

GPO continues in its processes and procedures to provide both ink-on-paper and electronic products and services in consonance with customer demands. The tradition of high quality and responsiveness is at the forefront of GPO management action. GPO has placed a greater emphasis on improved quality through higher standards of performance, which has resulted in more responsive product and service delivery.

In 1997, the **Production Department** produced 132 issues of the *Congressional Record*, compared to 196 issues in 1996. The **Press and Binding Divisions**, within the Production Department, met the 7.5 million passport books printing requirement of the State Department. This production run represented the largest request in State Department's history. Continuing a long tradition of participation in Inaugural swearing-in ceremonies, GPO produced and procured a wide variety of materials to support the 1997 Inauguration Ceremony under the direction of the Joint Congressional Committee on Inaugural Ceremonies. GPO also provided law enforcement and military personnel with electronic databases containing all versions of tickets and parking passes to be used for training purposes.

Significant publications and projects, involving the **Typography and Design Division** (T&D) included the development of a digital version of the *Joint Force Quarterly* magazine, which has been loaded on the Joint Chiefs of Staff WWW site; *Constantino Brumidi: Artist of the Capitol*, a comprehensive study of Brumidi's works that decorate the Capitol that includes over 250 four-color images; and a new edition of *History of the U.S. Capitol*, updating the classic 1900/1903 work. Of special note was the book, *The Chairmanship of the Joint Chiefs of Staff*, for which two employees were honored with a letter of appreciation from the Chairman of the Joint Chiefs of Staff.

T & D created the 4-color process design for the cover of the *United States Government Manual*, which was a tribute to Jackie Robinson, legendary baseball player, as requested by the publisher, the Office of the Federal Register/National Archives and Records Administration. Special permission was given for the use of the 50th Anniversary logo of Jackie Robinson's breaking of the color barrier in Major League Baseball, which

was used in conjunction with an Archives' image of Robinson as a Brooklyn Dodger.

GPO's **Quality Control and Technical Department** develops, coordinates, and monitors quality systems for products produced or procured by GPO; maintains a graphic arts chemical and physical testing laboratory; and an ink, adhesive and roller service production facility. Various employees serve on a number of interagency task groups, including the Interagency Committee on Standards Policy, Advisory Council on Paper Specifications, and the Interagency Metric Operating Committee. A Department representative is working with a task group from the Bureau of Census and the Rochester Institute of Technology Research Corporation to develop specifications for the printing requirements for the next generation Census equipment. The Department also participated in the passport photo digitization procurement group who developed the procurement request for new passport customization printers, which print digitized color, black-and-white photographs, and other machine-readable data directly into the passport book.

The **Congressional Record Index Office**, under the direction of the JCP, creates an index and history of bills for the *Congressional Record*, as well as for the *Senate Journal* and *House Journal*. In FY 1997, this Office indexed over 26,000 pages of the *Congressional Record*, and tracked more than 5,568 bills in the *History of Bills*. The 1991 bound *Congressional Record Index* was released for press, and work began on the 1992 bound *Index*, and an index and history of bills were created for the *Senate Journal* and the 1994 and 1995 *House Journal*. The Office produces a daily online *Index* which, along with the 1992-1996 *Indexes* and the 1994-1997 *History of Bills*, was available via **GPO Access**. The 1994-1997 *Indexes* were also made available through the Library of Congress' THOMAS online service.

The **Quality Assurance Section** inspected 875 orders for compliance with specifications and Quality Assurance Through Attributes Program (QATAP) standards. Section personnel performed 173 press sheet inspections nationwide at contractors' plants; conducted three sessions of the QATAP training program on principles and procedures; evaluated 504 contractor-submitted sam-

ples; performed 27 on-site production and quality audits; and performed 525 microfiche quality inspections.

In the **Electronic Photocomposition Division**, keyboard operators were provided extensive training to resolve production problems that occurred during the processing of the *Commerce Business Daily*. The result of this training and the interaction with the **Graphics System Development Division** proved successful in solving the production problems. The keyboard operators who worked on this project received the Hammer Award given out by the Vice President of the United States.

The **Binding Division** has requested and received approval from the JCP to acquire a specialized passport finishing and binding system. The estimated cost of this equipment, including site preparation and installation, is \$3.6 million. Being considered for future purchase is a new automatic signature collation monitor to be installed on the Harris Adhesive Binders. This new equipment would detect any signatures missing or out of sequence, which is presently being done manually.

During FY 1997, the **Library Programs Service** (LPS) had considerable interaction with depository libraries, including 55 on-site inspections. Self-studies submitted by 140 depositories were evaluated and brief reports, summarizing the strengths and weaknesses of the depository operations, were mailed. In addition, the 1997 Biennial Survey of Depository Libraries questionnaire was developed and distributed. Two new libraries were designated as depositories, while twelve voluntarily relinquished their depository status. As of September 30, 1997, there were 1,366 depository libraries.

Office of Electronic Information Dissemination Services (OEIDS) manages the **GPO Access**. The quality service provided by the system has received much acclaim from both Government and private users. **GPO Access** averaged nearly 4 million retrievals per month during FY 1997. These numbers are significant because a "retrieval" represents a file being transferred from one of the databases onto a local machine, as opposed to frequently reported "hits" statistics,

which represent each mouse click or change of web page. The databases with the most retrievals include: *Code of Federal Regulations*, *Federal Register*, *Commerce Business Daily*, and the *United States Code*.

As a furtherance of GPO's desire to improve office quality, the ability of customers to obtain GPO assistance, when needed, is deemed a very important goal. In this regard, the **GPO Access** User Support Team is now available Monday through Friday, 7:00 a.m. to 5:00 p.m. EST, except Federal holidays, to provide assistance to users. The team answers inquiries about GPO's electronic products, provides assistance in searching for and locating Federal information products, and offers technical support for these products. This service is provided through telephone, e-mail, and faxed responses to users. On average, the team receives approximately 5,900 inquiries per month, including more than 4,000 telephone calls and over 1,800 e-mail messages.

Questions or comments regarding the **GPO Access** service can be directed to the Internet e-mail address at gpoaccess@gpo.gov; toll-free via telephone at 1-888-293-6498; by phone locally at 202-512-1530; or via fax at 202-512-1262.

In FY 1997, there were a number of changes implemented in the way the Superintendent of Documents' **Documents Control Branch** manages its inventory. A review team was established to examine and approve recommendations to ride or reprint an information product. The product life cycle reduced to 18 months a few years ago, was reduced to 12 months for most products. Several projects were initiated to assist in the determination of proper order levels. The holding cost criteria was reevaluated to reflect the current cost for maintaining a product in inventory. The policy on excess stock was rewritten to accommodate U.S. General Accounting Office's recommendations. The staff worked with the **Office of the Comptroller** to establish a proposal for "firm estimates" to replace the traditional printing and binding data in the billing system. This will allow for the pricing of inventory immediately and will ensure that we have a cost and a price when the stock is delivered.