization, research, mentorship, coaching, and leadership. Braungard received her Master's in Library Science from Syracuse University. She also has a Bachelor of Arts in Literature and Creative Writing with a minor in Anthropology from LeMoyne College. Outside of work, interests include writing and listening to music, reading, and trivia. *(Wednesday 3:10pm – 4:10pm/Policy in Practice: Collection Development)*

Deirdre Clarkin, Director, NOAA Central and Regional Libraries
National Oceanic and Atmospheric Administration
Deirdre ("Dee") Clarkin has over 25 years of leadership experience in federal government libraries, beginning as senior reference librarian with the Federal Deposit Insurance Corporation to her current position as Director, NOAA Central and Regional Libraries. Clarkin spent 12 years at the National Library of Medicine, where she held positions of increasing responsibility culminating in Deputy Chief of the Public Services Division, a 60-FTE component responsible for collection access, research and reference, collection management and preservation, and consumer health initiatives such as www.medlineplus.gov. While at NLM, Clarkin led an effort to envision the future of resource sharing among medical libraries, which included leading focus groups and designing and implementing a survey of over 2,400 US and Canadian medical librarians. Clarkin also initiated NLM's first Copyright Working Group, whose activities provided NLM

the basis to adopt the Association of Research Librarians Code of Best Practices in Fair Use for Academic and Research Libraries. Clarkin joined the National Oceanic and Atmospheric Administration in 2016. She leads three NOAA libraries and also oversees the NOAA Institutional Repository, a digital library making peer-reviewed scholarly publications resulting from NOAA authored or funded research publicly accessible. She is engaged in a number of projects, including working with the larger confederation of NOAA libraries to re-envision the future of libraries within the agency, as well as an effort to digitize older NOAA documents. Clarkin received an MLS from the iSchool, University of Maryland and also an MBA from University of Maryland University College. She is a 2014 graduate of the Harvard University Berkman Center for Internet and Society CopyrightX program. *(Thursday 3:10pm – 4:10pm/The New Knowledge Horizon: Open Access)*

Catherine Nicole Coleman, Digital Research Architect, Stanford University
Nicole is Digital Research Architect for the Stanford University Libraries and Research Director for Humanities+Design, a research lab at the Center for Spatial and Textual Analysis. Nicole works at the intersection of the digital library and digital scholarship as a lead architect in the design and development of practical research services. She is currently leading an initiative within the Library to identify and enact applications of artificial intelligence —machine perception, machine learning, machine reasoning, and language recognition— to make the collections of maps, photographs, manuscripts, data sets and other assets more easily discoverable, accessible, and analyzable. At Humanities + Design she has led the design and development of numerous tools for data visualization and analysis including Palladio, Breve, and, most recently, Data Pen. The lab encourages and supports collaboration between researchers from the humanities and design to encode interpretive method in tools for data analysis. *(Thursday 1:00pm – 2:00pm/Artificial Intelligence in Federal Libraries)*

Ryan Cordell, School of Information Sciences
University of Illinois Urbana-Champaign
Ryan Cordell is Associate Professor in the School of Information Sciences and Department of English at the University of Illinois, Urbana-Champaign, as well as Affiliated Faculty in Informatics. Cordell studies the circulation of information through reprinting in nineteenth-century American newspapers, but his interests extend to the influence of computation and digitization on contemporary reading, writing, and research. Cordell collaborates with colleagues in English, History, and Computer Science on the Viral Texts project, which uses robust data mining tools to discover borrowed texts across large-scale archives of nineteenth-century periodicals. Cordell was commissioned by the Andrew W. Mellon Foundation to co-write a report on optical character recognition for historical and multi-lingual materials, and by the Library of Congress labs to write a report on the current state of machine learning in libraries. Cordell is also a Senior Fellow in the Andrew W. Mellon Society of Critical Bibliography at UVA's Rare Book School and serves as the Delegate Assembly Representative for the MLA's Forum on Digital Humanities.
(Thursday 1:00pm – 2:00pm/Artificial Intelligence in Federal Libraries)

Barbara Ferry, Interim Manager, Smithsonian Libraries and Archives
As the interim manager of SLA Library Branches, Barbara manages the services and staff of eighteen Smithsonian Libraries branches focused on Art & Design, History & Culture, and Natural & Physical Sciences. Prior to the Smithsonian, she was the Director of the Library and Archives at National Geographic Society, where she and her team launched

the National Geographic Virtual Library, a database of National Geographic publications, images, and videos for the library market. Barbara received the Special Libraries Association: Outstanding Achievement in Business Librarianship, as well as the Nielsen Norman Group Intranet Design Awards. Barbara is a Founding Member of the University of Maryland's Future of Information Alliance. In her early career, she assisted reporters as a news research analyst at the Washington Post, and led a research team at Washington Information Group. She holds a Masters in Library Science from the University of Maryland, a Masters in Journalism from Columbia University, and a Bachelors of Arts from Cornell University. *(Thursday 3:10pm – 4:10pm/The New Knowledge Horizon: Open Access)*

Bella Karr Gerlich, Grants and Special Projects Librarian, Texas Tech University
Bella Karr Gerlich has over 30 years' experience working in academic libraries and done most every job in a library; currently she is the Grants and Special Projects Librarian at Texas Tech University (TTU); her most recent leadership role was as a consultant / interim Associate Vice President for the Library and Learning Commons at Goucher College from August 2020-December 2021. Prior to that, Bella held leadership positions as dean of the university libraries at TTU, dean of the libraries at University Alaska Fairbanks, university librarian at Dominican University, associate dean at Georgia College and department head, Arts and Special Collections, Carnegie Mellon University Libraries. Bella's research interests include assessment, advocacy, organizational strategy and valuation of services; she has authored or co-authored numerous publications, participated in panel sessions and has been an invited presenter at national and international conferences alike. Bella also enjoys being active in the profession and is currently Chair of the Statistics and Evaluation Section of the International Federation of Library Associations and Institutions (IFLA). For research services, Bella created the Reference Effort Assessment Data or 'the READ' Scale, a 1 - 6 sliding scale tool for recording the effort, knowledge, skill, and teaching that occur during reference / research transactions. Over 350 libraries worldwide use the Scale, which has been incorporated into commercial and open source products. Bella received a PhD in Library and Information Science from University of Pittsburgh, a Master of Public Management from Carnegie Mellon University, and a BFA from Virginia Commonwealth University. In 2013, Bella was the recipient of the University of Pittsburgh's School of Computer Sciences Alumni Achievement Award. *(Wednesday 10:30am – 11:15am/Seize the Data: The Value of Usage Statistics)*

Jennie Rose Halperin, Executive Director, Library Futures
Jennie Rose Halperin (she/her/hers) is a digital strategist, community builder, and librarian who serves as Executive Director of Library Futures. She is focused on growing the organization and its reach and fostering a culture of open, inclusive leadership to support equitable library policy, technology, and advocacy. Jennie joins Library Futures from Harvard Law School Library, where she served as the Assistant Director for Outreach and Community Engagement. Previously, she managed communications for Creative Commons and worked on growth and community at O'Reilly Media and Mozilla. A committed civic leader, in 2018, she was chosen for Boston Mayor Marty Walsh's SPARK Cohort for Millennial Leaders and received a New Urban Mechanics Public Space Invitational Grant in 2019. In 2021, she was named a visionary by Public Knowledge – a "future leader who will drive tech policy in the public interest for the next 20 years." Jennie is on the Community Advisory Board for Invest in Open Infrastructure and has completed

the Coaching Fellowship, Outreachy, and the CBYX Exchange for Young Professionals. She speaks German and some Spanish. Jennie received her MLS from University of North Carolina at Chapel Hill and her BA from Barnard College. *(Thursday 9:15am – 10:00am   Keynote Address: Building A Shared Digital Future)*

Eileen J. Manchester, Innovation Specialist, Library of Congress
Eileen J. Manchester draws on her background in student-centered classroom teaching, literary history, and digital humanities as an Innovation Specialist on the Library of Congress Labs team. She supports and manages various LC Labs initiatives, all of which work to achieve the Library's Digital Strategy. She is currently pursuing a Ph.D. from the College of Education and Human Development at George Mason University, where she studies the design of technology education programs and integration of computational thinking skills in libraries, archives, and museums. Eileen holds a Master's in Modern Languages from the University of Oxford, where she was an Ertegun Graduate Scholar in the Humanities and a B.A. in English, French, and German from the University of North Carolina at Charlotte, where she was a Levine Scholar*. (Thursday 1:00pm – 2:00pm/Artificial Intelligence in Federal Libraries)*

Tasha Mellins-Cohen, Project Director, COUNTER
With two decades of scholarly publishing experience across not-for-profit and commercial publishers and publishing industry bodies, and a history of volunteering with scholarly communication bodies, Mellins-Cohen understands and appreciates the changing pressures on publishers, librarians, funders, researchers and research institutions. Data and standards are essential underpinnings for information community, from the metadata standards that help optimize discoverability to the usage metrics that are one aspect of measuring impact. Her combined roles as COUNTER's Project Director and founder of an independent consultancy business helping publishers achieve a sustainable transition to open access both rely on that pairing of data and standards. *(Wednesday 10:30am – 11:15am/Seize the Data: The Value of Usage Statistics)*

Richard Naples, Technical Information Specialist
Smithsonian Libraries and Archives
Richard Naples is a Technical Information Specialist in the Metadata and Analytics Department of the Digital Projects and Initiatives Division of the Smithsonian Libraries and Archives. In his current role, he oversees the development and deployment of Tableau dashboards for assessing library programs and processes, while also supporting research assessment for Smithsonian administrators, unit directors, and others as part of the team responsible for Smithsonian Research Online, the system that tracks the research output of the Institution. A strong proponent of open principles, he has recently become more involved with Wikidata and linked open data and their importance for the open citations movement. Naples has been a staff member at the Smithsonian Institution for over twenty years, having previously worked in the Smithsonian Libraries and Archives' Preservation Services Department where he oversaw the general collections care program and the environmental monitoring program, and served an integral role in establishing the Libraries' social media presence. Naples's work has been featured in The Washington Post, Smithsonian magazine, WIRED, and other publications, including being dubbed by Gizmodo as a "Photoshop maestro" regarding the animated GIFs he has created for the Smithsonian Libraries and Archives' social media platforms. A former board member of Slow Food DC, Naples's interests include culinary history, local foods, food preservation,

and gardening heirloom varieties. *(Thursday 3:10pm – 4:10pm/The New Knowledge Horizon: Open Access)*

Carol Ottolenghi, Director of Research and Library Services
Office of the Ohio Attorney General
As Director of Research and Library Services for the Office of the Ohio Attorney General, Carol Ottolenghi has learned that, if her library is to survive, every single library action -- and inaction -- must be a marketing tool. Library staff must not only do good work, they must be seen doing good work. Her latest book, *Intentional Marketing: A Practical Guide for Librarians*, includes "snapshots" of how various librarians across the world demonstrate their value. *(Wednesday 1:00pm – 2:00pm/Demonstrating Value: Spotlight on Success)*

Bebbie Rhodes, Senior Librarian/Team Leader
Technical Library, U.S. Nuclear Regulatory Commission
Bebbie Rhodes is the Senior Librarian/Team Leader in the Technical Library at the U.S. Nuclear Regulatory Commission (NRC). Prior to her service in the federal government she was a medical librarian for over 10 years at hospital libraries in Virginia and Maryland before accepting a position as Manager of Information Services at The Institute for Genomic Research (TIGR). As a solo librarian at TIGR she directed the resources and services for over 32 research faculty and their teams. Ms. Rhodes was at TIGR from 2000-2004 before accepting a position as Acquisitions Librarian at NRC. At NRC she is a Federal Acquisition Certified Contracting Officer Representative responsible for the library's Interagency Agreement with FEDLINK and oversees the library's annual budget and other contracting actions. She has worked with electronic resources and licensing of electronic materials for over 20 years. Ms. Rhodes holds a Master of Library Science from the University of Maryland and was a member of the Medical Library Association and the American Library Association. She currently serves on the FEDLINK Advisory Board and participates in three FEDLINK working groups. Her professional interests include collection management and preservation, as well as metrics, and marketing of library resources and services. She works with a team of other librarians to provide reference and outreach services to NRC scientific and technical staff in the NRC Technical Library and to members of the public in the NRC Public Document Room. *(Wednesday 10:30am – 11:15am/Seize the Data: The Value of Usage Statistics)*

Carly Robinson, Assistant Director, Office of Scientific and Technical Information
U.S. Department of Energy
Carly Robinson is the Department of Energy (DOE) Office of Scientific and Technical Information (OSTI) Assistant Director for the Office of Information Products and Services (IPS). IPS leads OSTI's persistent identifier services and manages development of OSTI search tools providing access to DOE-funded R&D results. IPS responsibilities also include metadata quality and curation, communications, management of interagency and international products, and policy development and implementation. Carly has a Ph.D. and M.S. in Atmospheric Chemistry from the University of Colorado, and a B.S. in Applied Physics from Michigan Technological University. *(Thursday 3:10pm – 4:10pm/The New Knowledge Horizon: Open Access)*

John Verrico, Founder, Share Your Fire

Former president of the National Association of Government Communicators and retired Navy Master Chief, John Verrico has more than 40 years of experience as a communications professional in media, community, and employee relations. He is an internationally recognized speaker and coach providing training in leadership, communication, motivation, resilience, and balance. He also currently serves as the Chief of Media and Community Relations for the U.S. Department of Homeland Security's Science & Technology Directorate. He has a Master's degree in Organizational Leadership from Norwich University and a Bachelor's degree in communication from the University of the State of New York. *(Wednesday 9:15am – 10:15am/Keynote Address: Up, Down, and Across: Communicating Value)*

Aimee Viola, Research Librarian, Department of State

Aimee Viola was worked as a research librarian at the Ralph J Bunche Library at the Department of State for the last 12 years. She graduated from Pacific Lutheran University and received her Master's in Library Science from the University of Maryland. *(Wednesday 3:10pm – 4:10pm/Policy in Practice: Collection Development)*

Amanda Wilson, Engagement and Training, National Library of Medicine

Ms. Wilson coordinates engagement, training, and outreach staff from across NLM to elevate NLM's presence across the United States and internationally. OET is also home to the Environmental Health Information Partnership for NLM and coordinates the Network of the National Library of Medicine. **(Wednesday 3:10pm – 4:10pm/Policy in Practice: Collection Development)**

Janice Young, Library Director, Veterans Affairs Central Office, Washington, DC

Janice is the Library Director at the U.S. Department of Veterans Affairs Central Office in Washington, DC. Her robust career working in traditional and specialized libraries and federal agencies over the past two decades includes the U.S. Department of Energy's (DOE) Office of Scientific and Technical Information in Oak Ridge, Tennessee as liaison to four DOE laboratories and engaged with university scholarly communications staff and grant administrators in support of DOE's Public Access Plan implementation. She was the Electronic Resources Librarian at the U.S. Air Force Academy; Supervisory Medical Librarian at the Veterans Affairs San Diego Healthcare System; Reference Law Librarian at the Clark County Law Library, Las Vegas, Nevada; and in public schools earlier in her career. Janice is a Veteran of the United States Navy and managed several libraries during her tours in Europe, North America and the Pacific. Janice holds undergraduate degrees in Communications and Sociology and minor in Art History from the University of Nevada Las Vegas, a Master of Education from Regis University and a Master of Library Science from Texas Woman's University. In 2012, she completed the prestigious Leadership Pikes Peak Signature Program that advances civic leadership and community engagement in Colorado Springs, Colorado. She is past Federal Director, Vice President, and President of the Federal and Armed Forces Libraries Round Table (FAFLRT) and the Designated Director, State Library Agencies for the Association of Specialized, Government and Cooperative Library Agencies (ASGCLA). She was elected the 2020-21 President-Elect of the Association of Specialized, Government and Cooperative Library Agencies (ASGCLA). Janice received the FAFLRT and ASGCLA Distinguished Service Award and a Fulbright Scholar 2019-2020 Designated Alternate Candidate. *(Wednesday 1:00pm – 2:00pm/Demonstrating Value: Spotlight on Success)*

FEDLINK LIBRARY OF CONGRESS

FEDLINK Advisory Board Members (FAB)

Chair
Dr. Carla Hayden
Librarian of Congress

Vice Chair
Julie Arrighetti
U.S. Department of State

Appointed Members

Bebbie Rhodes (2020-2022)
Senior Librarian
Nuclear Regulatory Commission

Jennifer McMahan (2021-2023)
Deputy Library Director
U.S. Department of Justice

Elected Members

Julie Arrighetti (2019-2022) (Chair)
Chief Librarian
Ralph J. Bunche Library
U.S. Department of State

Robin Miller Dixon (2022-2024)
Head of the Knowledge Resources and
Library Services Branch
NASA Goddard Space Flight Center

Ann Holman (2021-2022)
Director
Darnall Medical Library
Walter Reed National Military Medical
Center

Ben Hope (2019-2022)
Information Architect/Office of Operations
FDA Library
U.S. Food and Drug Administration

Michael McNulty (2021-2023)
Librarian of the Army

Beata Moore (2021-2023)
Associate Director, Data Production Division
National Agricultural Library

Karen Tate (2021-2023)
Director
National Library of Education

David Walls (2019-2022)
Preservation Librarian
Library Services and Content Management
Government Publishing Office

Andrew Young (2021-2023)
Librarian
Treasury Library

Organizational Observers

Madison Bolls
Senior Program Officer, Grants to States
Institute of Museum and Library Services

Todd Carpenter
Executive Director
National Information Standards Organization

Virtual Vendor Exhibits

Backstage Library Works (Wednesday)
High-quality services that preserve, organize, describe and connect you to the world's knowledge. Backstage Library Works partners with libraries, museums, and archives like yours to help you serve your communities. We're dedicated to providing you the best experience possible so you can focus on doing the same for your patrons. Backstage gets the job done, frees you from your backlog, and enables you to operate more efficiently. We leverage powerful technology and deep expertise to make your metadata more useful and your paper, microfilm, and digital collections more accessible.

Bloomberg Industry Group (Thursday)
Bloomberg Industry Group, wholly owned by Bloomberg LP, offers computer aided legal and legislative research products: Bloomberg Law and Bloomberg Government.

Clarivate (Thursday)
Clarivate is a global leader in providing trusted insights and analytics to accelerate the pace of innovation. Our vision is to improve the way the world creates, protects and advances innovation. To achieve this, we deliver critical data, information, workflow solutions and deep domain expertise to innovators everywhere. We are a trusted, indispensable global partner to our customers, including universities, nonprofits, funding organizations, publishers, corporations, government organizations and law firms.

Conservation Center for Art & Historic Artifacts (Wednesday)
Founded in 1977, the Conservation Center for Art & Historic Artifacts (CCAHA) is a nonprofit conservation facility specializing in the assessment and treatment of works on paper, photographs, and books. CCAHA's digitization lab creates facsimiles and digital images that provide access to fragile objects. Our housing and framing technicians create sealed packages, museum-ready frames, storage mats, archival folders and boxes. CCAHA's Preservation Services Office coordinates consulting and educational outreach to help institutions assess and safeguard their collections through needs and risk assessments, preservation and disaster planning, and digitization plans.

Copyright Clearance Center (Wednesday)
Copyright Clearance Center (CCC) builds unique solutions that connect content and rights in contextually relevant ways through software and professional services. CCC helps people navigate vast amounts of data to discover actionable insights, enabling them to innovate and make informed decisions. CCC, with its subsidiaries RightsDirect, collaborates with customers to advance how data and information is integrated, accessed, and shared while setting the standard for effective copyright solutions that accelerate knowledge and power innovation

Crowley Company (Wednesday)
The Crowley Company is a 41 year old firm specializing in digitization services. With over 40 in-house scan stations plus the ability to scan onsite at customer locations, we provide archival preservation scanning, microform, wide format and photo digitization meeting Federal standards.

Data Axle, Inc. (Wednesday)
Data Axle is the leading provider of data and real-time business intelligence solutions for Government, political organizations, nonprofit, enterprise, and small businesses. We enable agencies to improve efficiency, and mitigate threats and compliance issues. Government

solutions include historical & current U.S. business and historical information, customizable raw data files, data processing, and geocoded & mapping data. RefGov is an Internet-based subscription service containing detailed information on more than 63 million US businesses, 309 million US residents, and 1.2 million US healthcare providers.

Digital Bedrock (Wednesday)
Digital Bedrock protects digital content through secure and managed digital preservation. Complex metadata about a file's characteristics is extracted in our system, and the asset's bit health is monitored over time. Offline redundancy on LTO tape is provided in three secure locations, with assets migrated to new generations. Data can optionally be copied to the client's cloud storage. Related services include legacy media migrations to the cloud, current LTO generations, or hard drives. Storage media can become obsolete faster than the file formats on them. Digital Bedrock also offers consulting services: collection assessments, metadata audits, software development, and training.

Elsevier (Wednesday)
As a global leader in information and analytics, Elsevier helps researchers and healthcare professionals advance science and improve health outcomes for the benefit of society. We do this by facilitating insights and critical decision-making for customers across the global research and health ecosystems. In everything we publish, we uphold the highest standards of quality and integrity at scale to ensure value to our customers. We bring that same rigor to our analytical solutions for researchers, health professionals, institutions and funders

FiscalNote, CQ Roll Call, Oxford Analytica (Wednesday)
FiscalNote is a premier technology & information services company focused on global policy and market intelligence. Our success is based on combining technology, expert analysis, and legislative, regulatory, and geopolitical data. Our CQ Roll Call subscription is the market leader in US Federal Legislative News, analysis, bill tracking and transcripts. The FiscalNote platform is the market leading GRM for government affairs. Oxford Analytica's Daily Brief and Advisory Services help agencies understand the geopolitical risks facing partner countries and regions.

Forrester Research, Inc. (Thursday)
Founded in 1983, Forrester Research, Inc. (Forrester) is an American-owned, publicly traded (NASDAQ: FORR), independent research advisory firm that provides forward-thinking research and advice to leaders of Federal agencies globally, International Non-Governmental Organizations (NGOs), and $1 Billion+ companies. Our unique insights are grounded in annual surveys of more than 690,000 consumers and business leaders worldwide, rigorous and objective methodologies, and the shared wisdom of our most innovative clients.

Gartner, Inc. (Wednesday)
For over three decades, Gartner has effectively delivered actionable, objective insight to executives and their teams. Our research is founded in a mature framework supported by rigorous peer review and industry-standard methodologies. Gartner's unmatched depth and breadth of research is delivered by the largest and most experienced team of dedicated analysts in the industry. Through our rigorous research process, Gartner provides world-class, objective insight on virtually any area of IT. We currently serve thousands of clients across more than 14,000 client enterprises worldwide. Gartner has more than 2,150 research and advisory experts covering over 1,300 technology and business topics.

GovExec (Thursday)

Military Periscope provides easy-to-use, integrated, open-source intelligence on
- More than 7,500 weapons systems and platforms
- Nearly every country's armed forces
- International terrorist groups as defined by the US State Department.

Internet Archive (Thursday)

The Internet Archive has provided low-cost, non-destructive bulk digitization services for print materials as well as free universal access on archive.org since 2005. Regional digitization centers serve libraries and organizations across the United States, Canada and the UK, and onside full-time digitization service is also available for larger projects. Internet Archive also provides access to its own extensive collections via controlled digital lending and interlibrary loan services.

LexisNexis (Thursday)

LexisNexis Legal & Professional is a leading global provider of legal regulatory and business information and analytics that help customers increase productivity, improve decision-making and outcomes, and advance the rule of law around the world.

Midwest Library Service (Thursday)

For more than a half-century, Midwest Library Service has been defined by its superior service, provided to academic, government, and public libraries. Our comprehensive range of products, services, and resources includes books supplied from more than 15,000 U.S., Canadian, and U.K. publishers and an out-of-print service. Our expert staff is committed to fulfilling your entire order, not just those books that are easily obtained. We follow your cancellation policy, substantially reducing the time and effort you would otherwise expend reordering books. Our goal is simple: Provide the products, services, and personnel to improve your library's efficiency.

Springer Nature (Thursday)

Springer Nature advances discovery by publishing robust and insightful research, supporting the development of new areas of knowledge, making ideas and information accessible around the world, and leading the way on open access.

Taylor & Francis (Wednesday)

Taylor & Francis partners with world-class authors, from leading scientists and researchers, to scholars and professionals operating at the top of their fields. Together, we publish in all areas of the Humanities, Social Sciences, Behavioral Sciences, Science, Technology and Medicine sectors. We are one of the world's leading publishers of scholarly content. Taylor & Francis Group publishes quality peer-reviewed journals under the Routledge and Taylor & Francis imprints. Journal content is available through title-level subscriptions, article-level purchases, and curated subject collections.

Third Iron (Wednesday)

Third Iron is a leading library company, providing AI-powered technology to deliver the fastest, most reliable, and status-aware access to library subscribed and open access full text.

Trade Data Monitor (Thursday)

Trade Data Monitor (TDM) publishes the official global import/export trade statistics for 110+ reporting countries for ALL commodities. The monthly data is available in value and quantity. The TDM user interface is updated daily and includes the most recent revisions. Clients use

the data to forecast market trends, analyze supply chains, identify opportunities and risks in new and existing markets, monitor demand, and analyze global trade policy and how world events may impact trade.

vLex LLC (Thursday)
vLex is a leading provider of award-winning technology and global legal information, providing access to comprehensive primary and secondary collections from over 100 countries, on one intelligent research platform.   Founded over 20 years ago, vLex provides a cutting-edge service for thousands of lawyers, law firms, government departments, and law schools around the world.   With a team of over 200 lawyers, engineers, commercial executives, and editorial experts, vLex strives to deliver bespoke technology that enhances research and the connectivity of millions of editorially enriched legal documents.

Wiley (Thursday)
Wiley Online Library is one of the largest and most authoritative collections of online journals, books, and research resources across all subject disciplines and the world's leading society publisher.

William S. Hein & Co., Inc. (Wednesday)
HeinOnline is an online research platform that provides more than 199 million pages of content to researchers. Composed of fully searchable image-based PDFs and available at an affordable price, the wealth of material allows academic institutions, government agencies law firms, court systems, corporations, and other organizations access to authoritative, true-to-print digital material. With 29+ research databases, U.S. Core+ for Government agencies contains the full text of more than 3,000 law and law-related journals, access to U.S. federal and state case law, thousands of classic legal treatises, and a wealth of U.S. federal government publications.

FEDLINK Background

The Federal Library and information Network (FEDLINK) is an organization of federal agencies working together to achieve optimum use of the resources and facilities of federal libraries and information centers by promoting common services, coordinating and sharing available resources, and providing continuing professional education.

Since 1965, FEDLINK has served as a forum for discussion of the policies, programs, procedures and technologies that affect federal libraries and the information services they provide to all branches of the federal government and the American people. Federal information professionals join together to support the common goals of information access, library service, and collection stewardship. Current working groups support the following initiatives:

American Indian Libraries

Identifies federal efforts to support American Indian Libraries in their preservation, digitization, cataloging, and reference services efforts.

eResources

Provides a forum to share best practices and discuss creative solutions to common challenges in eResources acquisitions and management. The Working Group works in synergy with the FEDLINK Advisory Board and other federal and non-federal groups interested in increasing pricing transparency, open access, and the acquisition and management of eResources.

FEDLINK Awards

Makes annual awards to recognize the innovative ways that federal libraries, librarians, and library technicians fulfill the information demands of government, business and scholarly communities, and the American public.

Education

Sponsors professional development programs including the semiannual FEDLINK expositions featuring topics for federal librarians and technicians on the latest information policies, procedures, and issues affecting federal libraries and information centers. Hosts the "Great Escapes" program offering numerous tours and orientations to federal and special collection libraries.

Federal Library Leadership

Provides a forum for library leadership to share best practices and discuss creative solutions to common problems, establish a consolidated voice that advocates for the interests of federal libraries, and builds a strong and sustainable future for federal libraries.

Preservation and Digitization

Develops strategies for long-term preservation and access to federal library resources by promoting adherence to standards and recommended practices in federal preservation, digitization, and stewardship of federal digital assets.

Research and Metrics

Coordinates research across the federal enterprise using relevant metrics, data sets, analysis, training, and education so the federal information community has the expertise and resources necessary to make critical decisions about services and programs.

FEDLINK combines 48 years of experience in purchasing and managing library and information services with the buying power of a consortium of federal agencies. It streamlines procurement for commercial information services and products for federal agencies in all branches of government, tribal governments, and the District of Columbia.

FEDLINK offers
- simplified acquisition of commercial information services and products,
- negotiated discounts and volume pricing, and
- elimination of the high cost of duplicating contracting cycles and the cost associated with individual orders.

FEDLINK Assisted Acquisition Products and Services
- Books & Media
- Electronic Resources
- Foreign Language Learning
- Library Support Services
- Preservation/Digitization
- Serials Subscriptions

FEDLINK is a revolving fund (Section 103 of Public Law 106-481 (2 U.S.C. 182c)) and follows the Federal Acquisition Regulations (FAR) and the rules and procedures of GAO, OMB, and US Treasury.

Resources
FEDLINK Website
➡ http://www.loc.gov/flicc/

Top 10 Reasons Federal Agencies Need Libraries
➡ Make the case for federal libraries at your agency! Read the FEDLINK Leadership Working Group's fact sheet here!

Assisted Acquisitions Registration
➡ Online Registration

Video on Establishing Your Interagency Agreement
Looking for instructions on the FEDLINK Assisted Acquisitions process?
➡ Establishing Your Interagency Agreement

Direct Express Procurement Information
Need the latest information to use one of FEDLINK's contracts?
➡ Request Information Here!

FEDLINK Interagency Agreement Documents & Frequently Asked Questions
➡ Frequently Asked Questions

Acquisitions FAQ
➡ Have questions about buying products and services through FEDLINK? We have answers. Check out our Acquisitions FAQ!

The FEDLINK Vendor Services Directory
➡ Review the latest vendor product and services available through FEDLINK contracts.