RENEWS

COPYRIGHT OFFICE   **REENGINEERING UPDATE**

Copyright IT Contract Awarded

SRA International to Build the New Systems Infrastructure

Michael Burke

PHOTO BY HELEN HESTER-OSSA & CHARLES GIBBONS

► *SRA key personnel [from l to r] Bill Cavett, Roland Scott, David Page, Jeff Young, Luke Beatty, and Raj Duvuru.* **See article on page 4.**

The last two issues of *ReNews* reported on progress being made toward selection of a contractor to build the new Information technology (IT) systems. The Copyright Office has achieved that objective with the award of a contract to SRA International of Fairfax, Va. The award was made on Aug. 22 following a rigorous procurement process managed by the Federal Systems Integration and Management Center (FEDSIM) of the U.S. General Services Administration.

Proposals from contractors were received at FEDSIM on July 21. Working at the FEDSIM office, a team including Michael Burke, Donette Carroll, William Collins, Robert Dizard, John Dwyer, Loretta Freeman, Jannie Grant, Julia Huff, and Jerry Tuben of the Copyright Office; Rich Genter and Janet Chou of Information Technology Services (ITS); Katherine Scott of IBM; and Betsy Steele and Steve Nearing of FEDSIM evaluated the written proposals following a prepared technical evaluation plan. This was followed by oral presentations by each offeror, which the team similarly evaluated in accordance with the plan.

Upon reading the SRA technical proposal, it was clear that they read and studied the findings and recommendations from the Copyright Office process reengineering and the IT requirements analysis. SRA proposed an innovative solution using Seibel customer relationship management (CRM) and case management software along with the Encompass search engine and other tools from Endeavor Information Systems.

SRA had also picked up on the Copyright Office goal to provide timely public

Labeling Joint Issue Group Update

Through the cooperative efforts of the Copyright Office and Library Services, recommendations have been made and procedures developed to improve, streamline, and standardize the marking, stamping, and labeling of material in the processing stream. When implemented, these recommendations will make historic and significant changes to the way the Library of Congress marks a variety of materials.

This effort is part of the Copyright Office's Reengineering Program that started in September 2000. The Reengineering Program is a multi-year effort to reengineer the Office's principal public services. It aims to im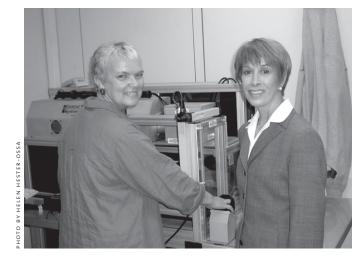prove the efficiency and timeliness of the Office's public services by providing copyright services on-line, ensuring prompt availability of new copyright records, providing better tracking of individual items in the Office's workflow, and increasing acquisition of digital works for the Library's collections.

As reengineering got underway, it became clear that benefits might be derived by coordinating changes to operations and policy for the acquisition, selection, and management of materials. Copyright Office Reengineering Project Manager Julia Huff and Library Services Coordinating Team Leader Judy Mansfield developed a plan for cooperation. This plan included all Copyright Office activities that may have an impact on Library Services procedures and policies for the acquisition, selection, and management of materials.

Joint Issue Groups formed in Fiscal Year 2002 discussed and presented recommendations for cooperation in five areas of interaction—serials processing, labeling, cataloging, selection, and the Library's opening of the National Audio-Visual Conservation Center in Culpeper, Va. These Joint Issue Groups comprised representatives from both service units and met regularly to develop their recommendations.

The Joint Issue Group on Labeling (JIG-L) proposed significant changes in how items are identified and tracked throughout both the Library of Congress and the Copyright Office. The JIG-L, which began its work in November 2001, was tasked with reviewing the marking and labeling practices for all formats received by the Copyright Office and the Library Services Acquisitions Directorate.

The eight-member group met with nineteen different custodial areas, documenting not only the different types of formats stored in each area but also the manner in which collection materials are cataloged, stored, and served. The group

PHOTO BY HELEN HESTER-OSSA

► *Labeling Joint Issue Group co-chairs Debra McKern and Ginny Kass.*

members included Library Services staff members Megan Caverly (African/Asian Acquisitions and Overseas Operations Division), Dexter Fox (Automation Planning and Liaison Office), Barbara Humphrys (Motion Picture Broadcast and Recorded Sound Division); Copyright Office staff members Kim Brown (Receiving and Processing Division), Victor Holmes (Receiving and Processing Division), and Eileen Lowry (Copyright Acquisitions Division); and cochairs Ginny Kass (Copyright Office Security Manager) and Debra McKern (Library Services Inventory Management Coordinator).

When the JIG-L met with each custodial division, they looked at samples of each deposit type, including audio cassettes, software packages, microfilm, monographs, newspapers, and serials. Disparate practices for label placement for the same format were reconciled. One of the challenges facing the JIG-L was how to barcode such a wide variety of formats with many different substrates. Anticipating the need for standards, the Preservation Research and Testing Division, had already developed eight specifications for pressure-sensitive labels placed on four different substrates using two different printing methods.

In June 2002, the JIG-L produced labeling recommendations and a draft procedures manual. The group sought to generate labels from Library databases, as opposed to keying, stamping, or handwriting, and to minimize the number of labels on any one piece. Key recommendations included:

- Ensuring that newly acquired items receive eye-readable item barcode accession labels

- Expanding the use of laser-marking to identify Library of Congress property

- Reducing the number of manual practices

- Expanding the use of antitheft devices

- Applying registration number labels only to deposit copies stored at the Deposit Copies Storage Unit (DCSU)

- Supporting the move of call number labeling further "upstream" to the Cataloging Directorate

- Working with the Preservation Directorate to assure labeling and housing standards continue to be met

- Creating oversight groups for implementation

These recommendations were approved by Copyright Office and Library Services management on July 30, 2002. The JIG-L report can be found on the Library's website at *www.loc.gov/library/reports/co_bpr/JIG-L/jig-l.html*.

In April 2003, the Library created an oversight group known as the Labeling Joint Implementation Team (LJIT) to manage the implementation of recommendations from the JIG-L report. Members of the team include Megan Caverly, Dexter Fox, Werner Haun (Library Services, Preservation), Bruce Knarr (Library Services, Cataloging), and cochairs Ginny Kass and Debra McKern. The team is charged with identifying tasks to be conducted by subgroups, forming these subgroups, and monitoring their activities. Subgroups include:

- *Motion Picture Broadcasting and Recorded Sound* (*MBRS*) to identify the workflow and schedule for preparing material going to Culpeper

- *LCR 414: Marking Library Materials* to revise the Library's regulations to match the JIG-L recommendations

- *Labeling Software* to develop specifications for software for in-house production of shelving number, title, and other on-demand labels

- *Production Issues* to determine specifications for vendor-produced labels and efficient methods for dispensing and applying labels

- *Preservation* to develop appropriate administrative procedures for the procurement, testing, and dissemination of appropriate label stock, security devices, and containers, for example, fiche jackets and CD cases

- *MDEP Preparation* to determine overall costs and submit a budget request

LJIT also is charged with communicating its plans to the Library's Inventory Management Oversight Group (IMOG) as well as communicating its status to Library Services and Copyright Office management. Currently, LJIT is concentrating on the labeling of nonbook materials such as CDs, DVDs, and LPs in preparation for the MBRS move to Culpeper and on the creation of software to produce title labels and a serial shelving label to reduce handwritten transcription. Special attention is being paid to the specifications for preservation through the Preservation Research and Testing Division.

Both Library Services and the Copyright Office will benefit greatly from the eventual implementation of the recommendations made by the JIG-L. Funding has been requested in Fiscal Year 05 to implement the new eye-readable item barcode/accession label and other labels that will be included on nonbook format materials. Upon implementation of the Copyright Office Reengineering, the Library and the Copyright Office will begin barcoding *all* formats collected throughout the Library. As technology advances, the LJIT will explore the feasibility of Radio Frequency Identification (RFID) tags that contain a microchip holding bibliographic information relating to the item. While RFIDs are much more expensive than barcode labels, the technology provides the capability to track batches of materials and perform shelf inventory expeditiously. The collaborative efforts between Library Services and the Copyright Office will have a significant impact on the timely processing of incoming materials, the security of the collections, and the ability to track individual items throughout the Library. ∎

About SRA International

SRA is a leading provider of information technology services and solutions to clients in national security, health care, public health, and civil government. SRA services include strategic consulting; systems design, development, and integration; and outsourcing and operations management.

The company also delivers business solutions for text and data mining, contingency and disaster response planning, information assurance, environmental strategies and technology, enterprise architecture, network operations and management, and enterprise systems management.

"We look forward to partnering with the Copyright Office to develop a system that is stable, reliable, secure, and responsive to the needs of users," said SRA President and CEO Ernst Volgenau.

Fortune magazine has chosen SRA as one of the "100 Best Companies to Work For" for 4 consecutive years. The company's 2,700 employees serve clients from its headquarters in Fairfax, Va., and offices across the country.

SRA key personnel for this project are:

- David Page, Project Manager
- Jeff Young, Release Lead
- Raj Duvuru, Commercial Off-the-Shelf (COTS) System Architect
- Roland Scott, Transition / Production Lead
- Luke Beatty, Requirements Lead
- Bill Cavett, Senior Systems Engineer

There will be more about SRA and its approach to this important project in upcoming editions of *ReNews*. ∎

service of high quality. Their solution will not just replace the Copyright Office systems, but will supplant them with an integrated systems infrastructure that will facilitate receiving applications, requests, and materials from customers. It will optimize the processing and tracking of what is received. And it will enable the Copyright Office to reduce the time required to issue certificates, prepare the copyright record, and make it available electronically. Customers will use a single portal to submit electronic claims, pay for fees with credit cards, obtain the status of requests, and search the records of copyrights back to 1978.

SRA showed through their oral presentation that they had put together a strong team of professionals, drawing not only from their own resources but also from five other partners, including UNISYS, DATATRAC, Endeavor Information Systems, Siebel, and Pinkerton Computer Consultants. All SRA's key personnel participated in the presentation, and together they presented a compelling case for their solution and how they planned to bring it to fruition.

Upon award, SRA team members continued their study of the planned Copyright Office processes and the findings from the IT requirements analysis. On Sept. 3, SRA arrived in the Copyright Office to a warm welcome from Register of Copyrights Marybeth Peters, Copyright Office senior managers, and the IT procurement team. According to their project plan, the SRA team began their work by meeting with process owners and team members to validate the requirements. They will be filling in gaps, seeking clarification, and analyzing the requirements to a finer level of detail. SRA will also perform quality assurance testing and assess the server environments needed to support the proposed software. In addition, SRA will define screens and screen flows.

SRA projects that an initial operational capability could be available in as little as 13 months. However, they understand that IT is only one of four fronts in the reengineering program and that progress toward a production implementation must be in step with the other fronts.

Awarding the IT contract was a major milestone in the Copyright Office reengineering effort. Now that the work has begun, there is a sense of excitement in the air as well as a cooperative spirit among all involved to pull together to make this IT project a success. ∎