

GPO is dedicated to producing, procuring, and disseminating Government information products in a wide range of formats. In GPO, the Government has a unique asset that combines a comprehensive range of conventional production and electronic processing services, procurement facilitation, and multi-format dissemination capabilities to support the information life cycle needs of Congress, Federal agencies, and the public. GPO conducts all of its services in a non-partisan, service-oriented environment that emphasizes the primacy of the customers' requirements for timeliness, quality, security, and economy. Although GPO's total workforce collectively provides services to benefit its customers, many organizational components maintain direct and close interaction with them in the fulfillment of mission requirements. GPO's accomplishments in the area of customer satisfaction and improved services are described herewith.

GPO's **Customer Services** coordinates all aspects of the printing, binding, and distribution requirements of Congress and Federal agencies. Customer satisfaction continues to be its driving force, with efforts directed toward achieving improved customer relations through timely and accurate information, excellence in design and quality control services, and highly acclaimed interagency training courses.

The Departmental Account Representative Division (DARD) provides individualized service to more than 140 Federal departments and agencies. This service is critical due to the loss of customer expertise through the decentralization of many agency printing operations. This activity was supplemented by a new program to send a Senior Account Representative to agencies to provide free on-site expertise. A DARD representative serves on the Technical Specifications Contract Integration Team in planning for the Government's *Census 2000*. GPO will be responsible for the procurement of all printed products relating to the Census, including questionnaires, fact sheets, brochures, handbills, letters, cards, envelopes, forms, and posters. Of special note is the progress made in the creation of a more efficient database for electronic entry of incoming orders, including scanning and transmission via the Internet. The new system will have

the capability of assigning jacket numbers and bar codes. A major milestone was reached in September 1997 when all fiscal year rider distribution information for FY 1998 was entered into the database. Automation of this information ensures more accurate billings by GPO's **Office of the Comptroller**, and efficient deliveries by GPO's contractors. Once this system is fully operational, it will allow GPO to more easily and quickly research questions regarding customer orders.

The Typography and Design Division (T&D) provides graphic design, illustration, consultation, photographic, video, and quality control services to GPO and Federal Government customers. T&D has continued to serve the Federal community by solving an array of challenging publishing and electronic needs. An active participant in new high-tech design and illustrative applications, T&D has enhanced its marketability and cost-competitiveness through its continuing conversion to a computer-aided graphic design environment.

Another important ingredient of GPO's Customer Services is the **Institute for Federal Printing and Electronic Publishing**. Acknowledging the increased emphasis on electronic publishing subjects, the Institute added the word "Electronic" to its title in FY 1997. The Institute held 33 training seminars during FY 1997 for 584 individuals representing more than 50 Federal entities from all three branches of Government, and a few Government contractors. The Institute coordinates other activities to enhance the printing and publishing professions within the Federal Government. This year marked the 50th issue of "Tidbits from Trade Journals (and other sources)" which is faxed with class reminder announcements. These "Tidbits" provide customer agencies current information on technology, GPO services, and matters of general interest. A new "CD Technology" booklet was prepared describing GPO's CD-ROM products and services.

GPO's Congressional Printing Management Division coordinates the scheduling, printing, and distribution of Congressional printing and binding. Division personnel serve as printing liaison specialists to the committees, offices, and officials of Congress, providing assistance regarding the printing, binding, and elec-

tronic availability of the numerous products required to carry out the legislative activity and daily operations of Congress. Implementation of the Electronic Distribution System was completed during the year. This system allows the Division to generate a distribution list for congressional hearings, appropriation reports, laws, and Presidential Messages. An electronic distribution list for the *Congressional Directory*, *Statutes at Large*, and the *U.S. Code Supplement* has facilitated GPO's billing process.

The Division encourages Congressional committees to use scanning capabilities to create encapsulated PostScript files in producing their publications, enabling GPO to provide for efficient and authentic publication. There are currently 49 committees utilizing 114 systems capable of producing material using MICROCOMP, a GPO-developed composition program. There are about 36 committees that lease printers capable of furnishing camera-ready copy to GPO.

GPO's **Graphics Systems Development Division** configured a File Transfer Protocol (FTP) server to enable data transfer between GPO and its clients. This service is available 24 hours a day, 7 days a week. Currently there are 43 accounts on the system, with some accounts allowing multiple users. The use of this service has doubled during the fiscal year. A second server was implemented for use as a secure-type server where only selected users have access.

The Division continues to manage the Digital Equipment Corporation's (DEC) systems and networks for the Senate Office of Legislative Counsel, Office of the Federal Register, and the National Labor Relations Board, as well as those systems used in the GPO's Production Department. The Division has the system administration and management responsibility of 19 DEC Alpha systems running the DEC Unix operating system as part of the **GPO Access**, one Alpha system with DEC Unix for the off-site storage facility located at Owensboro, Kentucky, and the WWW server at GPO. During this period, nine new Alpha systems were set up and configured for use with the **GPO Access**, including two systems for the **CBDNet** and two systems for exclusive use of Congressional clients.

The Division installed an additional color scanner for CD-ROM production. A Windows 95 system with a CD-ROM drive was installed for testing of CD-ROMs to make sure they will function properly on those systems before mastering is done. Currently, there are three monthly CD-ROM publications and several quarterly or annual publications in production. The workload using Adobe Acrobat has increased.

The **Electronic Systems Development Division** has upgraded the public domain portion of the GPO network to meet the public demand for GPO's online products. Routers used for connectivity to the Internet have also been upgraded. A dedicated server has been purchased and installed to better accommodate the needs of the Congress. Web hosting of other agencies and commissions is being accomplished through the use of the GPO-maintained name services and shared WWW and Wide Area Information Server (WAIS) servers.

GPO's **Printing Procurement Department** provides procurement services both centrally and regionally. The Central Office procurement function consists of three Divisions: (1) **Term Contracts**, (2) **Purchase**, and (3) **Contract Management**. The **Term Contracts Division** procures printing requirements that are of a recurring nature. All term contracts and abstracts are now being advertised through the GPO Home Page. The **Purchase Division** acquires printing requirements through contracts established under sealed bidding and negotiated procurements, and which are not of a recurring nature. **Contract Management** provides printing contract administrative support.

Following in the tradition of providing exemplary customer service, the Hampton Regional Printing Procurement Office has assigned one of its employees to the Department of Defense's (DOD) Defense Automated Printing Service (DAPS) in Norfolk, VA. Since Hampton's work volume is 85 percent Defense printing, this is an arrangement beneficial to both entities. The Columbus Regional Printing Procurement Office wrote 50 term contracts that were either multi- or option-year contracts in addition to 70 term contracts which were solicited under the small purchase provision. These actions resulted in stream-

lined procurements, reduced costs, and more satisfied customers.

The **Office of Electronic Information Dissemination Services** (OEIDS), within the Superintendent of Documents' operations, was involved in new and proactive product development efforts with publishing agencies and many outreach efforts in FY 1997. OEIDS staff assisted agencies in fulfilling their service needs for the replication and dissemination of electronic information products produced, procured, and disseminated through GPO.

Outreach work was performed by conducting **GPO Access** training classes and demonstrations nationwide. Additionally, GPO staff began "Train the Trainer" sessions with libraries from the Regional OCLC (Online Computer Library Center) Network Directors Advisory Committee to expand training opportunities on **GPO Access**. OEIDS Staff, working closely with the Superintendent of Documents Web Page Committee, released a new **GPO Access** homepage designed to provide users with easier and more efficient access to GPO's online resources. The new homepage is available at the following Uniform Resource Locator (URL): <http://www.access.gpo.gov/sudocs>

GPO Access web pages were redesigned to be more intuitive to users, with easy to follow paths for locating Government information products. In addition to the homepage, several new "second level" pages allow users to quickly and conveniently access products and services. These pages are available as hot links from the new Superintendent of Documents page, with quick jumps to the most popular applications and databases.

OEIDS continued to work closely with Federal agencies on the GILS initiative. Nearly 30 Federal agencies have now mounted their GILS records on the **GPO Access** server.

OEIDS managed the operation of the Federal Bulletin Board (FBB), which contains individual Federal agency files available through this free electronic bulletin board service. By the end of FY 1997, the FBB had approximately 4,700 files representing more than 20 Federal agencies and organizations from all three branches of the Federal Government. This service enabled Federal agencies to provide the public with immediate,

self-service access to Government information in electronic format.

During the year, OEIDS outreach activities continued to find eager publishing partners in many Federal agencies. While CD-ROM publishing continued at a constant pace and the hours required for GILS work steadied at a maintenance level, demand for GPO's Web development and hosting services increased dramatically. This year GPO began offering to register and maintain special domain names for client agencies. This service proved extremely popular and all sites added this year took advantage of this new service option. OEIDS continued to receive many requests for GPO Access training classes and demonstrations. About 20 hands-on training classes and demonstrations of GPO Access were held for Federal depository librarians, Members of Congress, and the general public.

GPO's **Library Programs Service** made progress in every area in moving toward a more electronic FDLP. This transition is guided by the FY 1996 "Study to Identify Measures Necessary for a Successful Transition to a More Electronic Federal Depository Library Program." Significant events in FY 1997 included the beginning of partnerships and agreements among GPO, other Government agencies, and depository libraries, for making available, producing, and permanently storing certain electronic Government products. These initial projects will provide the foundation on which future partnerships will be based. Permanent access initiatives included the "collection management" concept for **GPO Access**.

In a more electronic FDLP, the program will provide permanent public access to a remotely accessible electronic collection of Government information and will develop services that improve librarians' abilities to manage the electronic program. In part, these goals are being accomplished through two kinds of partnerships: content and service. These partnerships share the common element of being formalized through some type of agreement between GPO and the library or agency. Institutions in content partnerships host part of the FDLP Electronic Collection for free use by the public. Service partners offer services that assist documents librarians and GPO in the operation and administration of the FDLP.

GPO coordinates these partnerships. The first example of the content partnership is the three-way effort with the University of Illinois-Chicago, the Department of State, and GPO. An agreement was reached among the three parties to let the University hold, for permanent access, electronic information products that migrate off the Department of State Web site. This agreement ensures adequate access, security, and preservation for permanent access to the research collection.

In FY 1997, LPS worked with the Department of Energy's Office of Scientific and Technical Information (OSTI) to make OSTI reports electronically accessible to depositories. An interagency agreement was developed between GPO and OSTI to allow depository libraries no-fee access to the 12,000-15,000 public domain reports produced annually by OSTI via a **GPO Access** link to the OSTI "Information Bridge" Web site.

The **Promotion and Advertising Branch** assumed increased responsibility in the areas of outreach to publishing agencies, and new product acquisition and development. This Branch fostered closer communication among the Sales

Program, the FDLP, and OEIDS, and moved more aggressively to acquire publications for the Sales Program, such as the Central Intelligence Agency's *World Factbook*, which had been discontinued by the publishing agency.

The **Office of the Comptroller** initiated a new payment option for customers that allows them to maintain control of funds at the appropriation level and virtually eliminates the need for GPO invoices. With a simple and easy-to-use GPO Deposit Account, individual customers will have to process only a few payments each year, rather than hundreds of invoices. The payment option involves the following process: (1) send a requisition to GPO for a deposit account along with a check in the amount of the desired deposit, and an account will be opened with a specially-assigned billing address code for use on future requisitions; (2) deposit funds as necessary to provide a sufficient account balance, and GPO will perform all bookkeeping services, including a statement of monthly transactions. For the customer's convenience, information on payment invoices is accessible through the Internet.