

ANNUAL REPORT
OF THE LIBRARIAN OF CONGRESS

FOR THE
FISCAL YEAR ENDING
SEPTEMBER 30, 2002

Library of Congress
101 Independence Avenue, SE
Washington, DC 20540

For the Library of Congress
on the World Wide Web, visit
<www.loc.gov>.

The annual report is published through
the Publishing Office,
Library Services, Library of Congress,
Washington, DC 20540-4980,
and the Public Affairs Office,
Office of the Librarian, Library of Congress,
Washington, DC 20540-1610.
Telephone (202) 707-5093 (Publishing)
or (202) 707-2905 (Public Affairs).

Managing Editor: Audrey Fischer

Copyediting: Publications Professionals LLC
Indexer: Victoria Agee, Agee Indexing
Production Manager: Gloria Baskerville-Holmes
Assistant Production Manager: Clarke Allen

Library of Congress
Catalog Card Number 6-6273
ISSN 0083-1565
Key title: Annual Report of the Librarian
of Congress

Photo Credits

Photographs by Anne Day (cover),
Michael Dersin (pages xii, 18, 30, 42,
54, and 108), and the Architect of the
Capitol (inside front cover, page 156,
and inside back cover).

Photo Images

Cover: Marble mosaic of Minerva of
Peace, stairway of Visitors Gallery,
Thomas Jefferson Building.
Inside front cover: Stucco relief *In tenebris
lux* (In darkness light) by Edward J.
Holslag, dome of the Librarian's office,
Thomas Jefferson Building.
Page xii: Library of Congress
Commemorative Arch, Great Hall.
Page 18: Lamp and balustrade, main
entrance, Thomas Jefferson Building.
Page 30: The figure of Neptune dominates
the fountain in front of main
entrance, Thomas Jefferson Building.
Page 42: Great Hall entrance, Thomas
Jefferson Building.
Page 54: Dome of Main Reading Room;
murals by Edwin Blashfield.
Page 108: Capitol dome from northwest
pavilion, Thomas Jefferson Building;
mural "Literature" by William de
Leftwich Dodge.
Page 156: First floor corridor, Thomas
Jefferson Building.
Inside back cover: Stucco relief *Liber
delectatio animae* (Books, the delight
of the soul) by Edward J. Holslag,
dome of the Librarian's office, Thomas
Jefferson Building

For sale by the Superintendent of Documents, U.S. Government Printing Office.
Internet: <bookstore.gpo.gov>. Phone: toll free (866) 512-1800; DC area (202) 512-1800.
Fax: (202) 512-2250. Mail Stop: ssop Washington, DC 20402-0001

CONTENTS

A Letter from the Librarian of Congress *v*
Library of Congress Officers and Consultants *vii*
Organization Chart *viii*
Library of Congress Committees *x*



Highlights of 2002 *1*

September 11, 2001 *7*

Congressional Research Service *19*

Copyright Office *31*

Law Library of Congress *43*

Library Services *55*

Office of the Librarian *109*

Office of Strategic Initiatives *157*



APPENDIXES

A. Major Events at the Library *169*
B. The Librarian's Testimony *178*
C. Advisory Bodies *189*
D. Honors *197*
E. Selected Acquisitions *199*
F. Exhibitions *202*
G. Online Collections and Exhibitions *207*
H. Publications *208*
I. Staff Changes *209*
J. Statistical Tables *212*
 1. Appropriations for 2002 *212*
 2. Appropriations for 2003 *212*

3. Appropriations, Staff, and Workload Comparison Chart 213
4. Financial Statistics: Summary Statement 214
5. Additions to the Collections—Items 218
6. Additions to the Collections—Titles 219
7. Unprocessed Arrearage 220
8. Cataloging Workload 221
9. Records in the MARC Database 222
10. Preservation Treatment Statistics 223
11. Copyright Registrations 224
12. Copyright Business Summary 225
13. Services to Blind and Physically Handicapped Individuals 226
14. Reader Services 227
15. Cataloging Distribution Service: Financial Statistics 228
16. Human Resources 229

Index 230

A LETTER FROM THE LIBRARIAN OF CONGRESS

The President of the Senate

The Speaker of the House of Representatives

DEAR MR. PRESIDENT AND MR. SPEAKER:

It is my pleasure to submit to you the *Annual Report of the Librarian of Congress* for fiscal year 2002.

On December 3, 1901, President Theodore Roosevelt delivered his first State of the Union address, at which time he called the Library of Congress “the one national library of the United States [with] a unique opportunity to render to the libraries of this country—to American scholarship—service of the highest importance.” Nearly a century later, in the sad days following the events of September 11, 2001, the nation’s library served Congress and the world by documenting, preserving, and making available materials about the unprecedented attacks on U.S. soil. Initiated within hours of those events, Library projects that would preserve Web sites; record citizens’ reactions; and acquire photographs, books, posters, and ephemera illustrate well how this Library memorializes our nation’s history in the face of obstacles of every kind. To commemorate the one-year anniversary of the tragedy, the Library displayed selections from this remarkable wealth of material in a special exhibition, *Witness and Response: September 11 Acquisitions at the Library of Congress*.

With generous support from Congress, the Library secured the Library’s staff members, visitors, resources, and facilities in a climate of heightened alert while continuing to carry out its mission of sustaining, preserving, and making accessible to the world its universal collections. The Congressional Research Service and the Law Library provided Congress with the most current research and analysis relevant to the war on terrorism. The Copyright Office continued to develop business process improvements to streamline its operations and to facilitate the registration of an increasing number of digital works. Library Services played a leadership role in the development of online reference services.

Congress also supported the Library’s efforts to begin preserving the rising flood of material on the Internet through the National Digital Information Infrastructure and Preservation Program (NDIIPP). Funded by a fiscal 2001 appropriation of \$99.8 million from Congress, the NDIIPP seeks to encourage shared responsibility for digital content and

to find national solutions for the continuing collection, selection, preservation, and organization of significant cultural materials in all formats.

The Library—the world’s largest repository of human knowledge—shares its national and international resources globally, as well as locally, through its award-winning Web site. Building on its popular American Memory and America’s Library Web sites, which now contain more than 7.8 million items of American history and culture for scholars and researchers as well as for children and families, the Library has continued to build an electronic gateway to its unparalleled global resources.

In fiscal 2002, the size of the Library’s collection grew to more than 126 million items, including nearly 29 million cataloged books and other print materials, 56 million manuscripts, 13.5 million microforms, nearly 5 million maps, more than 5 million items in the music collection, and 13.7 million visual materials. Planning continued for off-site storage facilities at Fort Meade, Maryland, and Culpeper, Virginia, to house these burgeoning treasures.

My admiration for the resilience of the Library’s permanent staff of 4,085 continues to grow, never more so than in these uncertain times. The world will not forget what happened the morning of September 11, 2001, as long as there is a Library of Congress.

Respectfully,

James H. Billington

The Librarian of Congress

LIBRARY OF CONGRESS OFFICERS AND CONSULTANTS

CHIEF OPERATING OFFICERS AND EXECUTIVE COMMITTEE

(as of September 30, 2002)

James H. Billington, Librarian of Congress
Donald L. Scott, Deputy Librarian of Congress
Jo Ann C. Jenkins, Chief of Staff
Daniel P. Mulhollan, Director, Congressional Research Service
Beacher J. E. Wiggins, Acting Associate Librarian for Library Services
Marybeth Peters, Register of Copyrights
Rubens Medina, Law Librarian of Congress
Laura E. Campbell, Associate Librarian for Strategic Initiatives

OPERATIONS COMMITTEE

Thomas Bryant, Director, Planning, Management, and Evaluation
Clifford T. Cohen, Director, Operations, Library Services
Robert Dizard Jr., Chief Operating Officer, Copyright Office
Angela Evans, Deputy Director, Congressional Research Service
Barbara Exum, Administrative Officer, Law Library
Charles V. Stanhope, Special Assistant, Office of the Librarian
Kenneth E. Lopez, Director, Security
Teresa A. Smith, Director, Human Resources Services
Linda J. Washington, Acting Director, Internal University, and Director,
Integrated Support Services
John D. Webster, Director, Financial Services

POET LAUREATE CONSULTANT IN POETRY

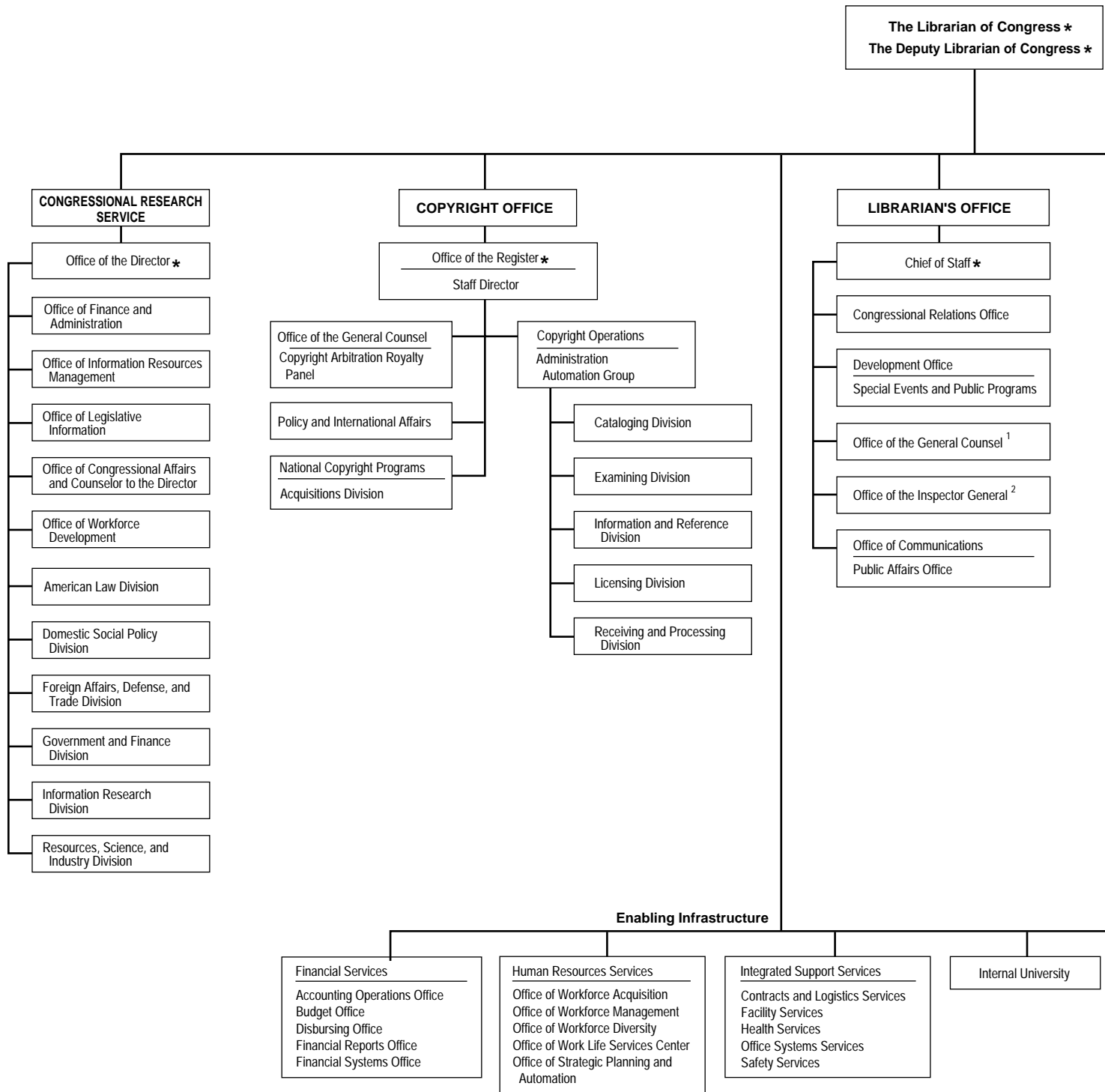
Billy Collins, 2001–2003

LIBRARIAN OF CONGRESS EMERITUS

Daniel J. Boorstin

ORGANIZATION CHART

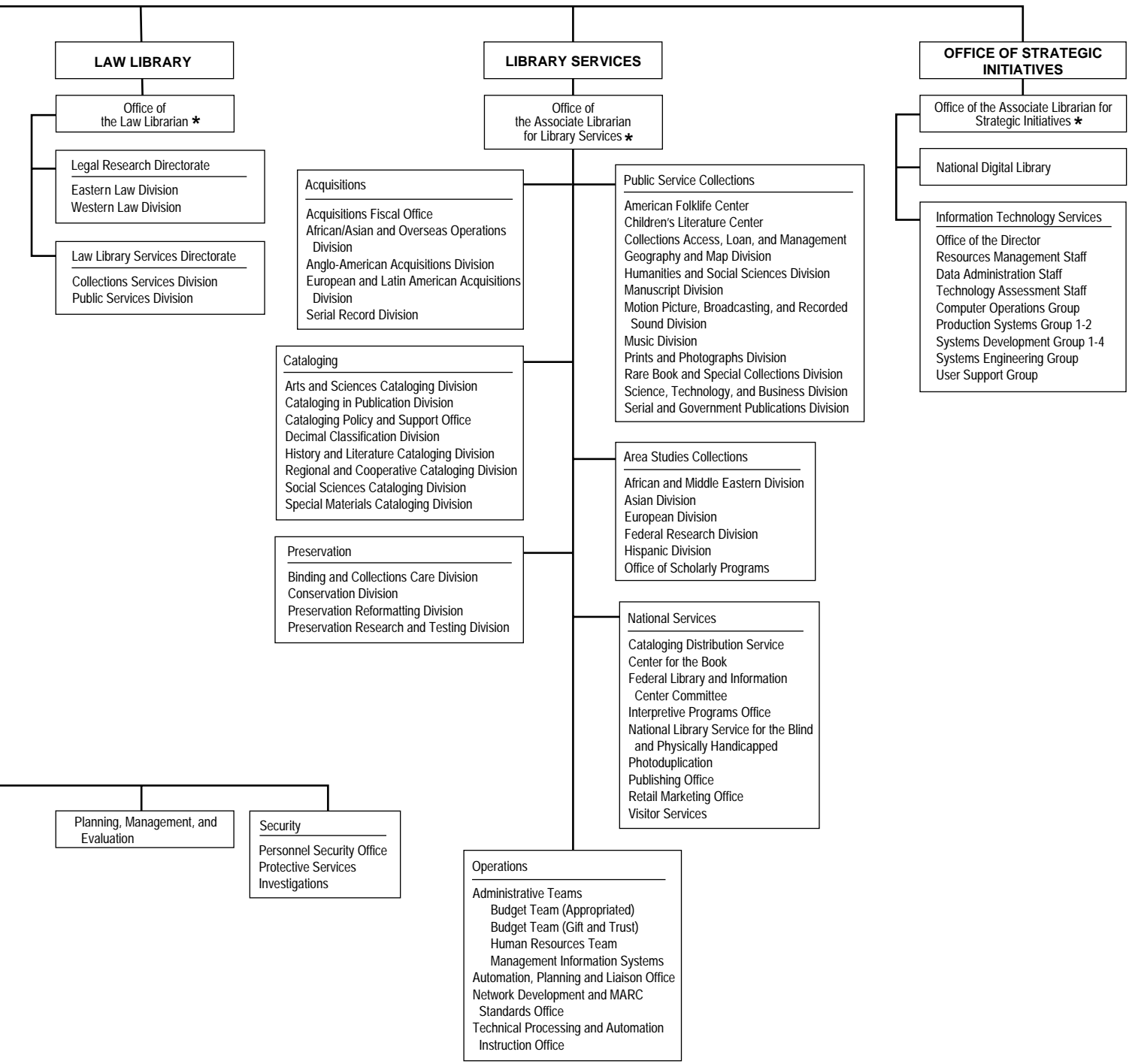
as of September 30, 2002



* Members of the Executive Committee of the Library of Congress

1. The General Counsel serves as counsel to the Executive Committee.

2. The Inspector General reports independently to the Librarian.



LAW LIBRARY

Office of the Law Librarian *

Legal Research Directorate
Eastern Law Division
Western Law Division

Law Library Services Directorate
Collections Services Division
Public Services Division

LIBRARY SERVICES

Office of the Associate Librarian for Library Services *

Acquisitions
Acquisitions Fiscal Office
African/Asian and Overseas Operations Division
Anglo-American Acquisitions Division
European and Latin American Acquisitions Division
Serial Record Division

Cataloging
Arts and Sciences Cataloging Division
Cataloging in Publication Division
Cataloging Policy and Support Office
Decimal Classification Division
History and Literature Cataloging Division
Regional and Cooperative Cataloging Division
Social Sciences Cataloging Division
Special Materials Cataloging Division

Preservation
Binding and Collections Care Division
Conservation Division
Preservation Reformatting Division
Preservation Research and Testing Division

Public Service Collections
American Folklife Center
Children's Literature Center
Collections Access, Loan, and Management
Geography and Map Division
Humanities and Social Sciences Division
Manuscript Division
Motion Picture, Broadcasting, and Recorded Sound Division
Music Division
Prints and Photographs Division
Rare Book and Special Collections Division
Science, Technology, and Business Division
Serial and Government Publications Division

Area Studies Collections
African and Middle Eastern Division
Asian Division
European Division
Federal Research Division
Hispanic Division
Office of Scholarly Programs

National Services
Cataloging Distribution Service
Center for the Book
Federal Library and Information Center Committee
Interpretive Programs Office
National Library Service for the Blind and Physically Handicapped
Photoduplication
Publishing Office
Retail Marketing Office
Visitor Services

Operations
Administrative Teams
Budget Team (Appropriated)
Budget Team (Gift and Trust)
Human Resources Team
Management Information Systems
Automation, Planning and Liaison Office
Network Development and MARC
Standards Office
Technical Processing and Automation
Instruction Office

Planning, Management, and Evaluation

Security
Personnel Security Office
Protective Services
Investigations

OFFICE OF STRATEGIC INITIATIVES

Office of the Associate Librarian for Strategic Initiatives *

National Digital Library

Information Technology Services
Office of the Director
Resources Management Staff
Data Administration Staff
Technology Assessment Staff
Computer Operations Group
Production Systems Group 1-2
Systems Development Group 1-4
Systems Engineering Group
User Support Group

LIBRARY OF CONGRESS COMMITTEES

JOINT COMMITTEE ON THE LIBRARY, 107th CONGRESS, SECOND SESSION

Representative Vernon J. Ehlers (Michigan), *Chairman*

Representative Robert W. Ney (Ohio)

Representative Charles H. Taylor (North Carolina)

Representative Steny H. Hoyer (Maryland)

Representative Jim Davis (Florida)

Senator Christopher J. Dodd (Connecticut), *Vice Chairman*

Senator Charles E. Schumer (New York)

Senator Mark Dayton (Minnesota)

Senator Ted Stevens (Alaska)

Senator Thad Cochran (Mississippi)

SUBCOMMITTEE ON LEGISLATIVE BRANCH, COMMITTEE ON APPROPRIATIONS, UNITED STATES SENATE, 107th CONGRESS, SECOND SESSION

Senator Richard J. Durbin (Illinois), *Chairman*

Senator Tim Johnson (South Dakota)

Senator Jack Reed (Rhode Island)

Senator Robert F. Bennett (Utah)

Senator Ted Stevens (Alaska)

SUBCOMMITTEE ON LEGISLATIVE,
COMMITTEE ON APPROPRIATIONS, UNITED STATES HOUSE
OF REPRESENTATIVES, 107th CONGRESS, SECOND SESSION

Representative Charles H. Taylor (North Carolina), *Chairman*

Representative Zach Wamp (Tennessee)

Representative Jerry Lewis (California)

Representative Ray LaHood (Illinois)

Representative Don Sherwood (Pennsylvania)

Representative James P. Moran (Virginia)

Representative Steny H. Hoyer (Maryland)

Representative Marcy Kaptur (Ohio)

LIBRARY OF CONGRESS TRUST FUND BOARD

James H. Billington, Librarian of Congress, *Chairman and Secretary*

Donald V. Hammond, sitting for the Secretary of the Treasury

Vernon Ehlers (Michigan), Chairman of the Joint Committee on the Library

Christopher Dodd (Connecticut), Vice Chairman of the Joint Committee on
the Library

Wayne L. Berman (term expires December 2001 or until House names replacement),
Washington, D.C.

Edwin L. Cox (term expires March 2004), Dallas, Texas

Najeeb E. Halaby (term expires August 2005), McLean, Virginia

John Henry (term expires December 2003), Boca Raton, Florida

Leo Hindery Jr. (term expires June 2005), New York, New York

Donald G. Jones (term expires October 2002), Fond du Lac, Wisconsin

John W. Kluge (term expires March 2003), New York, New York

Tom Luce (term expires June 2006), Dallas, Texas

Ceil Pulitzer (term expires March 2003), St. Louis, Missouri

Bernard Rapoport (term expires March 2002), Waco, Texas



HIGHLIGHTS OF 2002

RESPONSE TO TRAGEDY

The terrorist attacks of September 11, 2001 (9/11), and their aftermath had a profound effect on the Library, forcing it to balance its mission to serve Congress and the nation with the need to secure its staff, visitors, buildings, and collections—all in close proximity to the U.S. Capitol. The Library responded by preparing evacuation plans and by improving emergency communication with staff members as well as with local and national law enforcement agencies. While the Library experienced a temporary decline in visitors and in-person reference requests during the first quarter of the fiscal year as concerns for security in the Washington area escalated, the number of requests received by e-mail and telephone, along with “hits” to its Web site, rose sharply as the Library implemented alternative methods for making its resources available to the public.

The discovery of anthrax in the Hart Senate Office Building led to the decision to close the Library for precautionary environmental testing October 18–24, 2001. No evidence of anthrax was found, but U.S. Postal Service delivery to the Library was suspended until early March to implement new methods for handling and irradiating the mail. That five-month interruption was felt most sharply in units that receive mail directly. Irradiation of mail at high temperatures irreparably damaged some incoming library materials such as photographs, videotapes, and compact discs (CDs). Congress approved a supplemental appropriation of \$39.1 million in emergency security funds that allowed the Library to process mail off-site, to pay for staff overtime and contractors to process mail backlog, and to provide for hazardous materials training and testing. Those funds also covered the cost to establish an off-site alternative computer facility to secure the Library’s electronic resources, to procure special freezers and other supplies to preserve waterlogged materials, and to address a \$7.5 million shortfall in fee receipts to the U.S. Copyright Office, which receives through the mail approximately two-thirds of its budget from fees for services.

In addition to safeguarding its staff members and collections, the Library drew on its vast resources to provide Congress and the nation with timely information on terrorism

and related subjects. Moreover, just hours after al Qaeda terrorists crashed hijacked commercial airliners into the two World Trade Center towers, the Pentagon, and a Pennsylvania field, the Library began documenting and recording for posterity the attacks and the worldwide response. For example, the Serial and Government Publications Division began to build a historic news collection of thousands of U.S. and foreign newspapers containing reports and photographs of the tragedy and its aftermath. The Prints and Photographs Division began a focused campaign to collect a broad range of pictorial images that both factually documented and creatively interpreted the horrific events. The Geography and Map Division searched for maps and geographic information to satisfy requests from Congress, federal agencies, and the public for up-to-date and accurate cartographic information ranging from maps of countries in the Middle East to aerial views of Ground Zero. The Library's six overseas offices (Cairo, Islamabad, Jakarta, Nairobi, New Delhi, and Rio de Janeiro) also played a critical role in acquiring material documenting the events of 9/11 from an international perspective.

The national crisis highlighted the Library's vast international resources as well as its area specialists, whose knowledge of the languages and cultures of the Muslim world was critical in providing much-needed assistance to members of Congress, the executive branch, the media, and the general public. The Library's Near East Section was flooded with requests for information about Afghanistan, Osama bin Laden, Islamist groups, and Muslim countries. A search of the Library's collection by one Arab World area specialist led to the discovery and translation of a ninety-three-page book written by bin Laden and published in Cairo in 1991. Titled (in translation) *Battles of the Lion Den of the Arab Partisans in Afghanistan*, the work describes how bin Laden and the mujahideen fighters planned and executed major attacks against the occupying Soviet army in Afghanistan. Other key discoveries in the Library's collection included a unique two-volume English translation of Afghanistan's laws in the Law Library's collection of more than 2.4 million items, plus a 1999 Federal Research Division report (located on the Library's Web site) titled *The Sociology and Psychology of Terrorism: Who Becomes a Terrorist and Why?* that predicted that members of al Qaeda could conceivably crash an aircraft into the Pentagon, Central Intelligence Agency headquarters, or the White House.

Apart from its continuing acquisitions activities, the Library also launched several special projects to document the events of 9/11. The American Folklife Center sponsored a September 11, 2001, Documentary Project, which encouraged folklorists across the nation to record on audiotape the national response to the tragic events. The Library also launched a September 11 Web Archive in collaboration with the Internet Archive, WebArchivist.org, and the Pew Internet & American Life Project. Between September 11

and December 20, 2001, the Internet Archive collected and indexed 40,000 Web sites and 500 million Web pages. The September 11 Web Archive received the Site of the Year award from Yahoo! Inc.

The Library's yearlong effort to document the terrorist attacks culminated with a multimedia exhibition titled *Witness and Response: September 11 Acquisitions at the Library of Congress*, which opened in the Great Hall of the Thomas Jefferson Building on September 7, 2002, to commemorate the first anniversary of the tragedy.

SECURITY

Security of the staff members, the visitors, the collections, and the facilities remained the highest priority throughout the year. The Library also initiated new and expanded security-related activities. In support of those initiatives, Congress approved a supplemental appropriation for emergency security funding.

During the year, the Library made progress in implementing its security enhancement plan, a multiyear program of physical security upgrades. Under one of three major components of the plan, the Library is consolidating its two police communications centers in the Madison and Jefferson Buildings into one state-of-the-art Police Communications Center in the Jefferson Building. Construction of the center began at the end of January 2002, with anticipated completion by the end of June 2003. Under the second major component of the plan, the Library will expand entry and perimeter security to include additional X-ray machines and detection equipment, security upgrades of building entrances, exterior monitoring cameras and lighting, and garage and parking lot safeguards. Work moved forward on this initiative, with a goal of completing this phase of the Library's perimeter security plan by the end of 2003. The third component of the plan was completed in fiscal year 2001 with the hiring and training of forty-six new police officers and five police administrative personnel. In fiscal 2002, the new Police Administrative Unit functions were consolidated, ensuring a smooth transition of administrative functions from the Office of Security's support staff.

The Library also continued to safeguard its information systems resources by implementing technology solutions and by providing training in computer security awareness to the staff. An internal penetration study initiated by the Inspector General's Office revealed no significant holes in the Library's network or in its computer defenses. Additional firewalls were implemented, and virtual private network connections, which provide secure access from remote sites, were extended both locally and to the Library's overseas offices.

DIGITAL PROJECTS

Established in fiscal 2001, the Office of Strategic Initiatives (osi) comprises the National Digital Library and the Information Technology Services Office. The primary focus of OSI in fiscal 2002 was planning for the development and implementation of a congressionally approved National Digital Information Infrastructure and Preservation Program (NDIIPP). Congress funded the program with a fiscal 2001 appropriation of \$99.8 million. The goals of the NDIIPP are (1) to encourage shared responsibility for digital content and (2) to seek national solutions for the continuing collection, selection, and organization of historically significant cultural materials regardless of evolving formats; for the long-term storage, preservation, and authentication of those collections; and for the public to have rights-protected access to the digital heritage of the American people.

INTERNET RESOURCES

At year's end, 7.8 million American historical items were available on the Library's Web site. In fiscal 2002, fourteen new multimedia historical collections were added to the American Memory Web site, bringing the total to 116. Nine existing collections were expanded with more than 380,000 digital items. In addition, seven new Library exhibitions were added to the Library's Web site and three continuing exhibitions were updated. Content was added to the Library's International Horizons Web site, which is a portal to the Library's unparalleled global resources, and to America's Library (<www.americaslibrary.gov>), which is the Library's popular Web site for families.

More than 2 billion transactions were recorded on all of the Library's computer systems—a 50 percent increase over fiscal 2001.

Use of the Library's online computer resources continued to increase. During the fiscal year, more than 2 billion transactions were recorded on all of the Library's computer systems—a 50 percent increase over fiscal 2001. The Library's online public access catalog recorded an average of more than 24 million transactions a month in fiscal 2002—up from 19 million a month the previous year. The public legislative information system known as THOMAS continued to be a popular resource,

with more than 12.9 million transactions logged on average each month as compared with 10 million the previous year.

Use of the American Memory collections increased from 28.5 million a month in fiscal 2001 to 38.8 million a month in fiscal 2002. During the year, America's Library logged an average of nearly 13 million transactions a month—up from 11 million a month the previous year.

FINANCIAL MANAGEMENT

In February 2002, the Library's independent accountant, Clifton Gunderson LLP, issued an unqualified "clean" audit opinion on the Library's fiscal year 2001 Consolidated Financial Statements. In addition to issuing the sixth consecutive "clean" audit opinion, the auditors found that the Library's financial statements were presented fairly in all material respects.

COLLECTIONS

The Library receives millions of items each year from copyright deposits; federal agencies; and purchases, exchanges, and gifts. During the year, the size of the Library's collection grew to more than 126 million items, an increase of nearly 2 million over the previous year. This figure included nearly 29 million cataloged books and other print materials, 56 million manuscripts, 13.5 million microforms, nearly 4.9 million maps, more than 5 million items in the music collection, and 13.7 million visual materials (photographs, posters, moving images, prints, and drawings). The Library circulated nearly 1.3 million items throughout the institution in response to requests from patrons.

Work continued in preparation for the impending opening of the off-site storage facility at Fort Meade, Maryland, in November 2002. Planning for the National Audio-Visual Conservation Center (NAVCC) in Culpeper, Virginia, was broadened to include not only ongoing design consultation for the architectural and engineering team but also program, business, and preservation production planning for the overall Culpeper operations. During the year, the Library drafted an investment and program cost model that detailed cost requirements for the entire facility across a five-year period.

Significant acquisitions during the fiscal year included additions by the Jefferson Library Project to reconstruct the collection in the original catalog of Thomas Jefferson's library, a project made possible through generous funding from the Madison Council, the Library's private-sector advisory body. Other major acquisitions made possible by the Madison Council included additional funding toward the purchase of the 1507 map of the world by Martin Waldseemüller; sixty-nine autograph letters of the fifteenth president, James Buchanan; and more than 100 digital photographic prints that document the 9/11 attacks on the World Trade Center and that were featured in *Witness and Response: September 11 Acquisitions at the Library of Congress*.

During the year, the Library also acquired the following significant items and collections:

- A manuscript from the 1720s containing selections from three operas by George Frideric Handel
- Papers of former Secretary of Defense and Energy James Schlesinger
- Fifty-eight documentary photographs of the destruction on 9/11 at the Pentagon and the Shanksville, Pennsylvania, crash site that had been taken by photographers from news agencies
- The Thomas Kane library of materials about Ethiopia, including 200 Ethiopian manuscripts and 12 Ethiopian magic scrolls; some 2,500 works in Amharic, Tigrinya, Ge'ez, and other Ethiopian languages; and more than 3,500 titles in English and other European languages
- *Takvim-ut-Tevarih* by Katip Chelebi (1733), one of the first books printed by Muslims (Turks) using movable type
- *Sisitan*, the first newspaper issued in Afghanistan, beginning in 1902

In addition, approximately 30,000 Web sites were acquired through the MINERVA (Mapping the Internet Electronic Resources Virtual Archive) Web preservation project, a collaboration between the Library of Congress, the Internet Archive, and WebArchivist.org. As part of the project, event-based Web site collections were developed, including those related to 9/11, the 2002 Olympics, and the 2002 midterm elections.

SEPTEMBER 11, 2001

In the aftermath of the 2001 terrorist attacks on the United States, the Library of Congress began collecting, preserving, and making available to Congress and the nation numerous photographs, newspapers, posters, comic books, maps, and audiotaped interviews documenting this cataclysmic event.

The following are selected images from the assemblage that appeared in the Library's commemorative exhibition titled *Witness and Response: September 11 Acquisitions at the Library of Congress*.



*This panoramic view of lower Manhattan and the World Trade Center was taken from a helicopter just one month before September 11, 2001.
(Photo by Carol M. Highsmith)*



*The terrorist attack on the World Trade Center
on September 11, 2001, changed the worldview of Americans.
(Photo by Tamara Beckwith)*



Photographer Steven Hirsch's "Golgotha" for the New York Post captures the enormity of the carnage at the World Trade Center as firefighters, who appear tiny, survey the wreckage. (Photo by Steven Hirsch)



People evacuate lower Manhattan amid the dust and debris of the World Trade Center's collapse. (Photo by Mary Altaffer)



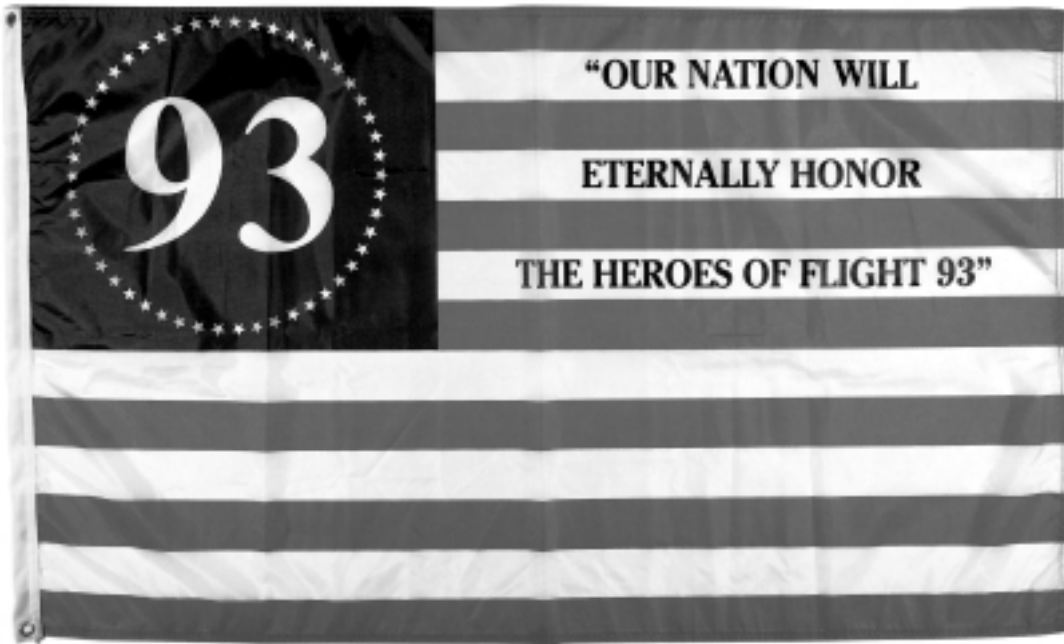
Firefighters and other emergency workers pause to regroup from their search for survivors in the wreckage. (Photo by William C. Lopez)



The Pentagon burns after being hit by a hijacked airliner. (Photo by Daryl Donley)



*An aerial view shows the damaged Pentagon building.
(U.S. government photo)*



This modified American flag flew over the site near Shanksville, Pennsylvania, where United Airlines Flight 93 crashed after being hijacked. Passengers in the airplane attempted to seize control of the jet from the terrorists.



The press reacted to the 9/11 attacks in many languages, including Spanish and Arabic.



A Pakistani poster from October 2001 displays the caption, “Hundreds of Osamas will emerge from every drop of my blood.” This item was collected by staff members in the Library’s overseas acquisitions office in Islamabad.



Titled (in translation) Battles of the Lion Den of the Arab Partisans in Afghanistan, this 93-page book by Osama bin Laden was found in the Library’s Arabic collection and was translated by an Arab World area specialist.



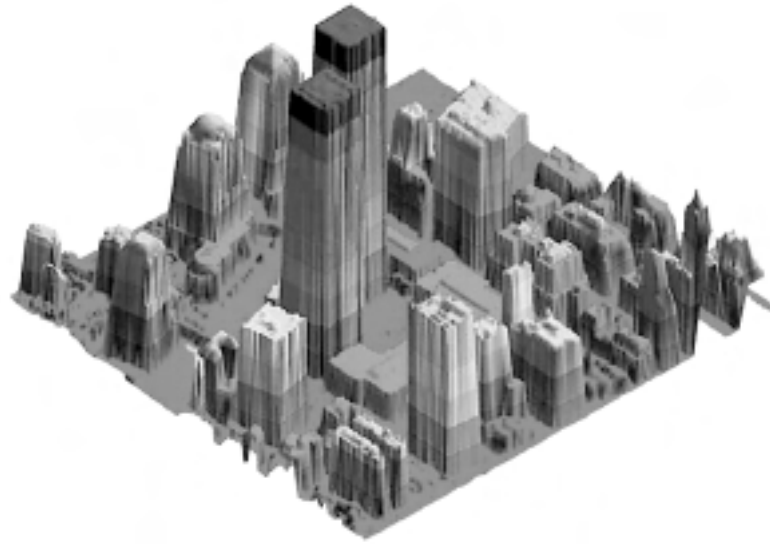
Items from the Library's collections that were part of the Witness and Response exhibition included periodicals from around the world. (Photo by Rachel Evans)



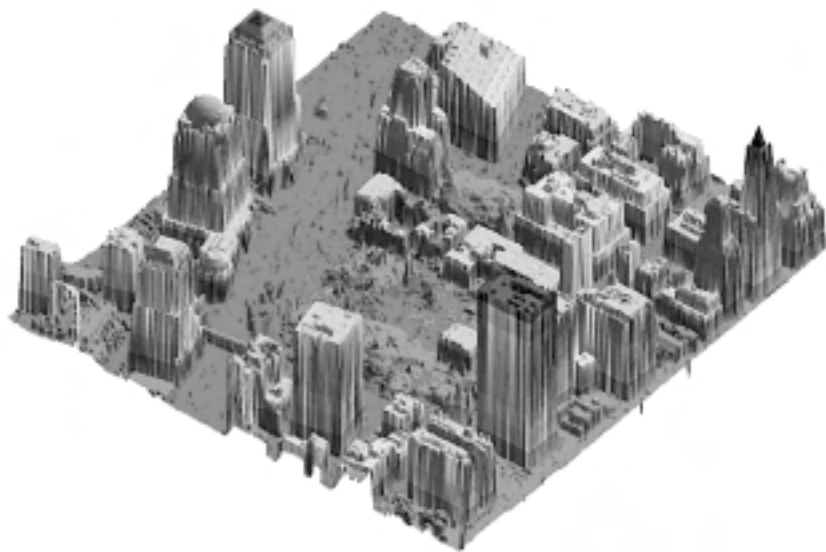
Harry Katz and Ford Peatross (left to right) of the Prints and Photographs Division unload a 400-pound beam salvaged from the wreckage of the World Trade Center and delivered to the Library's loading dock for display. (Photo by Rachel Evans)



This small selection from the hundreds of post-9/11 interviews collected by the American Folklife Center was included in the Witness and Response exhibition. (Photo by James Hardin)



The Library's Geography and Map Division collected these LIDAR (light detection and ranging) three-dimensional models that were made of the World Trade Center site as of July 2001 (above) and September 15, 2001 (below). (© 2001. Images by New York State Office for Technology and EarthData International)





CONGRESSIONAL RESEARCH SERVICE

THE CONGRESSIONAL RESEARCH SERVICE (CRS) is a policy research organization that has served Congress for more than eight decades by responding to requests with comprehensive analysis, research, and information services at all stages of the legislative process. CRS works exclusively and directly for Congress, providing services that are reliable, timely, objective, nonpartisan, and confidential. During fiscal 2002, CRS delivered nearly 800,000 research responses and services ranging from analysis and information accessed through the CRS Web site, to personal consultations and confidential memoranda, delivery of expert testimony, support for hearings and investigations, evaluation of data, examination of legislative options and proposed programmatic changes, and legal analysis.

During this fiscal year, CRS continued to work on its most critical challenges: building analytical capacity in areas of congressional concern; recruiting staff members to replace those who are retiring, while providing continuity in legislative support to Congress; adapting technology to meet the changing information needs of Congress; and improving the security and infrastructure of its information networks.

LEGISLATIVE ASSISTANCE

Congress requested assistance from CRS as it considered numerous issues pertaining to terrorism and homeland security in the aftermath of the September 11, 2001 (9/11), terrorist attacks. The following selected examples of CRS legislative support reflect those concerns as well as others related to domestic and international issues.

Terrorism and Its Aftermath

After the 9/11 terrorist attacks and subsequent anthrax incidents, much of the work of CRS focused on issues related to the U.S. global campaign against terrorism, including overseas programs to combat terrorism, funds for the war in Afghanistan, and subsequent humanitarian and reconstruction assistance. A CRS-wide response drew on senior experts



Analysts frequently brief members of Congress and congressional staff members on a wide range of public policy issues. (Photo by Jim Saah)



Each month, CRS receives thousands of research and analytical requests from Congress. (Photo by Jim Saah)

in all relevant fields to provide an interdisciplinary perspective. Building on a record of anticipating and analyzing the need for disaster preparedness, mitigation, response, and recovery, analysts provided an overall assessment of state, local, and federal responsibilities for responding to domestic terrorism. They identified strengths and weaknesses as well as alternative solutions to problems. More than one-quarter of CRS analysts were involved at some point during the year analyzing policy and legal issues raised by the antiterrorism effort and by preparations for possible military operations in Iraq. A team of analysts developed and continuously updated a comprehensive electronic briefing book, gave numerous briefings for members of Congress and congressional staff members, testified at hearings on terrorism issues, worked closely with intelligence committees, and wrote numerous reports on antiterrorism budget authorizations and appropriations and the threat of nuclear smuggling by international terrorists. CRS and the Law Library collaborated to present an analysis of antiterrorist policies by governments in Europe.

Other CRS analysts responded to congressional requests pertaining to the following critical infrastructure security and protection issues: oil and gas facilities; electricity infrastructure; possible targets of terrorism such as national monuments and chemical plants; agroterrorism; bioterrorism; environmental cleanup; security technologies; cyber attacks; and port, aviation, and other transportation safety and security issues.

The administration's order establishing military tribunals after U.S. antiterrorist activities in Afghanistan generated requests for legal analyses of the constitutional rights of people subject to military tribunals; precedents for the use of such adjudicatory mechanisms; and comparisons with procedural safeguards afforded defendants in federal, military, and international courts. Other legal questions pertained to the treatment of people detained by the military as "unlawful combatants" at the Guantanamo Bay U.S. Naval Base and in military custody in the United States, as well as to the background, structure, and jurisdiction of the International Criminal Court and the implications of the United States formally opting out of the court's jurisdiction.

Homeland Security

Congress turned to CRS for analytical support as it assessed the purpose and functions of a proposed Department of Homeland Security (DHS), reviewed sources of funding for homeland security, and considered implications of consolidating federal agencies to create that new agency. A team of analysts and information research specialists also addressed the many complex issues generated from a reorganization effort of this scope, including immigration concerns and the possible restructuring of several federal agencies into a Border and Transportation Security Division within the new agency, the sharing of intelligence information between the Central Intelligence Agency and the Federal Bureau of Investigation, and the risk assessment of the nation's critical infrastructure. Members of the CRS team also responded to questions about cost estimates, labor-management issues, and effects on other federal agencies. Support continued during congressional consideration of President Bush's June 2002 DHS proposal. CRS produced a side-by-side comparison of various homeland security proposals and a tracking report that provided a regularly updated overview of the multifaceted proposal as it underwent congressional scrutiny.

Those proposals raised major legal issues of reorganization authority and administrative law. Attorneys reviewed the range of laws that would be affected by creation of DHS such as those involving customs, natural disaster operations, whistle-blower protections, roles of inspectors general in the new DHS, and government procurement authorities. Other areas of concern to Congress were mechanisms to increase congressional oversight of the DHS and collective bargaining rights for employees and agencies transferred to that new department.

Iraq

As the possibility of U.S. confrontation with Iraq escalated in late summer 2002, CRS analyzed the perceived weapons threat posed by Iraq, U.S. efforts to change the Iraqi regime, past U.S. military confrontations with Iraq, both pro and con arguments concerning U.S. military action against Iraq, and the authorities and precedents related to the potential use of force against Iraq. Attorneys analyzed the respective roles of Congress and the president in declaring war, the authority granted by United Nations resolutions and previous congressional authorizations, and the preemptive use of force under international law.

Bioterrorism and Public Health Infrastructure

The 9/11 terrorist attacks and subsequent anthrax incidents focused the attention of Congress on the preparedness and response capabilities of the U.S. medical care systems

and public health infrastructure. In response to those needs, Congress passed the Public Health Security and Bioterrorism Preparedness and Response Act (Public Law [PL] 107–188), which the president signed into law in June 2002. CRS supported the legislative process by briefing congressional staff members on bioterrorism preparedness activities within agencies of the Department of Health and Human Services before the terrorist attacks; by tracking the allocation and distribution of fiscal year 2002 emergency appropriations for bioterrorism preparedness at the federal, state, and local levels; and by developing a detailed comparison of the provisions in the House and Senate bioterrorism legislation and in existing law.

Economic Impacts

CRS economists assisted Congress as it examined the nature, extent, and public policy implications of a mild recession and the continuing sluggishness in the nation's economy during fiscal 2002. They analyzed the effects of the 9/11 terrorist attacks on the economy and contributed to congressional evaluation of alternative proposals to ensure the continued availability of commercial property and casualty insurance for terrorism-related risk. CRS also examined the economic effects of federal spending on homeland security needs, evaluated financial issues and economic consequences from past American wars, and analyzed proposals to establish a "war bonds" program to finance antiterrorism activities.

Campaign Finance Reform and Election Administration

In fiscal 2002, Congress enacted the first significant change in the nation's campaign finance laws since the 1970s, the Bipartisan Campaign Finance Reform Act of 2002 (PL 107–155). A multidisciplinary team of analysts and attorneys continued the close support to members of Congress and their staffs that has characterized CRS efforts in this area for nearly a decade. The team prepared reports comparing key provisions of the Senate-passed bill with House alternatives and participated in almost daily telephone and personal briefings of members of Congress and their staffs as they sought information and comparative analysis of specific proposals. Congress used the CRS electronic briefing book on campaign finance reform to analyze both the multitude of floor amendments and the underlying issues in the debate.

Efforts to adopt sweeping reforms of the election process continued throughout the fiscal year. In anticipation of floor action, a CRS team developed an electronic briefing book that covered elections reform and provided a full range of analytical products. CRS analysts provided close support to both the House and Senate, analyzed many amendments to the bill, and prepared analytic comparisons of the bills. Congress continued to

call on CRS analysts and specialists for assistance in evaluating components of the conference report, including grant proposals, program auditing requirements, and performance measures. By the end of the fiscal year, work on a compromise version of the bill neared completion, and both houses appeared to be in agreement.

Corporate Governance and Accountability

In the wake of the sudden collapse of Enron, Global Crossing, WorldCom, and other corporations, plus the subsequent revelations of widespread malfeasance by those companies and their accounting firms, the American people looked to Congress for answers, and Congress turned to CRS for research. Analysts developed and prepared a range of products on the crisis in corporate integrity, and reviewed alternative proposals for reform legislation that ultimately resulted in the passage of the Sarbanes-Oxley Act of 2002 (PL 107–204).

CRS economists took the lead in assembling a team to cover the cluster of corporate bankruptcy issues arising from the collapse of Enron. They developed and maintained the relevant Web page and produced analyses of financial questions surrounding the Enron affair and reports on related policy questions. Those analyses included current practices and proposed reforms in the areas of derivatives regulation, accounting and auditing procedures and standards, auditor independence, stock analyst objectivity, and stock options accounting. The CRS analytic reports, which were continually updated, allowed comparison of reform bills as they moved through the legislative process.

Members of Congress also introduced numerous bills to protect workers from the financial losses that they risk when they invest a large proportion of their retirement savings in securities issued by their employers. At the request of Congress, one of CRS's major efforts on this issue was an examination of data for all defined contribution plans sponsored by 278 predominantly large firms. The analysis confirmed that the company stock in those plans was often concentrated in large, publicly traded corporations, and, on average, parent company stock made up more than a third of the assets in those firms' defined contribution plans. As fiscal 2002 ended, House and Senate committees reported bills on pension reform that were decidedly different from each other.

Elementary and Secondary Education

CRS analysts continued to support congressional consideration of the federal role in elementary and secondary education, which culminated in passage of the No Child Left Behind Act of 2001 (PL 107–110) reauthorizing the Elementary and Secondary Education Act of 1965. After passage of the act, attention turned to the implications of the law's new fund distribution formula provisions for states and local school districts, as well as

committee oversight of implementing regulations and guidelines by the Department of Education. At the request of committee staff members, analysts conducted numerous simulations of the new allocation formulas in the act by using alternative appropriations options. Analysts applied their knowledge of state assessment and accountability systems while helping committee staff members evaluate the proposed regulations, which would implement new testing and accountability requirements.

Energy

Senate consideration of omnibus energy legislation—the first in a decade—resulted in requests to CRS for assistance in many areas, particularly on the “renewable portfolio standard,” which requires the electricity sellers to include minimum levels of power generated from renewable energy sources. Other major energy-related issues were motor vehicle fuel economy, oil and gas development in the Arctic National Wildlife Refuge, proposed subsidies for an Alaska natural gas pipeline, nuclear accident liability, and global climate change. As debate on that legislation began in conference, CRS analyzed electric utility regulation, Alaska oil reserves, and hydroelectric relicensing. CRS also produced a side-by-side comparison of House and Senate versions of the legislation and detailed authorization tables for each bill.

Farm Bill

Congress called on CRS to assist during much of the fiscal year as it considered a comprehensive farm bill that will frame federal agriculture, agricultural trade, food, conservation, rural development, and research policies for the next six years. The forestry and water conservation provisions of this legislation will have a critical effect on natural resources, environmental policy, and agriculture. CRS maintained an electronic briefing book; helped with committee markups, floor debates, and hearings; and prepared briefings and analyses comparing legislative proposals. After enactment of the new farm law, the Farm Security and Rural Investment Act of 2002 (PL 107–171), CRS analysts created products describing the new law and began preparing for a seminar series on implementation issues.

Medicare and Prescription Drugs

Medicare legislation continued to be the focus of much congressional deliberation. Three major issues dominated the debate: the overall structural reform of the program, the addition of prescription drugs to the program’s covered benefits, and the extent to which payments to providers of health care services should be increased in future years. For each of those issues, CRS offered a broad range of services, including background and

analysis as well as information on specific concerns such as drug pricing policies for a new benefit and the interaction between a new Medicare drug benefit and coverage under Medicaid and state pharmaceutical assistance programs. Analysts worked closely with committees as committee members evaluated specific prescription drug proposals and implications of changes in Medicare payment policies for care providers. CRS experts helped assess options for general program reform by using an actuarial Medicare benefits model that estimates costs of change. Information research specialists reported on Medicare benefits for durable medical equipment and prosthetics, health insurance for the unemployed and uninsured, and physician payment in rural areas.

Trade

Congress requested CRS assistance with products, briefings, and testimony as it considered two major pieces of trade legislation: the Bipartisan Trade Promotion Authority Act of 2002 (PL 107–210) and proposed legislation on export administration. For both, CRS provided an analysis comparing Senate and House bills. CRS trade analysts also contributed to congressional oversight on such topics as negotiation of the Free Trade Area of the Americas, free trade agreements with Chile and Singapore, steel imports tariffs, and trade disputes with the European Union.

Welfare Reform

Congressional consideration of legislation to reauthorize the block grant program of Temporary Assistance for Needy Families (TANF) sparked the first major debate on welfare policy since the creation of TANF in the 1996 welfare reform law. CRS assistance included briefings, a comparison of House and Senate versions of welfare reform legislation, and a data system designed to describe variation in TANF programs among states. Analysts also produced quantitative analyses of the effect of various changes proposed by Congress and the administration so that families could participate in TANF if someone in the family worked.

TECHNOLOGY INITIATIVES

A key feature of continuing technology initiatives has been upgrading the CRS network, systems, and environment. The Technology Office made significant progress in upgrading the CRS technical infrastructure to improve its reliability and capacity to meet the research needs of Congress. The new infrastructure emphasizes collaborative computing, quantitative analysis, internal security, and disaster recovery. Critical during the year was the move of CRS production servers to the Information Technology

Services (ITS) server room, which ensured a more secure environment that includes fire protection with halon gas, improved electrical backup, and video surveillance.

Enhanced Online Access to CRS Analysts

CRS expanded the “Contact Experts” feature of its Web site with extensive lists of CRS analysts, specialists, attorneys, and research experts who deal with legislative issues of special interest to Congress. New lists cover creation of a Department of Homeland Security, Iraq–U.S. confrontation, and corporate financial integrity. CRS’s lists provide areas of expertise within an issue, plus the telephone numbers and e-mail addresses of CRS staff members.

CRS expanded the “Contact Experts” feature of its Web site with extensive lists of CRS analysts, specialists, attorneys, and research experts who deal with legislative issues of special interest to Congress.

Multimedia Products

The CRS Web site enables Congress to access an array of CRS services and products. During this fiscal year, access was enhanced by offering live Webcasts of selected CRS programs and online access to recordings of seminars held throughout the year on two new Web pages: the Multimedia Library page and the Webcast page. The Webcast page provides access to live broadcasts of selected CRS seminars and briefings, plus edited recordings of previously held seminars with annotations allowing staff members to directly access the part of the programs in which they have an interest. At the end of the fiscal year, the page provided access to nine seminars related to homeland security and terrorism, in addition to other topics as diverse as health insurance and missile defense.

Creation of the CRS Congressional Web Advisory Group

A comprehensive redesign of the CRS Web site was implemented in fiscal 2001, with client-centered principles and a strong commitment to client usability testing as its foundation. In fiscal 2002, the Congressional Web Advisory Group, which consisted of congressional staff personnel from the offices of member and committees of both chambers, was created to continue that work as new features were developed and as existing pages were refined. That group participated in usability and technical tests and offered feedback on newly developed CRS Web pages.

Security and Upgraded Infrastructure

Information security continued to be a major focus of CRS technological support. The security of CRS systems is crucial because of the nature of CRS’s confidential relationship

with Congress and the potentially sensitive nature of the information that CRS transmits or that resides in its electronic systems. Such security is paramount because of the structural network known as CAPNET that links CRS, the Library, and congressional systems through Capitol Hill.

Among developments in information security for fiscal 2002 were CRS's participation in regular interagency meetings about computer security. Those meetings were sponsored by the Federal Bureau of Investigation, the National Institute of Standards and Technology, and the High Technology Crime Investigative Association to review new threats to computer security and appropriate responses to those threats. CRS continued deployment of new and upgraded security systems, plus installing an e-mail scanning tool to block suspicious and infected e-mails. System design was enhanced to improve firewalls, to install an intrusion detection system, and to monitor the status of all software patches and upgrades.

Improvements in the Legislative Information System

Use of the Legislative Information System (LIS), the online retrieval system that provides Congress with accurate and timely information on bills and other legislative documents, was up 20 percent in fiscal 2002. Highlights of improved service included developing and testing a disaster recovery server for the LIS, installing software to detect inadvertent or unauthorized alteration of legislative files, and using a new LIS Alert service with e-mail notification of new bills introduced along with major changes in their status. The LIS team response to user requests to improve the search and display capabilities for bill data included enhancing the ability to search and display by state and district for sponsors and cosponsors, plus correcting and standardizing the names for all versions of bill text. The team also initiated efforts to preserve older legislative data, establish a framework and guidelines for preserving all LIS data, and organize a group of Capitol Hill Web masters for the first time so staff members from both chambers, the CRS, the Library, the General Accounting Office, the Government Printing Office, and the Architect of the Capitol could meet to share information and developments.

MANAGEMENT INITIATIVES

Besides the previously described legislative assistance and technology initiatives, CRS provides additional services dealing with management initiatives such as emergency preparedness, recruitment, and internal communications.

Emergency Planning

Immediately following the 9/11 terrorist attacks, the CRS director established a service-wide team to review the preparedness of CRS staff members in responding to such emergencies and to ensure continuity of service to Congress.

CRS created a Business Continuity Contingency Plan Team to ensure continued operations after an emergency that might affect its offices at the Madison Building of the Library of Congress. The plan, which provides a template for restoring operations after a destructive attack affecting the location of CRS and for resuming service to Congress, can be implemented independent of other legislative branch organizations but is tied closely to the Senate's continuity plans.

Much of the team focus was on information technology and the need to ensure continued access to networks, personal computers, e-mail boxes, shared databases, and other technologies that have revolutionized CRS work during the past fifteen years. At the same time, the plan emphasizes staff safety, compensation, and communications—both with CRS staff members and with stakeholders such as the congressional audience and the rest of the Library of Congress. The plan also covers security of working documents and the need for CRS to become fully operational within a limited time. In the event of a destructive attack, the plan envisions restoration of service in stages, with some key staff members working from new locations and most personnel working from home until additional work sites are available.

A CRS Emergency Planning Team was formed with representatives from each CRS division and office and a representative of the Congressional Research Employees Association (CREA), which is a labor union. The team reviewed and modified internal communications systems to inform all CRS staff members about emergencies, created an intranet devoted to emergency planning, and improved accessibility of senior managers during emergencies.

The team reviewed and worked with the Library's Emergency Evacuation Team Plan, created evacuation teams using the Library's guidelines, and attended Library-wide training. As part of this emergency preparedness, the team outlined responsibilities of the CRS evacuation team, reviewed exit signs, identified and purchased basic evacuation equipment such as bullhorns and lanterns, designated assembly areas for CRS by division or office, created a daily roll-call system to account for employees after emergency evacuations, and made accommodations for evacuating employees with special needs.

Recruitment and Selection

An important management initiative this fiscal year was implementation of the Library's new content-valid merit selection and hiring process. This new process intro-

duced several significant changes in the Library's previous hiring process, including increasing responsibilities for CRS managers and introducing a new online application system. In response to those changes, CRS realigned staff members and systems in its Office of Workforce Development and assumed many duties and responsibilities that were previously performed by the Library's central human resources infrastructure. In addition, senior CRS managers and staff members participated on various Library and CRS task forces and working groups related to the new merit selection and hiring process; seventy-four CRS managers and staff members served on job analysis panels; and thirty-four staff members participated in the Library's required training about structured interviews.

In a related action, CRS conducted a formal review of its analyst position descriptions and of the skills and competencies a person needs to perform the duties of a CRS analyst. The non-senior analyst job series is the largest in CRS, encompassing 46.8 percent of the total CRS professional and administrative staff positions. Accordingly, this effort required careful consideration and major coordination efforts among senior managers in all CRS research divisions.

Outreach

CRS continued its efforts to improve communication with Congress about the full range of CRS services. Several outreach publications were completed, including a new catalog that describes programs and seminars for congressional staff members. CRS also participated in the April House Services Fair, which offered an opportunity to acquaint hundreds of congressional staff members with information about CRS services. Throughout the fiscal year more than 6,000 congressional participants attended programs on the legislative process, the budget process, and the legal and public policy issues. A self-subscribe, Web-based system of program notification (listserv) was implemented to notify the congressional audience about CRS programs.

Internal Communication Initiative

By facilitating effective internal communications and openness in decision making, the CRS director identified as a strategic priority the need to reinforce the CRS culture of mutual respect, understanding, and commitment to the work of CRS as an agency. Recognizing the value and essential role of strong internal communications in fulfilling the CRS mission, the director launched an examination of internal communications to be followed by developing and implementing recommendations to address weaknesses while taking advantage of strengths. At the end of the fiscal year, the director endorsed a number of initiatives aimed at supporting effective two-way communication throughout CRS.



COPYRIGHT OFFICE

DURING FISCAL YEAR 2002, the Copyright Office continued to administer the U.S. copyright laws and to provide legal and policy assistance for Congress and the executive branch to ensure that the nation maintained a strong and effective copyright system—one that serves both owners and users of copyrighted works. The office continued major initiatives to reengineer its core business processes and to develop information technology that would increase its efficiency and the timeliness of public services.

U.S. POSTAL DELAYS

In October 2001, anthrax-contaminated envelopes arrived in the Hart Senate Office Building. Capitol Hill buildings, including the U.S. Copyright Office, were closed for one week and mail deliveries were severely disrupted from October 18, 2001, to March 4, 2002. As the single largest recipient of mail in the Library of Congress, the Copyright Office was significantly affected by the anthrax attacks. Postal mail, rerouted to special facilities, received irradiation to destroy any possible anthrax contamination. Delivery of delayed mail increased significantly in late April and was completed by the end of July. By the end of fiscal 2002, the office had processed all of the six months' worth of delayed mail. The processing of this mail, however, affected the office's processing of current incoming mail.

In December 2001, the Copyright Office adopted interim regulations to address the effect of the general disruption of postal services on the Copyright Office's receipt of deposits, applications, fees, and other materials, and it made procedural decisions about assigning a receipt date to such materials.

Irradiation at high temperatures delayed mail and subjected some photographs, videotapes, audiocassette tapes, and compact discs to unreconstructible damage. The office established a "triage" area to deal with damaged items and to take appropriate action.

This chapter is excerpted from a fuller report that the Register of Copyrights sends annually to Congress.



A visual arts deposit that was damaged by irradiation is handled by a Copyright Office employee wearing safety gloves. (Photo by Charles Gibbons)

The Copyright Office's Web site notified the public of the disruption and suggested the use of private carriers. Private carrier deliveries doubled as a result, becoming the primary method of mail receipt during the period of disruption.

In January 2002, Congress responded to the September 11, 2001 (9/11), terrorist attacks and anthrax incidents by authorizing security-related supplemental funding to various agencies. The Copyright Office requested \$187,386 from this special security fund to pay overtime expenses of processing mail and to purchase protective masks and gloves for mail handlers.

The Copyright Office obtains about two-thirds of its budget from fees for services. The mail disruption, therefore, not only hurt service to users but also decreased the flow of receipts to the office. On the basis of seriously reduced first-quarter fee receipts, the office estimated a \$7.5 million shortfall in fee receipts for the fiscal year, about one-third of its total yearly receipts. Congress approved supplemental funding to cover this shortfall in receipts.

COPYRIGHT LAW ADMINISTRATION

During the year, the Copyright Office received 526,138 claims to copyright covering more than 800,000 works; of those, it registered 521,041 claims. The number of unexamined claims decreased by 75 percent since the fiscal 2001 initiation of a project to reduce the number of such claims. The number of registrations awaiting cataloging decreased by 57 percent during fiscal 2002. The Copyright Office Electronic Registration, Recordation, and Deposit System (CORDS) processed 22,900 full electronic claims in textual works and music. CORDS was upgraded to handle additional classes of electronic submissions and to interact with new versions of the office's information technology systems. The office recorded 10,506 documents covering 218,000 titles, and the online public record grew with the cataloging of an additional 578,658 registrations.

The Copyright Office forwarded 896,504 copies of works, having a net worth of \$31,302,048, to the Library of Congress for its collections and exchange programs, including 390,150 pieces that were received from publishers under the mandatory deposit provisions of the copyright law. The office also examined 19,879 filings from cable operators, satellite carriers, and manufacturers or importers of digital audio recording devices and media, and it processed claims to the various royalty pools. The Licensing Division collected \$206,811,232 in royalty fees (more than 90 percent received through electronic funds transfer) and distributed royalties totaling \$110,002,156. The remainder of those funds will be distributed in future royalty proceedings.

Revised fees for certain Copyright Office services went into effect on July 1, 2002. Fees that changed include those to renew a registration, record a document, provide an additional certificate, register a vessel hull design, or obtain special handling. The office eliminated the fee to inspect a registered work.

The Copyright Office responded to 358,604 requests for direct reference services. Correspondence by e-mail increased by more than 150 percent from the previous year (from 22,467 to 57,263 messages) because of the anthrax-related disruption of postal mail, increased public comments on rulemakings, and easier e-mail access by using the Copyright Office's Web site. The Web site continued to play a key role in disseminating information to the copyright community and the general public, logging 13 million hits to key pages during the year, which was an 8 percent increase over the previous year. In April 2002, the Copyright Office launched a redesigned Web site at <www.copyright.gov>. The redesign provides an enhanced access to frequently requested pages, a new way to search the office's public records, a step-by-step guide to registration, and a streamlined look that makes locating information easier and faster. The office electronically published thirty-

nine issues of *NewsNet*, a source of news about the office and copyright, thus increasing the number of subscribers to 5,797, which was a 13 percent increase over last year. During August 2002, the office supplied the Library of Congress with representative registered works relating to the events of 9/11 from which the Library chose several for inclusion in its exhibition *Witness and Response: September 11 Acquisitions at the Library of Congress*.

In February 2002, the office published a new strategic plan covering the years 2002 through 2006. The report, which is available online at <www.copyright.gov/reports/s_plan.html>, outlines the office's priorities and future direction. The office's mission "to promote creativity by administering and sustaining an effective national copyright system" is supported by a series of goals keyed to three strategic areas and management: copyright law administration, policy assistance, and litigation; public information and education; and management support, with its overarching initiatives to reengineer the office's business processes and information technology.

REGULATORY ACTIVITY

The Copyright Office issued a number of final, interim, or proposed rules during this period. Those rules addressed (1) disruption of postal mail, including a waiver of the regulation for filing claims for cable, satellite, and Digital Audio Recording Technology (DART) royalty fees; (2) changes to fees for copyright services; (3) notification of a request to retract prior filings of Notices of Intent to Enforce Restored Copyrights; (4) group reg-



Register of Copyrights Marybeth Peters (right) and Director of the U.S. Patent and Trademark Office James Rogan (left) testify before the Senate Committee on the Judiciary regarding the Intellectual Property Protection Restoration Act (S.1611). (Photo by Charles Gibbons)

istration of contributions to periodicals; (5) the mechanical and digital phonorecord delivery compulsory license; and (6) requirements for notice and recordkeeping for use of sound recordings under statutory licenses.

LEGISLATION AND OTHER LEGAL ACTIVITY

During the year, the Register of Copyrights testified at three congressional hearings. The Senate Committee on the Judiciary heard testimony on the Intellectual Property Protection Restoration Act (S.1611). The other two hearings were before the House Subcommittee on Courts, the Internet, and Intellectual Property and dealt with the Copyright Office's Digital Millennium Copyright Act (DMCA) section 104 report and of the Copyright Arbitration Royalty Panel (CARP) reform.

State Sovereign Immunity and the Intellectual Property Protection Restoration Act

The Register testified on February 27, 2002, in support of the Intellectual Property Protection Restoration Act (S.1611), a bill to address issues raised by two 1999 rulings in which the Supreme Court determined that the doctrine of sovereign immunity prevents states from being held liable for damages for violations of federal intellectual property laws even though states enjoy the full protection of those laws. Copyright owners are unable to obtain monetary relief under the Copyright Act against a state, state entity, or state employee unless the state waives its immunity. The office worked closely with congressional staff members on the effect of state sovereign immunity on copyright. The bill would provide incentives to the states to waive their immunity voluntarily. At the request of congressional staff members, the Copyright Office moderated negotiations between intellectual property owners and public universities regarding the proposed legislation.

Digital Millennium Copyright Act Section 104 Report

In December 2001, the Register testified before the House Subcommittee on Courts, the Internet, and Intellectual Property during two days of hearings on the August 2001 report prepared by the office as required by section 104 of the DMCA. The Copyright Office's report made three recommendations: (1) Digital first-sale doctrine (section 109 of the Copyright Act) permits a person who lawfully owns a copy of a work to sell or dispose of that copy as he or she chooses. The Register noted that section 109 already applies to tangible copies of work in digital form and that expansion of the section to permit retransmission of such works could do harm. (2) "Buffer" copies are created incidentally as part of the process of streaming. Such copies exist only for a brief time and only as a

portion of the entire work. The Register noted that the making of a buffer copy in the course of licensed streaming should be considered a fair use of the work, and she recommended legislation of a narrow exemption for such incidental or buffer copies. (3) Section 117 of the Copyright Act permits users to create archival copies of computer programs that they legally own. The Register found that making an archival copy of other types of works should be considered a fair use. However, the Register observed that section 109 permits the owner of a particular copy that was lawfully made to distribute that copy without the copyright owner's permission. This current wording would appear to permit the user to sell or otherwise dispose of the archival copies, which would harm the copyright owner. The Register recommended that Congress close this gap.

Copyright Arbitration Royalty Panel Reform

A CARP is a temporary body composed of hired arbitrators who set or adjust royalty rates and adjust royalty distributions. Panels have been operating under the auspices of the Copyright Office and the Library of Congress since Congress eliminated the Copyright Royalty Tribunal (CRT) in 1993. The purpose of the June 13 hearing was to consider how effective the CARP process has been thus far and ways in which it can be improved. The Register addressed a report on CARP reform that the office had prepared in 1998 at the subcommittee's request and commented on proposed legislation. She noted the office's willingness to work with the subcommittee and the parties to produce a better system that

would address four critical elements: (1) hiring of full-time employees who are well versed and experienced in the pertinent fields, (2) ensuring that there are no periods of inactivity as there were with the CRT, (3) ensuring that during the process the Register will play a substantive role to address important policy and substantive matters that might arise, and (4) funding in the absence of a royalty pool.

*The TEACH Act
promotes digital distance
education by
implementing the
recommendations in
the Register's report
to Congress*

Distance Education

The Technology, Education, and Copyright Harmonization (TEACH) Act was passed by the Senate in June 2001 and placed on the House of Representatives calendar late in fiscal 2002 as part of the Department of Justice Appropriations Authorization. The TEACH Act promotes digital distance education by implementing the recommendations in the Register's report to Congress in May 1999 titled *Report on Copyright and Digital Distance Education*. At the request of the Senate Judiciary Committee, the Copyright Office played a key role in bringing about the compromise reflected in the law as it facilitated negotiations between

the affected parties. The TEACH Act expands the coverage of rights in section 110(2) to allow the delivery of authorized performances and displays through digital technologies, it expands the categories of works exempted from the performance right but limits the amount that may be used in those additional categories to “reasonable and limited portions,” and it emphasizes the concept of “mediated instruction” to ensure that the exemption is limited to what is tantamount to a live classroom setting.

Other Legal Activities

The Copyright Office continued to respond to requests for assistance from the Department of Justice or the Solicitor General’s Office in prosecuting copyright litigation. The most visible copyright case during this period challenged the constitutionality of the Sonny Bono Copyright Term Extension Act of 1998, which extended the copyright term for another twenty years. In *Eldred v. Ashcroft*, a case filed in 1999 as *Eldred v. Reno*, users of copyrighted works that would have entered the public domain challenged the law. Both the district and appellate courts found the law constitutional. The Supreme Court agreed to hear the case. The office assisted the Solicitor General’s Office in drafting the respondent’s brief to the Supreme Court and was consulted in preparation for oral argument.

The Copyright Office continued to review all copyright cases that had been filed and in which the Register or Librarian of Congress is a party, plus cases where the Register has the right to intervene. The Register chose to intervene in one case where registration had been refused, *Morelli v. Tiffany*. By doing so, the Register defended the office’s decision not to register eighteen pieces of jewelry, thereby upholding the office’s practices and procedures regarding such registration.

Copyright Arbitration Royalty Panels

The Copyright Office administered eight CARP proceedings. Five of the eight involved setting rates and terms of payment for three statutory licenses pertaining to (1) the digital transmission of sound recordings, (2) the making of ephemeral recordings, and (3) the use of copyrighted works by noncommercial educational broadcasters. Three proceedings dealt with distributing royalty fees collected under the Audio Home Recording Act of 1992 and under cable compulsory license, section 111 of the Copyright Act. In a widely publicized proceeding, the Librarian, on May 21, rejected in part a CARP’s recommendation setting a per performance rate for the transmission of sound recordings over the Internet. On June 20, the Librarian published his final order in which he announced his decision to accept the recommendation of the Register of Copyrights and to halve the CARP-proposed rates applicable to Internet-only transmissions made by Webcasters and commercial

broadcasters, while accepting the CARP-proposed rates for Internet retransmissions of radio broadcasts made by those same services. At year's end, the rates, as well as other parts of the Librarian's decision, were the subject of a number of appeals pending before the U.S. Court of Appeals for the District of Columbia Circuit.

INTERNATIONAL ACTIVITIES

Protection against unauthorized use of a copyrighted work in a country depends primarily on the national laws of that country. Most countries offer protection to foreign works under the aegis of international copyright treaties and conventions. The Copyright Office continued to work in tandem with executive branch agencies on international matters, particularly with the U.S. Trade Representative, the Patent and Trademark Office (PTO), and the Departments of State and Commerce.

Staff members participated in numerous multilateral, regional, and bilateral negotiations in fiscal 2002. Copyright Office staff members were part of the U.S. delegation in meetings of the World Intellectual Property Organization (WIPO) Standing Committee on Copyright and Related Rights, which considered issues relating to a possible treaty on the protection of broadcasting organizations. In cooperation with the PTO, staff members prepared a proposed treaty text to present at the next Standing Committee meeting. The Copyright Office also participated in the December 2001 and June 2002 meetings of the WIPO Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge, and Folklore.

Copyright Office staff members served as part of the U.S. delegation in the quarterly meetings of the World Trade Organization Council on Trade-Related Aspects of Intellectual Property Rights (TRIPS). The TRIPS Council is responsible for monitoring the operation of the TRIPS Agreement and, in particular, for monitoring how members comply with their obligations under it. The council reviews the intellectual property laws of member countries for compliance with TRIPS obligations.

Staff members were also part of the U.S. delegation at two meetings of the Intellectual Property (IP) Negotiating Group of the Free Trade Area of the Americas and were instrumental in preparations such as redrafting U.S. treaty proposals. The goal of the negotiating group is to prepare and finalize an IP chapter for a Free Trade Area of the Americas Agreement. The overall agreement should be completed by 2005.

Staff members participated in the drafting and the negotiation of the intellectual property provisions of bilateral free trade agreements with Chile and Singapore, including the drafting of proposed text. They have also taken part in preliminary discussions

concerning a possible bilateral agreement with Morocco and multilateral agreements with groups of nations in Central America and southern Africa.

The Copyright Office was represented on the interagency Special 301 Committee, which evaluates the adequacy and effectiveness of intellectual property protection and enforcement throughout the world. This annual process, established under U.S. trade law, is one of the tools used by the U.S. government to improve global protection for U.S. authors, inventors, and other holders of intellectual property rights.

In conjunction with WIPO, the International Copyright Institute (ICI) of the Copyright Office held an “International Symposium on the Effect of Technology on Copyright and Related Rights” on November 13–16, 2001, for nineteen copyright experts and government officials from around the world. The ICI is designed to further international understanding and support of strong copyright protection, including the development of effective copyright laws and enforcement overseas.

REENGINEERING ACTIVITIES

The Copyright Office continued its extensive multiyear effort to reengineer its principal public services. The reengineering program has involved more than 200 Copyright Office staff members and has required the cooperation of staff members from other areas in the Library. Those efforts ensured that actual implementation will take place between fiscal 2003 and fiscal 2005.

The reengineering work proceeded on four fronts: process, organization, facilities, and information technology (IT). New processes being developed are registering claims, recording documents, acquiring deposited works for the Library, answering public requests, receiving mail, and maintaining accounts. In fiscal 2002, all six process teams completed their work by defining their tasks at the operational level and by drafting procedures manuals. Because changed processes affect organization and job structure, organization teams for each process proposed organizational and job role changes. A high-level training plan identified likely training needs for Copyright Office staff members for each new process. The changes in process and organization will necessitate a reconfiguration of space. In fiscal 2002, the Copyright Office accomplished several key steps toward redesigning facilities by completing an assessment of current space in February and a furniture and furnishings inventory in September.

The use of IT is critical to delivery of the office’s public services within the redesigned processes, organization, and facilities. Work on an IT requirements analysis began in October 2001 as the first step in the process of building IT systems to support

the reengineered business processes and to allow the office to provide more services electronically. Major accomplishments on the IT front during the fiscal year included the completion of (1) an assessment of the needs of processes not included in reengineering, (2) a report of options and recommendations for logical system components, (3) functional specifications for logical system components, and (4) a report on recommended hardware and software. Those products formed the basis for initial sequence planning while preparing to contract for the purchase or development of system components and their integration into a single electronic system to support Copyright Office services.



Launched in April 2002, ReNews provides information about the Copyright Office's business process reengineering effort. (Graphic by Charles Gibbons)

The Copyright Office strengthened communications about the business process reengineering implementation through a new monthly reengineering newsletter, *ReNews*, which was first published in April 2002. During the year, the Copyright Office and Library Services formed Joint Issue Groups, comprising representatives from both service units. They discussed and presented recommendations for cooperation in five areas of interaction between the two organizations: serials processing, labeling, cataloging, selection, and the Library's opening of the National Audio-Visual Conservation Center in Culpeper, Virginia. The Labeling Group completed its work and recommended significant changes in how works are identified.

The fiscal year ended with the formation of a reengineering program organization within the Copyright Office to manage business process reengineering and information technology under an Integrated Implementation Plan. A Library of Congress Advisory Committee was formed to offer advice on implementation issues. In addition, the office developed plans to form an Information Technology Technical Review Board, which is composed of six members with IT expertise from government and from private industry, to provide outside perspectives and experiences concerning large-scale, complex IT implementations.



LAW LIBRARY OF CONGRESS

ESTABLISHED BY AN ACT OF CONGRESS on July 4, 1832, the Law Library of Congress serves the foreign, international, and comparative law research and reference needs of Congress and the federal government. It also provides U.S. legal and legislative information services to Congress, a responsibility it shares with the Congressional Research Service. During the Law Library's 170-year history, it has given congressional inquiries the highest priority. In fiscal year 2002, Law Library legal specialists and analysts wrote 1,120 legal research reports and special studies on the legal aspects of headline issues and on an array of other concerns for Congress and other federal government requesters. Services rendered to all categories of clients—government, international organizations, and the American public—totaled 96,726.

The number of in-person reference requests dropped from 75,209 in fiscal 2001 to 66,057 in fiscal 2002. The decline was a continuing consequence of the 9/11 terrorist attacks and was also made worse by a weeklong closure of all Capitol Hill buildings at the beginning of October for precautionary anthrax testing. However, the number of inquiries answered by fax, mail, and e-mail rose to 38,414 (up from 21,250 the previous year) and telephone responses totaled 11,539. The Law Library's Internet inquiries increased as more constituents submitted their inquiries electronically or located information on the Law Library's Web site. Delays were experienced in incoming correspondence as the Library instituted new procedures to ensure the safe receipt and distribution of mail.

The Law Library, like other departments, instituted many new security procedures, including staff awareness training, the formation of emergency evacuation teams to participate in Library-wide evacuation exercises, and the staffing of security monitors at the main access points to the Law Library's research areas. In the wake of the terrorist attack on the Pentagon, the Law Library provided special facilities and services for the Pentagon Library, thus hosting one Pentagon librarian for several months. The Law Library also provided office facilities and special services for the Supreme Court Library staff during a period of anthrax testing in the court building.

CONGRESSIONAL SERVICES

Providing Congress with comprehensive foreign legal and comparative law research based on the most current information available from various sources is the primary task of the Law Library's international research and reference staff. During the year, staff members wrote 578 research reports, studies, and memoranda in response to congressional inquiries.

To provide speedy access to vital resource works, reference specialists in the Law Library Reading Room reserved and maintained collections for use by Congress and the Congressional Research Service relating to terrorism, aviation safety, and war powers. To assist congressional users, Law Library reference specialists also prepared, maintained, and updated bibliographies on those topics on the Law Library's congressional Web site.

In fiscal 2002, members of Congress and congressional staff members made 2,087 requests; of those, 441 were made in person. In addition to providing fifty-one hours per week of service to the public and Congress, the Law Library Reading Room remained open beyond the standing Reading Room closing time of 9:30 P.M. when either chamber of Congress was in session. During those extended and for-Congress-only hours, some 258 congressional staff members received assistance.

In the aftermath of the 9/11 attacks, congressional interest in the approaches to those antiterrorist strategies undertaken by legislatures around the world elicited several multinational antiterrorist studies, including a 347-page comprehensive analysis of antiterrorist legislation, regulations, and enforcement initiatives covering twenty-four European jurisdictions. Several staff attorneys presented expert witness testimony at both open and closed congressional hearings on the subject.

Other important issues that elicited congressional requests for foreign legal research included the legal structure of national security agencies, the legislation on human cloning and stem cell research, the allocation of costs in civil litigation, the restrictions on Internet content, the computer security and protection of computer information, the national ID card debate in various nations, the residency of a corporation for tax purposes, the protection of cultural patrimony, the rights of people with disabilities, and the carrying of firearms by aviation security personnel.

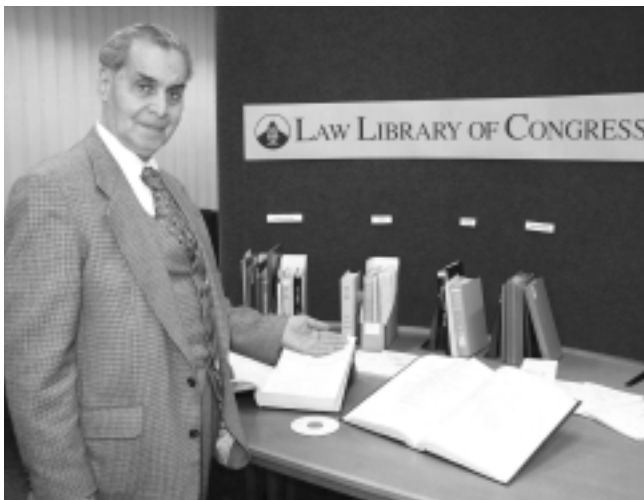
In fiscal 2002, the Law Library departed from past practices by using contract personnel to perform research work. As a result, the Law Library engaged the services of two outside legal specialists from Great Britain to provide research on numerous congressional and agency research projects to meet congressional needs. Similarly, the Law Library entered a contract with a Japanese attorney who answered congressional and agency requests for research about Japan.

Examples of foreign law reference questions received from Congress involved topics such as the application of international labor standards in Central and South America; the domestic relations law in Liberia; the freedom of conscience in Uzbekistan; the law on religion in Kazakhstan; the Romanian Criminal Code; a governmental agreement between Egypt and Bavaria, Germany, regarding the recovery of antiquities; the petroleum law in the Middle East; and religious marriages under the law of Côte d'Ivoire.

The Congressional Legal Instruction Program taught by the Law Library's Public Services Division staff members provided fifteen seminars, which 428 congressional staff members attended. A total of thirty-six briefings and orientations concerning services of the Law Library were presented to 218 congressional personnel as part of a continuing orientation program for congressional staff members conducted jointly by the Law Library and the Congressional Research Service.

NONCONGRESSIONAL SERVICES

During fiscal 2002, the Law Library continued to provide research and reference assistance to its noncongressional constituents, including the federal agencies, the judicial branch, and the public. In all, the Law Library produced 643 research reports for federal government agencies and the judiciary. There were 103 requests from executive agencies for foreign law analyses that were handled by the Law Library's Directorate of Legal Research. Those requests came from agencies such as the Department of Justice, the Census Bureau, the Department of State, the Department of the Treasury, the Department of the Interior, the Department of Defense, the National Institutes of Health, the National Oceanographic and Atmospheric Administration, the Internal Revenue Service, and the Social Security Administration.



Senior legal specialist Gholam Vafai unveils rare volumes that contain Afghanistan's laws and that were found in the Law Library's collection of more than 2.4 million items. The Law Library participated in a State Department effort to reconstruct the laws of Afghanistan that were destroyed under Taliban rule. (Photo by Michaela McNichol)

The examples of subjects on which research was supplied for the executive branch included Philippine law on marriage, Jamaican law on custody of children and establishing paternity, China's new population control law, Indian law on marriage registration requirements, adoption in Cambodia, legitimation in Vietnam, replacement and reissuance of ID cards in China, extradition in Estonia, divorce by proxy in Egypt, and major principles of copyright legislation in the Russian Federation.

Among the studies completed was a multinational report on the question of how foreign countries provide for continuity planning for the highest court after a major disaster.

The Law Library continued its advisory legal opinion research work for the Immigration and Naturalization Service (INS), as it has done since 1992 under an interagency agreement. In fiscal 2002, the Law Library received seventy-four requests and supplied sixty-five reports or letters to nineteen INS offices on questions concerning the laws of fifty-three foreign jurisdictions and one U.S. territory. Law Library responses included numerous telephone consultations. The INS received a subscription to the Law Library's legislative awareness monthly, *World Law Bulletin*.

Law Library staff members responded to twenty-seven research requests from judicial agencies. Among the studies completed was a multinational report on the question of how foreign countries provide for continuity planning for the highest court after a major disaster. Another major Law Library project was completed for a U.S.

commission examining the salary structure of the senior judiciary in various nations. The recipient judicial agency expressed great appreciation in a letter dated July 2, 2002, and characterized the work as having provided "extraordinary research assistance on a multi-year project involving numerous foreign legal systems."

The Law Library continued to provide reference services to all its clients, including the public, primarily through the Law Library Reading Room. During the year, the Reading Room staff provided reference services to 70,045 noncongressional users, of which 63,426 were assisted in person and 6,619 were assisted by telephone.

ELECTRONIC RESOURCES

The Law Library continued to expand the Global Legal Information Network (GLIN), maintain the Guide to Law Online, prepare the Multinational Collections Database for public release on the Law Library's Web site, and make additions to the Web site titled *A Century of Lawmaking for a New Nation*.

Global Legal Information Network

During the year, the Law Library made progress on GLIN, an online parliament-to-parliament cooperative exchange of laws and legal materials from some forty countries and institutions. Seventeen of those jurisdictions contributed the records themselves; the records of the other twenty-three countries were entered by the Law Library staff. During the year, legal analysts in the Law Library added 2,663 laws to the GLIN database covering twenty-three jurisdictions. Those jurisdictions were primarily in the Americas, including the United States, but also covered other Spanish-, French-, and Portuguese-speaking countries around the world. The GLIN Web site was accessed 405,999 times during the year.

The Law Library circulated a Request for Information in April to assess the technical capabilities available in the marketplace that might be used for a major upgrade to GLIN. A GLIN Technical Committee was asked to review GLIN members' suggestions for system enhancements. The committee's goal is to use that information to create a requirements document that will be circulated as a Request for Proposal in early 2003.

The large project to incorporate retrospective laws into GLIN that is for the countries of Latin America and was started in 2001 continued in fiscal 2002 with scanning from the microfilm of official gazettes from Mexico and Brazil and conversion into portable document format (PDF) files. A total of 262 rolls of microfilm containing Mexico's official gazettes and 509 rolls of microfilm containing Brazil's official gazettes were converted to PDF files by year's end. Some 375 Mexican laws were linked to their corresponding summaries in GLIN, making this legal material fully accessible online.

A GLIN training session was held at the Law Library in May 2002 for GLIN teams from Mali, Mauritania, the Supreme Court of Nicaragua, and the Organization of American States (OAS). As a result of that training, Mauritania, the Supreme Court of Nicaragua, and OAS began transmitting data to GLIN, thereby becoming fully participating members of the network. El Salvador joined the network, and the Philippines sent a formal letter of intent to participate in GLIN. Mauritania's full membership in GLIN was made possible by cooperative relations with the World Bank, which enabled a nongovernmental organization in Mauritania to establish a functional GLIN station. After its GLIN training session at the Law Library, the organization began contributing the environmental laws of Mauritania to the database, which was an important contribution given the difficulty of acquiring legal materials from some African nations.

*The Law Library
made progress on GLIN,
an online parliament-to-
parliament cooperative
exchange of laws and
legal materials from
some forty countries and
institutions.*

The Law Library continued to work in partnership with various institutions to expand and enhance GLIN. With the Inter-American Development Bank (IDB), it implemented the first phase of its “GLIN-Americas” initiative to expand GLIN membership in Central America. A GLIN representative from Uruguay assisted the IDB by conducting GLIN technical assessments in Central American countries. Representatives from the Law Library traveled to Panama in May and to Nicaragua in June to conduct training for GLIN team members in the parliaments of Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama. The IDB provided equipment to those legislatures to establish stations for the input and transmission of GLIN data.

Under the auspices of the American Bar Association (ABA) Standing Committee on the Law Library of Congress and the Legal Technology Resource Center of the ABA, a panel presentation on “Establishing Standards for Reliable Legal Information in a Digital World” was given at the annual ABA meeting in Washington, D.C., in August. Law Librarian Rubens Medina organized the panel and delivered a presentation on “Establishing Standards for Reliable Legal Information in a Digital World: The Experience of the Law Library of Congress” that focused on the development of GLIN as a reflection of completeness, the reliability standards of currency, and the inclusion of only official legal writings and court decisions.



Law Librarian Rubens Medina speaks at an all-day workshop titled “Creating Commercial Connections: Trade Laws of Latin America,” which was held at the Library on March 13, 2002. (Photo by Larica Perry)

For the second year in a row, the ABA Standing Committee on the Law Library of Congress arranged for Law Library representatives to staff a booth in the ABA Source area of the exhibits hall at the annual ABA meeting. The booth workers provided information about Law Library services, including GLIN, and distributed a survey to gauge research and reference interests of ABA members, who are important constituents of the Law Library.

The Ninth Annual GLIN Directors Meeting—the largest such meeting to date—took place at the Library of Congress, Washington, D.C., on September 10–13, 2002. GLIN members attending included Ecuador, Guatemala, the Republic of Korea, Kuwait, MERCOSUR (the Southern Cone Common Market), Mexico, OAS, Romania, Taiwan, Uruguay, the United Nations, and the United States. The potential GLIN member nations of Albania, Belize, Costa Rica, El Salvador, Honduras, Mauritania, Nicaragua, Panama, and Peru sent their delegates to the meeting. Also in attendance were representatives from three long-standing GLIN partner institutions: the IDB, the World Bank, and the National Aeronautics and Space Administration.

Among the highlights of the meeting were reports on the growth of regional cooperation. For example, Uruguay's GLIN team reported on GLIN training programs that were held for other nations in South and Central America. The IDB discussed implementing the first phase of its GLIN-Americas initiative, which is rapidly expanding GLIN membership beginning with the nations of Central America. In addition, several GLIN member nations discussed their efforts to expand the scope of their contributions to other categories of legal information such as legal writings and court decisions. Representatives from Belize, Costa Rica, El Salvador, and Honduras signed the GLIN charter at the meeting. Taiwan's GLIN team received the "GLIN Model Station" award, which is given to a contributing member for compliance with all GLIN standards in several areas for at least one year. Accepting the award at the meeting was Bin-Chung Huang, director of the Taiwan GLIN station, which is located in the Library of the Legislative Yuan.

Guide to Law Online

Staff members worked on the Guide to Law Online, thereby reviewing 6,360 links, updating 3,543 links, deleting 1,906 of those reviewed, and adding 1,100. As a result, links were streamlined from 15,000 at the beginning of the fiscal year to 10,309 at year's end. Three pages on current topics and one new jurisdiction (East Timor) were added. Also added were external links related to World Bank and International Monetary Fund global databases, terrorism, and Enron. Updated links included the ninety-two Department of State Background Notes and twenty URLs for the new National Archives domain.

Multinational Collections Database

More than 5,000 old records in the Multinational Collections Database were edited, resulting in deleting duplicate records and adding more than 1,000 new records. The database was converted from an old software platform to Microsoft Access, and then the entire contents were edited using JavaScript so the database could be loaded as an Internet product. Several demonstrations of the database were provided to Law Library and Information Technology Services (ITS) staff, thus facilitating its electronic publication. A user manual was prepared for interested Law Library staff members, and a technical guide was prepared for ITS to facilitate loading the database onto a permanent service. The database currently contains 6,567 records and can now be accessed on the Internet at <www.loc.gov/mulp/multisearch.jsp>.

A Century of Lawmaking Web Site

During the year, the Law Library continued to contribute historic legislative collections to the Web site titled *A Century of Lawmaking for a New Nation*. Additions to the Web site in fiscal 2002 included *Statutes at Large*, the *House Journal*, and the *Senate Journal* for the 43rd Congress; House Bills for the 6th through 11th Congresses; and Senate Joint Resolutions from the 18th through 42nd Congresses. Also added to the site were more than 100 items from the Law Library's collection of slavery trial documents, including some 70 items from the Law Library's Rare Book Room. This material is fully searchable online.

COLLECTION MANAGEMENT

Developing, circulating, and managing its collection of more than 2.4 million volumes remained a primary focus of the Law Library in fiscal 2002.

Major acquisitions of primary legal source materials included Halsbury's *Laws of Malaysia* (1999–); Halsbury's *Laws of Singapore* (1999–); *Official Gazette of East Timor* (2000–2002); *Laws of the Republic of Zambia* (1995); *Revised Laws of Mauritius* (2000); *Subsidiary Legislation of Mauritius* (1998); and the Afghanistan gazette (*Rasmi jaridah*, 1965–1974, March 1997, and continuation). The Law Library filled gaps in the *Guernsey Law Journal* (1985–1998) and the *Laws of Jersey* (1970–1972 and 1984) using materials obtained on a trip to the Channel Islands by the chief of the Western Law Division. The *Iranian Central Bar Association Law Review* (September 2000 and continuation) and the *Iranian Compilation of Laws* (1997–2001) were acquired by the joint efforts of the Law Library staff and the Library's African and Middle Eastern Acquisitions Section. Other titles acquired included the Northern Mariana Islands' 2000 *CNMI Laws* on compact disc, loose-leaf

publications such as *Laws and Regulations of the People's Republic of China*, West Group's *Employment Discrimination Coordinator*, Weil's *Codes of Louisiana Rules*, and bound volumes incorporating missing issues of more than thirty law reviews. The transcript of the trial of Gandhi's principal assassin was acquired for the Law Library's Rare Book collection.

The Law Library acquired the expert services of a law graduate from Mexico, Andrea Villanueva-Villareal, who evaluated and made recommendations regarding the Mexican law collections, GLIN's electronic files on Mexico, and general improvements to GLIN.

The Law Library also continued to expand its subscriptions to online resources. For example, the acquisition of Hein-On-Line afforded staff members and the public a full text access to selected legal journals as well as more than ten years' coverage (1970–1980) for the *Federal Register*, its annual indexes, and the *List of Sections Affected*. Staff research was facilitated by the acquisition of RIA Checkpoint, an extensive collection of tax materials. Those online resources add to existing desktop software versions of Westlaw and Lexis-Nexis (available for the convenience of those patrons with subscriptions), as well as free patron access to the Commerce Clearing House's online database.

During the year, the Law Library circulated more than 108,097 items, including 3,005 items to congressional clients. Included in that total was service to fifty-six readers who requested 117 items from the Law Library's Rare Book Collection, located in a separate facility in the Reading Room.

When the Law Library moved to the James Madison Building in 1981, space planners forecast that the compact storage ranges constructed to house the vast and comprehensive law holdings would be at full capacity by 2002. With more than 58,000 volumes added during fiscal 2002, the Law Library's collection reached full capacity as predicted. To alleviate the continuing shelving shortfall, Law Library Collection Services Division staff members have taken steps to identify and prepare books for transfer in fiscal 2003 to the high-density storage facility in Fort Meade, Maryland.

The Law Library's Collection Services Division continued work on its four targeted arrears scheduled for elimination by September 30, 2003: loose-leaf filing, monographs and serials receipts, government agency transfers, and binding backlogs. The resolution of problems associated with this work was greatly enhanced by the transfer from Library Services of a full-time senior serials cataloger who specialized in law titles.

Another milestone toward completion of the full class K (Law) schedule was achieved during the year with implementation of the Jewish law schedule (class KBM) on March 5, 2002. The issuance of this schedule facilitated the reclassification of hundreds of Hebrew-language and Western-language materials that had been long relegated to the shelving designation "LAW General."

SCHOLARS, ADVISORY GROUPS, AND OUTREACH ACTIVITIES

The Law Library continued to welcome scholars studying legal and law-related topics. Jonathan Bracken, a British lawyer, spent a week in the Law Library to conduct research on the use of legislative histories in the interpretation of statutes; the research was connected with a planned conference on legislative drafting. Per Teglborg, the law librarian of the University of Aarhus, Denmark, came to the Library in December 2001 to study the operations of the Law Library and kindly agreed to evaluate the Danish legal collection. South African Law Librarian Ruth West from the Constitutional Court of South Africa visited the Law Library on December 5 to learn about the “virtual library.”

The Law Library also hosted law student interns, who are assigned to a legal specialist mentor and who provide research assistance and may earn law school credits. This year interns included lawyers from Korea and Japan who were studying in U.S. law schools, as well as U.S. students interested in foreign law; areas researched included Argentine, Chilean, European Union, Japanese, and Korean law.

Law Library staff members served on boards and committees of national and international professional organizations, such as the American Association of Law Libraries, the American Bar Association, the International Association of Law Libraries, and the Law Librarians’ Society of Washington, D.C. In addition, staff members also participated in meetings and activities arranged by the American Society of International Law and by the North East Foreign Law Librarians’ Cooperative Group.

To promote use of the Library’s collections and to feature staff expertise, the Law Library continued its series “Fundamentals of Foreign Legal Research,” which had been launched in the spring of 2001 with the Law Librarians’ Society of Washington, D.C. The fall lecture, held at George Washington University’s School of Law on November 9, 2001, featured German legal research.

The Friends of the Law Library of Congress presented the tenth Wickersham Award for “exceptional public service and dedication to the legal profession” to James A. Baker III, who is former secretary of state and chief of staff to the president, and who is currently a partner at Baker Botts LLP. The dinner on April 24, 2002, was held at the Supreme Court. Opening remarks were made by the Librarian of Congress; the law librarian of Congress; and Sandra Day O’Connor, associate justice of the Supreme Court of the United States; and Theodore B. Olson, solicitor general of the United States. E. William Barnett, senior counsel and former managing partner, Baker Botts LLP, introduced the honoree.

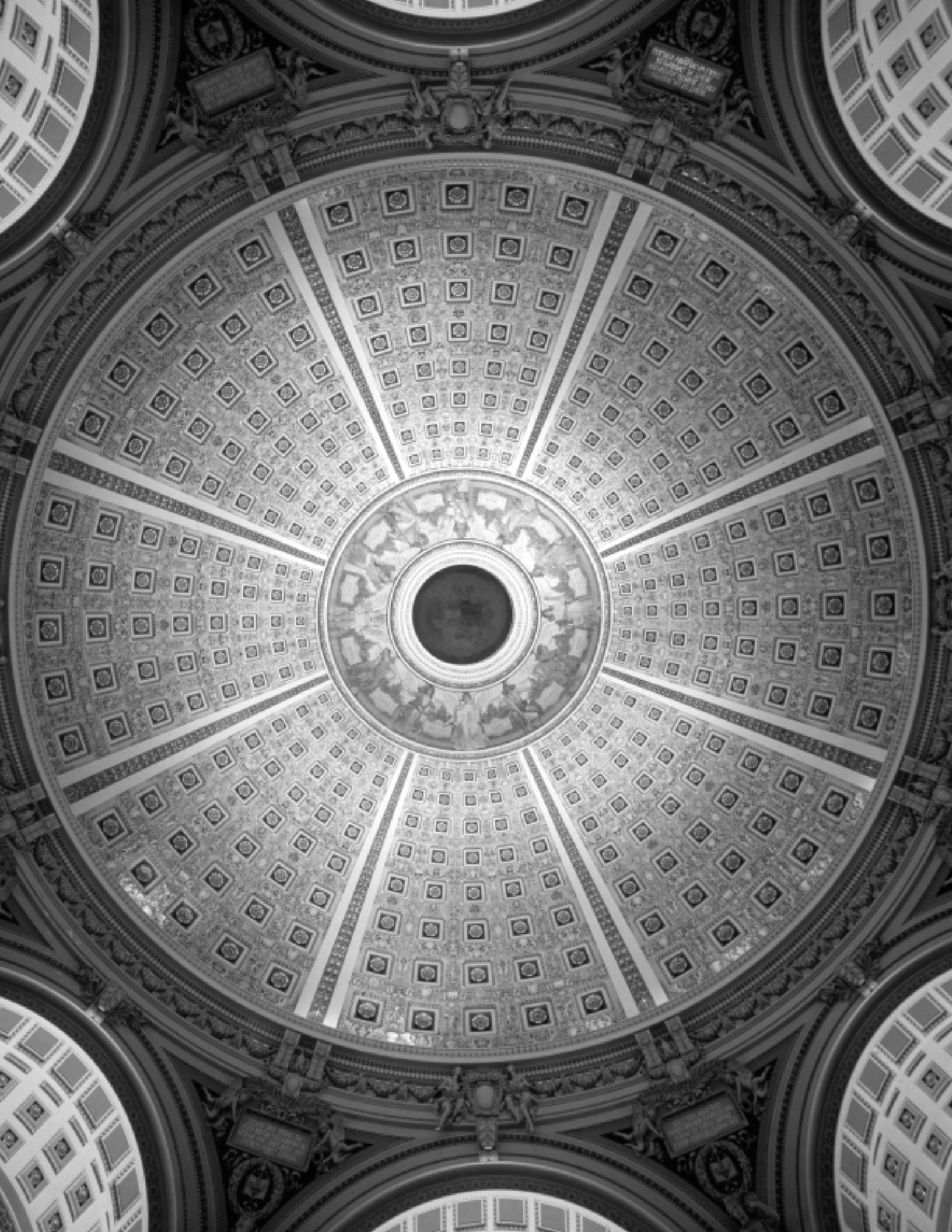
With the help of several supporting groups, the Law Library celebrated Law Day on May 1 with a program on “The Lawyer as Judge.” The program, the third in the Leon



Marcia Coyle, Supreme Court correspondent for The National Law Journal; David Tatel, judge on the U.S. Court of Appeals for the District of Columbia Circuit; Paul Kahn, Yale Law School; and Christine Corcos, Louisiana State University, (left to right) participate in a Law Day panel at the Library. (Photo by ABA/Rob Crandall)

Jaworski Public Program Series on “Representing the Lawyer in American Culture,” was conducted in cooperation with the ABA Standing Committee on the Law Library of Congress and with the support of the Federation of State Humanities Councils. ABA President Robert Hirshon; Law Librarian of Congress Rubens Medina; and Judge William Sessions, the ABA’s National Law Day Chair, made opening remarks. The panel was moderated by Marcia Coyle, national bureau chief and U.S. Supreme Court correspondent for the *National Law Journal*. Panelists included Christine Corcos, associate professor of law, Louisiana State University Law Center; Paul Kahn, Robert W. Winner Professor of Law and Humanities, Yale Law School; and the Honorable David Tatel, judge, U.S. Court of Appeals for the District of Columbia Circuit. The event was preceded by a reception sponsored by the Friends of the Law Library of Congress.

The Friends of the Law Library sponsored the Law Library of Congress’s traditional reception on July 20, at the opening of the annual meeting of the American Association of Law Libraries in Orlando, Florida. The Law Library sponsored the celebration of the American Bar Foundation’s fiftieth anniversary in the Great Hall on August 11, 2002.



LIBRARY SERVICES

LIBRARY SERVICES, the service unit in the Library of Congress that is responsible for all functions of a national library, achieved the following eight program performance goals during fiscal year 2002:

1. Mainstreamed digital activities into its core workload, thereby advancing the Library's mission to acquire, describe, preserve, and serve a universal collection through the use of new and emerging digital technology with the support of collaborative and private sector partnerships;
2. Continued conversion projects of monograph and serials holdings using the integrated library system and initiated the Baseline Inventory Project, which is a monumental eight-year program to conduct a physical inventory and shelflist conversion of the general collections, Law Library collection, and area studies collections;
3. Collected, preserved, and provided access to the nation's heritage of folklife, including the Veterans History Project;
4. Progressed in reducing the Library's arrearage in accordance with the revised total arrearage goals approved by Congress;
5. Secured the Library of Congress collections using the four internal controls: bibliographic, inventory, physical, and preservation;
6. Prepared to move collections to storage facilities at Culpeper, Virginia, and Fort Meade, Maryland;
7. Expanded its mass deacidification program to include nonbook materials and increased cost-effective preventive preservation of materials in traditional formats; and
8. Sustained its regular workload in continuing operations, despite declining staffing levels and budgetary constraints.

This day-to-day workload included an immediate and comprehensive response to the September 11, 2001 (9/11), terrorist attacks. This workload was managed by Associate Librarian for Library Services Winston Tabb, who retired on September 1, 2002, after thirty years of exceptional service to the nation's library.

AFTERMATH OF TERRORIST ATTACKS

In the aftermath of the 9/11 terrorist attacks, Library Services staff members worked tirelessly throughout 2002 to safeguard the Library's priceless collections; to support Congress and the nation in responding to the attacks; and to document and record for posterity the attacks, their causes and impact, and reactions to those tragic events. Library Services, with all other units of the Library of Congress, responded in the early weeks of fiscal 2002 by preparing evacuation plans and means for communicating with staff members in the event of an evacuation or other emergency. Mandatory training about computer security awareness was begun, and staff members learned new safety procedures for opening mail.

The Library of Congress, the Internet Archive, and WebArchivist.org collaborated to create the September 11 Web Archive, a digital archive of Web sites relating to the events and immediate aftermath of the terrorist attacks. The archive received the Site of the Year award from Yahoo! Inc.

The American Folklife Center's September 11, 2001, Documentary Project called on folklorists and other cultural specialists across the nation to document on audiotape the reactions of average citizens to that tragic day. In addition to interviews, the collection includes photographs of the memorial tributes that sprang up near the Pentagon and at the site of the World Trade Center. Those recordings and supporting documentary materials have become part of the center's Archive of Folk Culture.

On the afternoon of 9/11, the Serial and Government Publications Division began collecting U.S. and foreign newspapers that recorded the immediate horror of the day. By the first anniversary commemorating 9/11, the division had collected thousands of newspapers for the Historic Events Newspaper Collection, and it continued to solicit additional missing issues through copyright deposit, acquisition, and gift, including a plea for particular issues on a Library of Congress cybercast presentation about the 9/11 attacks.

After the terrorist attacks, two discoveries highlighted the critical importance of the Library's unparalleled international collections. The first was a 1991 memoir by Osama bin Laden recounting his experiences fighting the Russians in Afghanistan. This prophetic

publication, titled (in translation) *Battles of the Lion Den of the Arab Partisans in Afghanistan*, was found by an alert specialist in the African and Middle East Division who promptly translated it and made it available for use by Congress and various government agencies. The second was the media's discovery on the Library's Web site of a 1999 study by the Federal Research Division. The report titled *The Sociology and Psychology of Terrorism: Who Becomes a Terrorist and Why?* predicted, two years in advance of 9/11, that a member of al Qaeda might indeed crash an aircraft into the Pentagon, the Central Intelligence Agency headquarters, or the White House.

As part of Area Studies Collections Directorate's continuing project in Islamic Studies, the African and Middle Eastern Division (AMED) and the Office of Scholarly Programs (OSP) cosponsored several programs that examined various aspects of Islam. OSP and AMED organized a public program on October 12 on "Use and Misuse of Religious Concepts: War and Jihad in Islam" with Dr. Mohammed Arkoun, Sorbonne University professor emeritus, and area specialist Mary-Jane Deeb. In an October 28 article in the *Washington Post* Outlook section titled "A Closer Look at the Words of an Image Maker," Ms. Deeb matched statements from Osama bin Laden to the Koran and explained to Western readers the Koran's cultural significance and appeal to an Islamic audience. Under the direction of the Office of the Librarian, OSP and AMED also organized a debate on May 7 in the Coolidge Auditorium on "What Went Wrong ... and Why?" based on the title of the best-selling work by Bernard Lewis, Princeton University professor emeritus, who discussed his ideas with Dr. Arkoun.

The exhibition *Witness and Response: September 11 Acquisitions at the Library of Congress* opened in the Great Hall of the Thomas Jefferson Building on September 7, 2002. The exhibition featured the collections that the Library had amassed about the tragic events of 9/11.

The discovery of anthrax in the Hart Senate Office Building required the Library to close October 18–24, 2001, for anthrax testing. The cataloging divisions thus lost one full week of production. Furthermore, the Library suspended acceptance of deliveries from the U.S. Postal Service from October 18 until the beginning of March, while an off-site postal testing and irradiation facility was built. The five-month hiatus in mail deliveries was felt most sharply in the divisions that receive materials directly, but it affected all units, which then instituted greater security precautions and were vigilant in searching for evidence of damage to irradiated materials. Staff members recorded damage to materials in the integrated library system (LC ILS). In outreach efforts, the acquisitions units worked to keep vendors and publishers informed of the mail situation. At the annual U.S. Newspaper Program meeting in May, Preservation Directorate staff members provided an overview

on the effects of irradiation on library materials, especially microforms, as a result of the anthrax attacks on congressional mail.

DIGITAL HIGHLIGHTS

During the year, the Public Service Collections Directorate launched QuestionPoint, a new online reference service, in collaboration with the Online Computer Library Center (OCLC) of Dublin, Ohio. The QuestionPoint service provides library users with access to a growing collaborative network of reference librarians in the United States and around the world, any time of day or night, through the user's local library's Web site. The responding library's staff member answers the question online or forwards the question to another participating library. This service, which is available to libraries by subscription, is free for library patrons.

The Ask a Librarian service, by which a question can be submitted and answered within five business days using an interactive form on the Library's Web site, was initiated in April. In the first six months of the program (through September 2002), the service received 20,000 queries directed to the twenty teams listed on the Ask a Librarian Web page. The service was supported by the QuestionPoint software and includes a "live chat" feature that enables researchers to consult a reference librarian in real time through e-mail.

In fiscal 2002, the Library acquired approximately 30,000 Web sites through its MINERVA (Mapping the Internet Electronic Resource Virtual Archive) Web preservation project. As part of the project, event-based collections were developed, which included



Senator Richard G. Lugar (R-Ind.) presented the Library's Veterans History Project with materials that document the experience of Indiana's veterans.

Web sites related to 9/11, the 2002 Olympics, and the 2002 midterm elections. Two full-time staff members were hired to support the MINERVA project. A multidisciplinary team representing cataloging, legal, public, and technology services continues to study methods to evaluate, select, collect, catalog, provide access to, and preserve those materials for future generations of researchers.

Digitizing of endangered sound recordings continued as part of the “Save Our Sounds” audio preservation project. Funded by a grant from the White House Millennium Council’s preservation program titled “Save America’s Treasures,” the “Save Our Sounds” project aims to digitize up to 140,000 historic, noncommercial sound recordings housed in the Library’s American Folklife Center and at the Smithsonian Institution’s Center for Folklife.

BASELINE INVENTORY PROJECT

The Baseline Inventory Project to survey collections in advance of the move to off-site storage started with preparation and award of a Request for Proposal. The contractor started work on September 16, 2001. The Collections Access, Loan, and Management Division transported approximately 115,000 general collections items, which were scheduled for the Fort Meade facility, to and from the processing area. Using Library staff members and temporary appointees, the project was able to inventory 109,129 volumes. Of those items, 4.65 percent, or 5,074 volumes, required problem resolution or recataloging. Planning continued to expand the inventory to all collections over the next eight years.

VETERANS HISTORY PROJECT

The American Folklife Center continued to document the experience of the nation’s living war veterans. Every state is represented among the 450 official partner organizations recruited by the Veterans History Project (up from 115 in 2001). The American Folklife Center worked with the American Folklore Society and the Oral History Association in training volunteers to conduct interviews with veterans. To date, the Veterans History Project has conducted twenty-five workshops in fourteen states. The project distributed about 100,000 project kits for conducting oral history interviews and for contributing material to the project collection. A toll-free telephone number was established, and project staff members talked to veterans, partner organizations, and interested individuals throughout the year. An online course, “Remembrance: Recording Veterans’ Oral Histories,” was completed and would become available on Veterans Day

2002. Development of the course was supported by the AARP (formerly the American Association of Retired Persons).

The Five-Star Council of the Veterans History Project met for the first time on November 8, 2001. The council, an advisory body, comprises twenty-six notable military and legislative leaders, including Senator John Warner (R-Va.), Secretary of Transportation Norman Mineta, Secretary of Veterans Affairs Anthony Principi, Senator Ted Stevens (R-Alaska), Major General Jeanne Holm (USAF-Ret.), Lieutenant Colonel Lee Archer (USAF-Ret.), Stephen Ambrose (now deceased), Tom Brokaw, and others. On June 6, 2002 (the anniversary of D-Day in World War II), a program attended by about 500 people on the deck of the *USS Intrepid* in New York City harbor garnered many pledges to participate in the project. With the help of the AARP, the Veterans History Project produced a five-minute promotional video that was duplicated and sent to all partner organizations and members of Congress. Throughout the year, the project garnered much press attention.

ACQUISITIONS DIRECTORATE

During the year, the Acquisitions Directorate's receipts decreased by more than 15 percent because of temporary mail suspension, but overall damage to irradiated collections materials received through the U.S. Postal Service fortunately proved to be much less than originally feared. Despite the additional workloads caused by the security and mail situation, the Acquisitions Directorate obtained important new materials for the collections and made progress in protecting the in-process collections, streamlining exchange programs, decentralizing the processing of new receipts to achieve greater efficiencies, and introducing electronic acquisition methods.

Collection materials obtained by exchange with other institutions continued to decrease, as they had every year since 1994. The trend reflected the conversion of government publishing from traditional paper to electronic format as well as lack of staff resources to maintain exchange relationships and this year's mail embargo. To save processing time and to conserve workspace, the directorate began implementing the Exchange Business Process Improvement project (xBPI), beginning with a plan to centralize the production and distribution of exchange lists. A review of exchange agreements eliminated several thousand that were not active or cost-effective and identified approximately 1,500 small exchanges that might be more cost-effective if converted to gift or purchase. The remaining exchanges will be continued and enhanced in xBPI by offering those exchange sources a wider range of choices from which to make their selections.

The Digital Acquisitions Project (DAP), managed by the European and Latin American Acquisitions Division (ELAD) for the entire Acquisitions Directorate, pursued the double goals of first establishing electronic resources as a standard component of the research materials acquired for the Library's collections, and then using electronic commerce technology in support of standard business practices. This fiscal year DAP arranged for TDNet to become the Library's electronic journals management system. By the end of the year, 15,000 of the Library's electronic journals were accessible in the TDNet system. The DAP group developed model e-journal licensing agreements. At year's end, agreements to acquire a significant collection of Russian electronic journals and newspapers, as well as the electronic publication collection of the Organization for Economic Cooperation and Development, were nearly complete. In fiscal 2002 DAP also brought electronic data interchange (EDI) into production to complete payment of subscription invoices from the Library's German dealer.

The directorate continued its project to move the serials check-in function to the acquisitions sections to increase the security of the materials. By entering serials into the Library of Congress database as soon after receipt as possible, the directorate will shorten the time from receipt to shelving in the custodial division, thereby safeguarding such collection items. This year the Anglo-American Acquisitions Division (ANAD) began to check in all serial government documents and new bound and unbound annuals, thus reducing the processing time for reference copies by at least a month. By year's end, ELAD was checking in all serials from Bolivia, Chile, the Dominican Republic, Mexico, northern Europe, Paraguay, and Puerto Rico. Staff shortages continued to impede full decentralization of serials check-in by all acquisitions units, but the directorate designed a pilot project to claim missing serial issues automatically through the ILS.

The Islamabad field office acquired twenty rare publications from Afghanistan plus numerous tapes and publications from Islamic movements in Pakistan.

African/Asian Acquisitions and Overseas Operations Division (AfA/OvOp)

The Library's six field offices in Rio de Janeiro, Brazil; Cairo, Egypt; New Delhi, India; Jakarta, Indonesia; Nairobi, Kenya; and Islamabad, Pakistan, were all affected by the 9/11 terrorist attacks and the mail situation. The Cairo office moved to a new site in the U.S. embassy compound for security reasons. The Islamabad field director was evacuated to Washington, D.C., for much of the year, and the New Delhi field director and assistant director were evacuated for two months. Except for shipments from New Delhi, the deliveries of publications from all field offices were delayed, usually by six months or more, and

many arrived in damaged condition. Nevertheless, the field offices acquired 291,289 pieces for the Library's collections, including 48,947 monographs, plus 523,392 pieces for other U.S. libraries in the Cooperative Acquisitions Program (CAP). Acquisitions by the Jakarta and Nairobi offices rose significantly; the latter increased its acquisitions of monographs by 28 percent over the previous fiscal year. The Islamabad field office acquired twenty rare publications from Afghanistan plus numerous tapes and publications from Islamic movements in Pakistan. All field offices collected special materials relating to 9/11; many of those were exhibited in the Library's *Witness and Response* exhibition.

The New Delhi office celebrated its fortieth anniversary. It inaugurated a Web site for the South Asia Literary Recordings Project that featured recordings of authors reading from their works. The office also established Web sites for serials check-in and CAP participants. It kept current with microfilming major newspapers from India and from other field offices. It also reformatted a large number of serials from Afghanistan to microfiche, and it microfilmed many years' runs of the official gazette of Afghanistan.

The three AfA/OvOp sections in the Library's Washington, D.C., location—African and Middle Eastern Acquisitions; Chinese Acquisitions; and Japanese, Korean, South and Southeast Asian Acquisitions—acquired 70,650 pieces, a sharp decrease from the 107,533 pieces acquired in fiscal 2001. Many exchange shipments from the National Diet Library of Japan were being held in U.S. Customs in the Port of Baltimore at year's end, a factor in the reduced level of receipts. In the Chinese Acquisitions Section, the Luce Fund acquisitions network went into full operation and added two new vendors to work with the Luce Fund representatives. This section converted forty Chinese newspaper records to pinyin and successfully concluded a project to acquire Hong Kong ephemera. The African and Middle Eastern Acquisitions Section obtained a large number of nonprint items from Israel, including sheet music, digital video discs, and political ephemera. The section resumed acquisitions from Iran using a new dealer.

Anglo-American Acquisitions Division

The division continued to emphasize hard-to-acquire areas including Australian and New Zealand law; European legal materials published in the United Kingdom; and Irish, New Zealand, Scottish, and Welsh imprints. A new approval plan for purchase acquisitions of Australian and New Zealand law in conjunction with the Australian and New Zealand subsidiary of Carswell (Canada) supplemented law acquisitions from Bennett in Australia. The division implemented a serials consolidation project in which serial issues were sent through the subscription agent rather than directly from the publisher. After claiming as necessary, issues arrived with labels and ownership stamps in bulk biweekly shipments.

The Government Documents Section acquired 184,038 items during fiscal 2002. That total reflects both materials received under the provisions of *Title 44* of the *U.S. Code* for documents issued by the U.S. government and those publications received through depository arrangements with U.S. state governments. The section forwarded 52,662 print and special format items for retention in the Library's collections; 23,924 items were sent to the Library's international exchange partners. The U.S. Government Printing Office sent an additional 236,844 items to official exchange partners on behalf of the Library this fiscal year.

The U.S. Acquisitions Section purchased hundreds of 9/11-related materials including photographs, fine art prints, comic books, newspaper and magazine covers, and other collectibles. Particularly notable were the drafts and original of the "New Yorkistan" cover from the *New Yorker*, dated December 10, 2001.

The Acquisitions Section used Alibris and Amazon.com to acquire replacements for missing-in-inventory items, as well as for a number of out-of-print or otherwise hard-to-locate items needed for the general collections and other internal Library customers. A preliminary agreement was reached to establish the Library of Congress as an electronic repository for the World Bank's published reports. A formal agreement between the two institutions was in progress at year's end.

European and Latin American Acquisitions Division

Hundreds of long-sought titles by and concerning the Hungarian minorities in Romania, Slovakia, and the former Yugoslavia were received through a new dealer for Hungarian materials on approval. Significant retrospective Hungarian works on local history and genealogy were purchased at auction. The division began discussing a proposal by the National Library of Serbia to establish an "Exchange Center 91-01" in Belgrade, which would involve the comprehensive collection of all types and formats of material documenting the collapse of Yugoslavia between 1991 and 2001. The National Library of Serbia would send materials to the Library of Congress in exchange for U.S. government publications.

The division implemented a serial consolidation and had the dealer for Russian materials on approval deliver forty-six titles that were in the social sciences and humanities and were bound and labeled in annual cumulations. The Library had electronic access to each title throughout the period preceding delivery of the bound print copies. The new Romanian dealer began providing the Library with MARC 21 records for all titles sent.

When the Kamkin Bookstore in Rockville, Maryland, announced early in 2002 that it was going out of business and must destroy the largest inventory of Russian books

outside of Russia, the Librarian of Congress intervened and arranged for the Library of Congress's Russian specialists, led by European Division and ELAD staff members, to select 40,000 Russian and Ukrainian books, photographs, and maps. About 4,000 of them would be added to the Library's collections, with the others to be distributed to other interested U.S. libraries.

Serial Record Division

Despite the disruption caused by mail embargo, total production of the Serial Record Division (SRD) increased over the previous year. The division received 1,160,136 incoming serial issues and cleared 1,056,844, while cataloging 11,701 new serial titles and assigning 4,837 International Standard Serial Numbers (ISSN) to new serials.

Decentralization of serials check-in for materials received directly in the American Folklife Center was accomplished this year in addition to check-in by ANAD and ELAD. This change improved throughput and collections security and provided timelier check-in data.

Division managers participated in the Library Services/Copyright Office Serials Joint Issues Group, which was charged with developing the most effective and efficient method of serials control with the least amount of redundancy. A final report was submitted to service unit heads at the end of June.

The conversion of the serial Visible File to online form continued. Conversion began for the inactive U.S. newspaper holdings files. Cataloging was completed for the entire newspaper microfilm collection of the Hebraic Section of the AMED, and work began on cataloging the Arabic newspapers in the Middle East Section.

In January 2002, the Bowker Company began to fund the salary of a U.S. Newspaper Program (USNP) cataloger who worked at the Library to make ISSN assignments and to create U.S. ISSN records, as well as records for the Ulrich's periodicals database owned by Bowker.

The National Serials Data Program began a new workflow in July that eliminated duplicate processing of Library of Congress titles for ISSN assignment and Library cataloging. During the fiscal year, 4,837 new ISSN were assigned, a slight decrease from earlier years, which reflected both the mail situation and the many hours spent in training for the new workflow. Approximately 700 of the ISSN assignments were for electronic serials.

During the year, the Cooperative Online Serials (CONSER) programs continued to flourish. The CONSER database grew 3 percent, with 30,160 new records bringing the size of the database to 978,126 records. Overall transactions declined 16 percent from fiscal 2001 levels, reflecting the completion of the conversion of romanized Chinese to the pinyin sys-

tem and of loading of publication patterns from Harvard. CONSER membership remained stable at forty-one members.

The two-year pilot phase of the CONSER Publication Pattern Initiative ended in 2002, and participants in the initiative began to develop strategies for continuing efforts to cooperatively distribute pattern data using the CONSER database and to promote full use of the MARC (machine-readable cataloging) 21 Format for Holdings Data by library systems. During the two-year pilot period, more than 45,000 patterns were added to records in the CONSER database.

The Serials Holdings Conversion Project completed online holdings data for all active serial titles received in SRD and retained by the Library of Congress. The Conversion Project staff consisted of contract employees from Library Systems and Services and technicians and catalogers from SRD. A Serials Control Team dealt with data cleanup and complex conversion problems, including title changes and call number problems. From October to February, staff members on a pilot project inventoried serials in preparation for the Baseline Inventory Project.

The Processing and Reference Section received 10 percent more pieces than in the previous year. To expedite the movement of approximately 450,000 issues on hand, the staff initiated in October a temporary strategy of forwarding periodicals (other than annuals) that had not been checked in. Contractors and SRD staff members reduced the number of issues on hand to 103,000 by the end of the year.

AREA STUDIES COLLECTIONS DIRECTORATE

The opening of the John W. Kluge Center on the north side of the Thomas Jefferson Building greatly enhanced the services the Library was able to provide for distinguished scholars. The new facilities now accommodate thirty fellows plus eleven chair holders and senior scholars. In addition, there are appropriate spaces for research assistants and the staff of the Office of Scholarly Programs.

The European Division was instrumental in securing for the Library a \$1 million donation from YUKOS Oil, \$500,000 of which was earmarked for a program of fellowships for Russian students and scholars. The division will develop and administer the program in cooperation with other Library offices. The Hispanic Division's standing in the academic and library community was further enhanced by positive reviews of volume 58 of the *Handbook of Latin American Studies*, published in July. The Library signed a three-year contract with the University of Texas Press, ensuring the continuation of the book's print version.

International Horizons

In cooperation with the Library's Office of Strategic Initiatives, the European Division continued to manage the joint United States–Russia Meeting of Frontiers project as part of the International Horizons Web site. The fifth and sixth expansions of the Meeting of Frontiers Web site were completed in January and September 2002. They featured additional items from the collections of the Library of Congress; the Russian State Library in Moscow; the National Library of Russia in St. Petersburg; and seven institutions in the west Siberian cities of Kemerovo, Novosibirsk, Omsk, and Tomsk. The site contained more than 111,000 digital items, including 6,800 digitized from the Library of Congress's collections. Scanning activities continued in western Siberia and the Russian Far East.

The Hispanic Division and the Librarian's Office began collaboration with the National Library of Brazil on a project to digitize historical documents about Brazil and its relationship with the United States. The project focuses on the nineteenth century. With the National Library of Spain, the division continued to select materials for inclusion in a cooperative Web site called *Spain, the United States, and the American Frontier: Parallel Histories* as part of the International Horizons Web site. Digitization of the Library's Sir Francis Drake collection was almost complete at year's end.

Also a part of International Horizons, the online Portals to the World project continued, with about 100 portals mounted. A wide range of Web sites link to the site, indicating its relevance to international organizations, government agencies, academic institutions, academic librarians, public libraries, schools, and others.

The European Division continued to represent the Library of Congress on the International Committee for the Computerization of the Comintern Archive and to manage the Library's participation in the Comintern digitization project. The Russian partner reported that it had completed scanning 1 million images that had been specified in the project plan.

Major Acquisitions

During the year, the Asian Division acquired a significant number of Chinese online products, which provided enhanced service to Congress, academic communities, and the general public. The Chinese online products included major serials databases in science and technology, business, social sciences, and humanities, plus a prototype digital collection of monographs. The division also greatly expanded its Japanese online resources, including subscriptions to biographical directories and full-text newspaper databases. Acquisitions trips to China during April and May in the third year of a grant

from the Henry Luce Foundation improved the Library's collection of current materials from China.

The African and Middle Eastern Division acquired the Thomas Kane library, regarded as the most important private collection of works on Ethiopia. In addition, the division acquired *Takvim-ut-Tevarih* (1733), one of the first books printed by Muslims (Turks) using movable type; rare early twentieth-century works on Afghanistan, including Kabul imprints; a subscription to *South African Studies*, a major online reference tool; and more than 1,000 Arabic music and folklore tapes from the Voice of America.

The Hispanic Division purchased the rest of the Luiz Corrêa de Azevedo folk music collection to join the primary collection acquired three years ago, making the Library of Congress the foremost repository in the country of twentieth-century Brazilian and Latin American folk music. In tacit recognition of the Library's role as a "safe haven" for endangered publications, the division received 508 volumes of current imprints from the Universidad Central de Venezuela, which feared that its publications might be confiscated by the government of Venezuela.

Management of Print and Digital Collections

Beginning in July, the Asian Division undertook a major effort to identify material to be sent to the new off-site storage facility at Fort Meade, Maryland. About 25 percent of the Asian collection was earmarked for early transfer, which would free needed space for the growing Asian collections. In addition, a special project was undertaken to locate, sort, and shelve 6,000 unshelved monographs in the Japanese collection.

Cuneiform inscriptions on 4,000-year-old clay tablets in the African and Middle East Division were copied by hand, transcribed, and prepared for scanning by a visiting French scholar. Guides to the microfilm of manuscript collections from monasteries in Mount Athos, Jerusalem, and Mount Sinai were scanned. The division initiated a project to scan the title pages of 400 Ladino volumes for use in a Web-based finding aid.

Reference, Publications, and Outreach

Area Studies divisions responded to a growing number of requests for information on international topics from Congress, researchers, and the general public. Readers in the African and Middle East Reading Room increased 26.9 percent over the previous fiscal year, which highlighted the increased public awareness of the Library as a source for inter-

The African and Middle Eastern Division acquired the Thomas Kane library, regarded as the most important private collection of works on Ethiopia.

national information. Reference outputs rose almost 9.3 percent. In addition, the division had 421,453 visits to its Web home page.

To support a House of Representatives bill to give posthumous citizenship to Chinese killed in action during the American Civil War, the Asian Division provided information on Chinese who served in that conflict. The division also provided background, for congressional use, concerning China's policy toward Muslims in the Xinjiang Uyghur Autonomous Region and explored allegations of Chinese support to the Taliban in Afghanistan. In a related assignment, the division provided information concerning the Chinese government's claim that Uyghurs in Xinjiang were supported with al Qaeda funds. The division was asked to provide a translation of sections of a 1986 China–North Korea border agreement as part of a larger study of North Korean refugees.

Area Studies divisions assisted in welcoming a number of distinguished visitors to the Library. The European Division hosted First Lady of Russia Lyudmila Putin; Michal Jagiello, director of the Polish National Library; Mikhail Khodorkovsky, chairman, YUKOS Oil; Marcello Pera, president of the Senate of the Republic of Italy; and His All Holiness Ecumenical Patriarch Bartholomew. The Hispanic Division was visited by the wife of the prime minister of Spain, First Lady Ana Botella de Aznar, and by Miguel Angel Cortés, Spain's secretary of state for international cooperation of the Ministry of Foreign Relations.

Federal Research Division

The standing of the Federal Research Division (FRD) as an important government research agency was underscored by receipt of new research contracts related to antiterrorism and foreign intelligence following 9/11. Under its own revolving fund, provided by the Library of Congress Fiscal Operations Improvement Act of 2000, FRD this year received \$2,958,612 in revenues (63 percent more than had been projected) to support projects for fifty-three clients. Those clients included forty-six offices in seventeen federal agencies, two federal contractors, and five private-sector clients served by the National Technical Information Service.

In the wake of 9/11, the division—with the permission of its sponsors—mounted three frequently requested studies and reports on a new Web site called Terrorism Studies. By the end of the fiscal year, the site had received 102,798 visits.

In June 2002, the first new title since 1998 in the Area Handbook/Country Studies series was published; *Dominican Republic and Haiti: Country Studies* (U.S. Government Printing Office, 2001 imprint date) was funded by the U.S. Army, Southern Command. A second book on Cuba was in the final stages of production at the end of fiscal 2002. The online version of those Country Studies continued to be among the Library's most pop-



The new John W. Kluge Center opened in the Library's Thomas Jefferson Building in July 2002. (Photo by Lisa Whittle)

ular online offerings, averaging 1,451,704 visits per month in fiscal 2002, compared with 1,179,302 in fiscal 2001 and 891,000 in fiscal 2000.

During fiscal 2002, FRD indexed and microfilmed an additional 7,740 pages (1,653 new records) of declassified documents relating to unaccounted-for Vietnam Era American personnel and, through the Photoduplication Service, processed five new reels of microfilm for deposit in the Library's Microform Reading Room and the Collections Access, Loan, and Management Division. The Prisoner of War/Missing in Action (POW/MIA) database, which has been maintained by FRD since 1992, contained 137,992 records by year's end. The Library's POW/MIA Web site was accessed 171,801 times in fiscal 2002.

Office of Scholarly Programs and the John W. Kluge Center

In July, the renovation of the Jefferson Building North Curtain was completed, and the Kluge Center, with the staff of the Office of Scholarly Programs, moved permanently into the space.

The Kluge Endowment funds as many as twelve new postdoctoral fellows annually and is open to scholars around the world, without subject or language limitation. An agreement was established in 2001 between the National Endowment for the Humanities and the Library of Congress to coordinate the application and selection process for this new program.

During fiscal 2002, competitions were held for five residential fellowship programs under the auspices of the Kluge Center, and by year's end twenty-five researchers had been selected as Kluge Fellows, Kluge Library of Congress Staff Fellows, Library of Congress International Studies Fellows (Mellon and Luce Foundations), and Rockefeller Fellows in Islamic Studies. The last were established before September 2001 to explore various issues concerning globalization's effect on Muslim societies. Scholars who arrived under those Library of Congress-sponsored programs were joined by eight scholars under the International Research Exchange, Fulbright, and other programs. The Library established the Kluge Library of Congress Staff Fellowships program in 2001 to allow a staff member, selected through competition, to conduct a personal research project in the center.

The inaugural Henry Alfred Kissinger Lecture on foreign affairs was given by Dr. Kissinger himself, almost one month after the tragic events of 9/11. The lecture, which reflected upon the changes in U.S. policies as a result of the terrorist attacks, was cybercast live on the Library's Web site and was made available as a publication. The Kissinger endowment also provides a grant for a ten-month research appointment at the Library. Aaron Friedberg of Princeton University served as the first Kissinger Scholar in Foreign Policy and International Relations in fiscal 2002. On September 2, 2002, Klaus W. Larres of Queen's University, Belfast, Northern Ireland, became the second scholar to occupy the Kissinger chair.

The first holder of the Ann and Cary Maguire Chair in American History and Ethics was Judge John T. Noonan, a distinguished scholar, professor of law, and Federal Appeals Court judge whose work probed the origins of ethical discourse in American politics.

The first appointee to the Harissios Papamarkou Chair in Education, Derrick de Kerckhove from the University of Toronto, was announced and would begin his term as a resident scholar for seven months beginning in January 2003.

The Poetry and Literature Center

The Library's 2001–2002 literary season began with the Librarian's appointment of Billy Collins as Poet Laureate Consultant in Poetry. The evening literary season included two formal programs by Collins as annual Library activities, as well as readings by fourteen paired poets; a reading by the 2002 Witter Bynner Fellows; and a reading by Washington, D.C., area schoolchildren.

At the beginning of his first term as Poet Laureate, Collins worked with the Public Affairs Office to develop Poetry 180: A Poem a Day for American High Schools on the Library's Web site. The purpose of Poetry 180 was to make it easy for high school students to hear or read a poem each day of the approximately 180 days of the school year. The

Poetry 180 site immediately became immensely popular across the nation, receiving 1 million hits per month by September 2002.

When Congress convened in the old Federal Hall in New York City on September 6, 2002, for the first time since August 12, 1790, Collins took part in the commemorative program by reading “The Names,” a poem he wrote for the occasion.

CATALOGING DIRECTORATE

The Cataloging Directorate achieved extraordinary success in the face of unprecedented challenges in fiscal 2002. The directorate produced more catalog records than ever before, provided leadership to the national and international cataloging communities, fostered professional development and advancement, and collaborated with other units for the benefit of the entire Library.

Production and Arrearage Reduction

The Cataloging Directorate and SRD achieved record high production in fiscal 2002, processing more than 300,000 items for the first time in their history. Staff members cataloged 310,235 bibliographic volumes on 291,749 bibliographic records, at an average cost of \$94.58 per record including fringe benefits and overhead costs—a significant improvement over the average cost of \$122.60 per record in fiscal 2001. In addition, the Cataloging Directorate created 41,776 inventory-level records for arrearage items.

Production of full- and core-level original cataloging (the category of work of greatest value to other libraries) totaled 199,586 records, an increase of 12.99 percent over fiscal 2001. Copy cataloging production increased to 49,576 records, 56.63 percent more than in fiscal 2001. A total of 4,259 collection-level cataloging (CLC) records was completed, including 3,790 by the National Union Catalog of Manuscript Collections (NUCMC) Team, Special Materials Cataloging Division (SMCD), for manuscript repositories throughout the United States. Other teams cleared 16,481 items using CLC, more than twice the level of the year before. The Decimal Classification Division assigned Dewey numbers to 110,290 books, and 42,937 titles in the Cataloging in Publication (CIP) program received CIP verification. Minimal-level cataloging (MLC) increased 65.18 percent over the previous year, to 38,328 records, while the number of hours spent on this work increased only 12.58 percent.

*The Cataloging
Directorate
and SRD achieved
record high
production in fiscal
2002....*

Production of authority records was also very high in fiscal 2002. The Cataloging Directorate and SRD created 88,475 new name authority records, a decrease of 3.71 percent from fiscal 2001, and changed 44,823 records, compared to 249,252 name authority changes in fiscal 2001. Both decreases reflect the fact that the pinyin conversion project, which involved a great deal of authority work, was essentially complete. The number of new series authority records increased 7.61 percent over the previous year, to 8,279; new subject authority records totaled 7,365, an increase of 6.23 percent; new Library of Congress Classification (LCC) proposals numbered 1,837, which was 11.94 percent higher than the year before. The 192 LCC changes during the year represented a decrease of 20.33 percent from fiscal 2001, and changes to subject authorities decreased almost 40 percent to 7,574, decreases that also reflected the conclusion of the pinyin conversion.

In addition to clearing more than 100,000 items from arrearages held in the Public Service Collections Directorate, Area Studies Collections Directorate, and Law Library, the directorate contributed its staff resources to the Baseline Inventory Project. In the Serial Records Duplicate Project, the Cataloging Policy and Support Office (CPSO) Premarc/Quality Control and File Management Team merged 29,000 more records, bringing the project total to 63,000 records.

Although overtime was offered to staff members for much of the year, it was not the decisive factor in achieving record-high production; in fact, the total number of hours worked decreased for every category of cataloging except MLC. The increased production reflected improved efficiency, careful monitoring of arrearages and work on hand, use of automated copy matching services, and streamlined and innovative workflows. Productivity increased through full implementation of the core-level record as the base level of cataloging for all teams and through the use of data from the ILS to increase individual accountability.

To streamline workflows, the German and Scandinavian Languages Team, Social Sciences Cataloging Division, organized an assembly line to process older items. The Music and Sound Recording Teams, SMCD, implemented a new workflow using the OCLC RetroCon batch automated searching service for the approximately 30,000 new CD-ROM sound recordings received each year. Following the recommendations of the Dewey Exceptions Task Force, the Decimal Classification Division (Dewey) reduced its dependence on printouts from the cataloging teams and explored having classifiers work directly online.

The directorate's nonrare print arrearage stood at 128,750 items on October 1, peaked in May at 168,651 items, and by the end of September had decreased to 134,607. In addition, the directorate processed 102,607 arrearage items for other directorates. The direc-

torate and SRD received 367,509 items for cataloging (including new titles, added volumes, and added copies) and processed 372,932 items, or 101.5 percent of new receipts. The directorate ended the fiscal year with 187,493 items on hand, including arrearage items.

The directorate continued to perform labeling of hardbound books—with the help of detailees from the Binding and Collections Care Division—to enhance the security of the in-process collections and to shorten total throughput time from receipt to shelving of the item in the Library's stacks.

Cooperative Cataloging Programs

The leader of the Regional and Cooperative Cataloging Division (RCCD) and the Cooperative Cataloging Team (Coop) continued to serve as the secretariat to the Program for Cooperative Cataloging (PCC). In fiscal 2002, the PCC celebrated its tenth anniversary. During this decade, member institutions contributed more than 350,000 bibliographic records and more than 1.2 million name and series authorities to the international pool of shareable cataloging created according to mutually agreed standards. As a result of PCC activity, more than 74,000 subject headings were incorporated into the *Library of Congress Subject Headings (LCSH)*, and more than 8,000 numbers into LCC.

PCC members created 162,363 new name authorities in fiscal 2002, compared with 143,031 the previous year, an increase of 13 percent; 10,044 new series authorities, an increase of 6.74 percent; 3,165 subject authorities, an increase of more than 20 percent; and 2,551 LCC proposals, an increase of nearly 25 percent. Original cataloging from CONSER, the serials component of the PCC, totaled 30,160 records, in contrast to the 14,445 produced in fiscal 2001. In the BIBCO program for monograph bibliographic records, members created 82,014 records, an increase of 12.17 percent over the 73,115 monograph records created in fiscal 2001.

The name authority component (NACO) expanded with training seventeen new NACO libraries, retraining eleven libraries, and creating three new funnel projects (Mississippi Project, Mountain West Project, and the Minnesota Funnel Project) that collectively added twenty-seven new member institutions.

Three new libraries joined BIBCO: Duke University, State University of New York–Buffalo, and the Smithsonian Institution, bringing the number of participants to forty-six. To prepare for implementation of new rules in the *Anglo-American Cataloguing Rules*, 2nd edition revised (AACR2), CONSER and BIBCO developed a training workshop on cataloging integrating resources.

Forty-three PCC institutions outside the United States, working individually or in funnel projects, contributed a total of 30,206 new name authority records (18.6 percent of

total PCC production), 12,579 revised name and series records (27.3 percent of total modifications), 955 new subject authority records (30.2 percent of total PCC production), and 19 revised subject authority records (4.3 percent of total modification). Expansion training in England, Scotland, and South Africa attracted new institutions to NACO. To encourage the growth of the PCC in South America, the Coop Team leader organized a teleconference for Library staff members and librarians in Brazil plus the *Taller sobre Encabezamientos de Materia LCSH / Workshop on LCSH for Librarians from Latin America*, which was a bilingual workshop held at the Library of Congress on May 20–24 and was attended by seventeen librarians from eight countries.

Streamlined review processes enabled PCC contributions to increase while the number of hours worked in the Coop Team fell by 29.16 percent from the previous year, to only 11,506.5 hours. Several studies measured the cost-benefits of NACO and the reduced Library expenditures resulting from making more documentation freely available to participants on the PCC Web site.

The Library's Pinyin Task Group disbanded, having substantially achieved its goal of converting the Library's authority and bibliographic records from Wade-Giles to pinyin romanization. A final version of the Chinese romanization guidelines, as well as procedures for establishing headings for Chinese place names, was formulated with input provided by librarians at other institutions.

Staffing and Personnel Management

The directorate continued to lose staff members as the Library's hiring lost pace with retirements. During the fiscal year, the directorate suffered a net loss of eight supervisors and ten catalogers. The director for cataloging, Beacher Wiggins, was appointed acting associate librarian for Library Services on September 1, and on September 16 Judith Mansfield, chief of Arts and Sciences Cataloging Division, was named acting director.

The directorate was authorized to hire two decimal classifiers and forty-four catalogers from outside the Library under the fiscal 2002 hiring plan, which would add at least one cataloger to nearly every cataloging team. The authorized selecting officials and subject matter experts in the directorate completed the position descriptions and job analyses, but only seven of the thirty-four authorized vacancy announcements were posted by September 30. The remaining ones were prepared for posting early in the next fiscal year.

Cataloging Policy

The LCC law schedule (class K) was essentially complete at the end of the year, after thirty years of development in consultation with the American Association of Law

Libraries (AALL) Advisory Committee for LC Law Classification and colleagues around the world.

The chief of CPSO continued to serve as chair of the Library's Metadata Policy Group and as the Library of Congress's representative to the Joint Committee for Revision of AACR. The joint committee was very active this year as a major revision to AACR2 was finalized. The directorate, SRD, and the processing units of the Public Service Collections Directorate implemented AACR2, Chapter 9, recast as "Electronic Resources," in the summer. The director for cataloging, on the advice of CPSO and the PCC libraries, determined that the Library would implement the redrafted AACR2, Chapter 12, previously "Serials" and now "Continuing Resources," on December 1 of the following fiscal year, thus allowing more time for training and for inclusion of the revision in *Cataloger's Desktop*.

*The LCC law
schedule (class K)
was essentially complete
at the end of the year,
after thirty years of
development*

In the area of subject cataloging policy, among the largest projects of this fiscal year were the reformulation of headings for battles and the change from the heading "Handicapped" to "People with Disabilities," with revision of many related subject headings. The online LCC became the authoritative version, and printed quarterly updates were discontinued with *Update 284*, as was the production of loose-leaf pages for this particular printed form of LCC.

Electronic Resources Cataloging/Library of Congress Action Plan

As part of "Bibliographic Control of Web Resources: A Library of Congress Action Plan," which involved a set of twenty-nine work items that resulted from the Library of Congress Bicentennial Conference on Bibliographic Control for the New Millennium held in November 2000 (fiscal 2001), the chief of CPSO began a proof-of-concept project among the Library of Congress, the Deutsche Bibliothek, and OCLC Inc. to test one model for a virtual international authority file, starting with personal names. If successful, this model could be the foundation for a global linked network of national and regional authority files for names of persons, corporate bodies, and uniform titles including series. The chief of CPSO led the project and publicized it in numerous venues in the United States and abroad.

The Computer Files and Microforms Team welcomed four experienced catalogers on 120-day details to learn descriptive cataloging of electronic resources. The insights gained from those details would serve the directorate well as it planned more extensive training in fiscal year 2003.

Bibliographic Enrichment Advisory Team

The chief of RCCD continued to chair the Library's interdivisional Bibliographic Enrichment Advisory Team (BEAT), which initiates research and development to increase the value to users of cataloging products. During the year, BEAT enriched more than 40,000 catalog records with electronic tables of contents. It also enhanced online bibliographies and provided direct access from the Library of Congress Online Catalog to full electronic text of more than 7,000 working papers and research monographs.

The Online Information eXchange (ONIX) Descriptions project, launched this year, creates records containing publishers' descriptions of books. Those descriptions are placed on a Web site and reciprocally linked to bibliographic records in the Library of Congress Online Catalog. The project created approximately 27,600 records in fiscal 2002.

Also initiated this year was the Web Access to Works in the Public Domain project, which links the bibliographic records for selected works that the Library holds in print to the full text electronic copies in trusted repositories. The initial implementations of this project resulted from cooperative agreements with the University of Michigan for materials digitized in its Making of America project and with Indiana University for works in its Wright American Fiction, 1851–1875 project.

The Web Access to Publications in Series project provided access to full electronic texts of 7,044 individual monographs in ninety-three series (fiscal 2001 and 2002) by linking to the electronic files from the serial record in the Library of Congress Online Catalog.

The BECites+ project enhances printed library bibliographies by placing them on the Web in electronic form, thereby adding and linking annotated citations, tables of contents, indexes, and back-of-book bibliographies cited therein. Completed during this fiscal year were two bibliographies on Thomas Jefferson and five separate parts of a large-scale undertaking on Immigrant Arrivals to the United States.

Cataloging in Publication

During the Library's anthrax-related closure in October and the five-month mail embargo, CIP Division staff members went to great lengths to keep publishers informed of the Library's mail situation and to encourage them to participate in Electronic Cataloging in Publication (ECIP) as an alternative. To make it easier for publishers to participate, the Library somewhat eased its requirements for ECIP galleys. The number of publishers participating in ECIP more than doubled, from 1,066 in fiscal 2001 to 2,222 at the end of fiscal 2002. More than a third of all CIP galleys—18,082 out of 53,733 galleys in all—were submitted electronically in fiscal 2002, making ECIP cataloging one of the direc-

torate's principal workflows. The total number of conventional and ECIP galleys was slightly lower than the 54,840 galleys received the previous fiscal year, probably because of delays in receiving mailed applications. Average throughput time for CIP galleys improved to 10.5 business days from 12.2 business days the previous year, with 80 percent of all galleys completely processed within 14 business days.

The division terminated the paper Preassigned Card Number (PCN) program on January 1, as planned and announced the previous year. For fiscal 2002, the division processed 22,687 Electronic PCN (EPCN) applications, and it established 4,406 EPCN publisher accounts, an increase of 29 percent in each of those figures over fiscal 2001.

Planning continued for New Books, a project to enrich online catalog records for forthcoming titles with a wide range of information, including tables of contents and images of book jackets. Using overtime funds, CIP claimed 29,895 outstanding books from 194 publishers, emphasizing titles that were relevant to national security and the war on terrorism.

Dewey

The Decimal Classification Division increased its production by 1.49 percent over fiscal 2001, thus assigning Dewey numbers to 110,290 monographs in English and other Western languages, despite retirements that left the division with only six classifiers.

Editorial work on Dewey Decimal Classification Edition 22 and on Abridged Edition 14 continued on track to meet the targets set for their publication in summer 2003 and January 2004, respectively. Two meetings of the Dewey Editorial Policy Committee took place at the Library, Meeting 117 on December 3–5 and Meeting 118 on May 15–17.

In January, OCLC Forest Press made Abridged Edition 13 available in WebDewey™ (the online version of the Classification) and published *People, Places, and Things*, which provided Dewey numbers for more than 50,000 of the most frequently used Library of Congress Subject Headings.

At the beginning of the fiscal year, OCLC Forest Press support shifted from “gift fund” to “revolving fund” status, in accordance with the revolving fund legislation for the entire Library, which took effect on October 1, 2001. This change required the division to apply a new method of reporting status of funds.

Outreach

Of the Cataloging Directorate's many training and outreach projects, one of the most notable was the East Asian Art Cataloging Workshop and Chinese and Japanese Rare Book Cataloging and Korean Romanization Sessions at the Library on April 1–2 in conjunction

with the 2002 Annual Meetings of the Council on East Asian Libraries and the Association for Asian Studies Inc. in Washington later that week. Four catalogers from prominent U.S. art museums spoke at the workshop, along with members of the Coop Team and the Japanese I Team, plus policy specialists in CPSO.

NATIONAL SERVICES DIRECTORATE

The National Services Directorate provided programs and services to specific audiences such as the library community, particularly federal libraries; to users who were visually or physically challenged; and to the general public through the Cataloging Distribution Service, the Federal Library and Information Center Committee, and the National Library Service for the Blind and Physically Handicapped. In addition to those functions, the Center for the Book, Interpretive Programs Office, Publishing Office, Retail Marketing Office, and Visitor Services Office added interpretive and educational value to the resources of the Library. The Photoduplication Service moved from the Preservation Directorate to the National Services Directorate this year.

Cataloging Distribution Service

In fiscal 2002, the Cataloging Distribution Service (CDS) celebrated its centennial. In June 1902, President Theodore Roosevelt signed into law a bill providing the Library with statutory authorization (2 U.S. Code 150) to sell its catalog cards and technical publications at cost plus 10 percent. CDS still operates under that authority to provide bibliographic and cataloging-related services to the Library of Congress and other libraries around the world on a cost-recovery basis. Today's catalog records are distributed as machine-readable files, and the Library's cataloging standards and technical publications are distributed in both electronic and print formats.

During the five-month suspension of U.S. Postal Service delivery to the Library, CDS had to meet its earned receipt requirement and to fulfill the needs of its customers with-



Beacher Wiggins, the acting associate librarian for Library Services, cuts the cake that celebrates the Cataloging Distribution Service's 100th anniversary. (Photo by Helen Hester-Ossa)

out relying on the federal mail service. An aggressive communications campaign with customers, in combination with several cost-reduction measures, ensured that CDS expenditures did not exceed income and that customer orders were filled.

CDS delivered products and services to approximately 7,600 libraries and information concerns in fiscal 2002. Earned receipts totaled \$4,543,824, which was 8.5 percent lower than last fiscal year's total of \$4,968,835 because of the mail situation. Nevertheless, CDS was able to cover the cost of its operations and to conserve its prior-year carryover funds to cover future capital investments and fiscal emergencies. In fiscal 2003, CDS will selectively invest those prior-year funds to extend the division's product delivery and customer service capabilities.

CDS continued to produce, market, and support the Library's bibliographic and authority products in print, CD-ROM, microfiche, tape, and file transfer protocol (FTP) formats. In addition, the division introduced its first Web-based subscription service, *Classification Web*. This new service provides Web-based access to the Library of Congress Classification schedules and Library of Congress Subject Headings in the Minaret system, which had heretofore been available only to staff members within the Library.

Classification Web replaced *Classification Plus*, a CD-ROM product that also provided access to Library of Congress's classification and subject heading data. *Cataloger's Desktop*, the companion to *Classification Plus* on CD-ROM, continued to be maintained and enhanced in preparation for developing a Web-based version in 2003. CDS added new infobases to *Cataloger's Desktop*, including the new *BIBCO Participants' Manual* developed by the Program for Cooperative Cataloging.

As a result of survey findings from Alert Service subscribers, CDS introduced subscription purchase options for the Alert Service beginning January 1, 2002. The largest Alert customers, those ordering all eligible records in the LC Classification (A–Z), now have the option of paying the traditional per record charge or an annual subscription fee. More than half of the A–Z subscribers opted for the subscription pricing.

As in previous years, the largest percentage of CDS's revenue came from the sale of print publications (34 percent), followed by MARC Distribution Services (28 percent) and CD-ROM (20 percent). The CD-ROM percentage was lower than last year's 26 percent of total revenue because of the expected migration of customers and revenue from *Classification Plus* (CD-ROM) to *Classification Web*.

*Classification Web ...
provides Web-based
access to the
Library of Congress
Classification schedules
and Library
of Congress Subject
Headings in the Minaret
system....*

In response to the reduction in revenue as a result of the mail situation, and in recognition of the changes in CDS product mix, CDS restructured its spending plan for fiscal 2003 through a reduction-in-force of six positions. The reduction was approved in June 2002, with reassignments of staff members to other areas of the Library projected for early fiscal 2003. Those savings will position CDS for continued cost-recovery operations in fiscal 2003 and beyond.

The printed five-volume *Library of Congress Subject Headings*, 25th edition, was published in the spring and was available for shipment to customers in April. New *Library of Congress Classification Schedules* released for shipment during fiscal 2002 were *BL-BQ, Religion (General), Hinduism, Judaism, Islam, and Buddhism (2001)* and a new edition of *H, Social Sciences (2002)*.

Revenue from the sale of loose-leaf publications such as *Library of Congress Rule Interpretations (LCRI)*, *Subject Cataloging Manual: Subject Headings (SCM:SH)*, and CONSER documentation remained stable. Revenue from the sale of MARC 21 format publications decreased by 39.5 percent from last year—from \$154,066 in fiscal 2001 to \$93,183 in fiscal 2002. The recent peak for MARC documentation sales was fiscal 2000, the first full year for sales of the new MARC 21 editions of the five formats. The availability of the MARC 21 code lists, as well as concise versions of the five formats, on the Network Development and MARC Standards Office Web site, reduced the need and demand for printed versions.

The Library's Technical Processing and Automation Instruction Office (TPAIO) developed and completely updated two new publications: *Cataloging Concepts: Descriptive Cataloging (2002)* and *MARC Content Designation (2002)*.

Two new sets of course materials became available from the Serials Cooperative Cataloging Training Program (SCCTP): *Electronic Serials Cataloging Workshop* and *Advanced Serials Cataloging Workshop*. The *Serials Holdings Workshop*, 2nd edition, became available in June 2002. All of those course materials are offered in portable document format (PDF) on the Program for Cooperative Cataloging Web site. Customers download and print the materials they require and pay for the product on the basis of the quantity of manuals printed.

Revenue from the MARC Distribution Services (MDS) totaled \$1,289,932 in fiscal 2002, or 28 percent of CDS's total revenue for the year. MDS revenue in fiscal 2002 was lower than the \$1,312,574 in revenue for fiscal 2001, reflecting the downturn in the economy after the Internet surge for the period 1999–2001. The MDS subscriber customer base remained stable in fiscal 2002 with eighty-seven customers and 207 subscriptions.

As a result of an effort to switch MDS subscribers from the tape/cartridge medium to FTP, the end of fiscal 2002 showed CDS carrying only six MDS tape/cartridge subscriptions.

CDS intends to be out of the tape/cartridge business effective January 1, 2003, and will work individually with the few remaining tape subscribers on their transition to FTP.

At the request of the Research Libraries Group (RLG), CDS implemented a MARC distribution service that contains only the LC Manuscript Division records. Previously, the LC Manuscript records were coupled with the National Union Catalog of Manuscript Collections records to form *MDS-NUCMC and LC Manuscripts*.

Sales from microfiche products continued to decline at a rate sufficient to accelerate a decision to discontinue the microfiche product line at the end of the 2002 subscription year. Revenue from microfiche products was less than 5 percent of CDS's total revenue for the year.

In fiscal 2002, CDS made substantial progress on its Customer Information Management System replacement project (CIMS 21). In March 2002, CDS completed the definition of the new system requirements. The review of candidate systems was to be completed in early fiscal 2003, followed by implementation of the system that best meets CDS's needs. The division continued its planning to discontinue the Library's mainframe computer in Information Technology Services (ITS) in December 2004.

Center for the Book

In fiscal 2002, the Center for the Book—with its network of affiliated centers in forty-seven states and the District of Columbia plus ninety-seven organizations serving as national reading promotion partners—stimulated public interest in books, reading, libraries, and literacy and encouraged the study of books and the printed word. As authorized by Public Law (PL) 95–29, the center's projects and programs are supported by contributions from individuals, corporations, and foundations. In fiscal 2002, the Center for the Book received more than \$250,000 for projects and general support through donations from individuals, corporations, and foundations.

Hawaii, Iowa, New Jersey, New York, and South Dakota joined the Center for the Book's national network of state affiliates this year. Renewal applications were approved from Kentucky, Michigan, Montana, North Carolina, Oklahoma, Oregon, Utah, Washington, Wisconsin, and Wyoming.

The Center for the Book contributed to planning the second National Book Festival, which will take place at the start of fiscal year 2003, and developed programs surrounding the exchange of visits between Russian librarians and U.S. librarians and reading promoters; continued its national reading promotion campaign, "Telling America's Stories," which is chaired by First Lady Laura Bush; and sponsored more than forty events at the Library of Congress and throughout the country.

On May 1, 2002, state center representatives participated in an idea-sharing session at the Library, marked by lively and spirited discussion about several topics including the popular “one book” community reading projects, Letters about Literature awards programs, and other book awards programs. The highlight was the presentation of the 2002 Boorstin Center for the Book Award to the Connecticut Center for the Book for the success of its annual World of Words program and other innovative and cooperative projects. Supported by an endowment that was established in 1987 by retired Librarian of Congress Daniel J. Boorstin and his wife, Ruth, the Boorstin Award has been presented annually since 1997 to recognize and support achievements of specific state centers.

The Center for the Book continued to administer the Viburnum Foundation’s program for supporting family literacy projects in rural public libraries. During the year, the foundation awarded forty-eight grants to small, rural libraries in ten states. Regional training workshops were sponsored by the Center for the Book in Columbia, South Carolina, on August 14–16 and in Scottsdale, Arizona, on September 25–26, 2002.

Letters about Literature, a student essay contest sponsored in association with the Weekly Reader Corporation, concluded another record-breaking year in number of entries and involvement by affiliated state centers. More than 22,000 students wrote letters to their favorite authors, and thirty-six state centers honored statewide winners.

The annual River of Words project, an environmental art and poetry contest for young people, culminated on April 27 with an awards ceremony and display of winning artworks at the Library.

An international project developed by the Center for the Book with the Open Society Institute (Soros Foundation–Moscow) and the institute’s Pushkin Library Megaproject included a series of exchange visits between Russian librarians and U.S. librarians and reading promoters. In September 2001, the Open Society Institute announced its intention to create reading centers in libraries throughout Russia. In October 2001, as part of the project, a delegation of Russian regional librarians visited several libraries in the United States on a trip organized by the Center for the Book. In June 2002, the director of the Center for the Book led a U.S. delegation of seven librarians to visit St. Petersburg and Moscow and to attend a conference titled “Reading World and World of Reading.” Librarians from the twenty-two new Russian reading centers joined their U.S. colleagues at the conference.

Federal Library and Information Center Committee

During fiscal 2002, the Federal Library and Information Center Committee (FLICC) continued its mission “to foster excellence in federal library and information services

through interagency cooperation and to provide guidance and direction for the Federal Library and Information Network (FEDLINK).”

FLICC’s annual information policy forum, “Homeland Security: Impact of Policy Changes on Government Information Access,” focused on the changes resulting from enhanced homeland security on access to federal information by those both inside and outside the government. The executive keynote speaker for the March 19 event was Assistant Attorney General Viet Dinh. Representative Thomas M. Davis III (R-Va.) began the afternoon session with the congressional keynote address.

The FLICC working groups accomplished the following: they selected FLICC award recipients for 2001 and offered the fourth annual FLICC Awards to recognize innovations by federal libraries, librarians, and library technicians; then they identified the federal library and information center context for content management and homeland security. They established parameters and developed a management education series for current and potential federal library managers, and they met with the Office of Personnel Management to identify ways to enhance recruitment efforts to federal libraries. In addition, they addressed issues on disaster planning and recovery, endangered federal collections, and other information science policy issues.

FLICC also continued its collaboration with the Library’s Office of the General Counsel on a series of meetings between federal agency legal counsels and agency librarians. Now in their fourth year, the meetings grew out of the recognition that federal attorneys and librarians face many of the same questions in applying copyright, privacy, Freedom of Information Act (FOIA), and other laws pertaining to their agencies’ activities in the electronic age—with regard both to using information within the agency and to publishing the agency’s own information. This year’s series featured discussions on licensing electronic publications, on FOIA policy and the Trade Secrets Act after 9/11, and on legal challenges to filtering in public libraries.

In a survey conducted by Outsell Inc., the only research and advisory firm that focuses exclusively on the information content industry, results showed that government information professionals served significantly more users than colleagues in corporations and academic libraries and spent much less per user. The results also showed that while some governmental libraries have been progressive in their approach to digital content, they have been slower than other libraries to make a transition to new business models.

FLICC’s cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$56.6 million in transfer pay services and \$38.1 million in direct pay services, thus saving federal agencies approximately \$10.3 million in vendor

volume discounts and approximately \$7.6 million more in cost avoidance. FEDLINK exceeded fiscal 2002 revenue targets by 5.5 percent.

To meet the requirements of the Fiscal Operations Improvement Act of 2000 (PL 106–481), which created new statutory authority for FEDLINK’s fee-based activities, FEDLINK governing bodies and staff members developed a new five-year business plan that takes advantage of the increased opportunities of FEDLINK’s authority as a revolving fund. The business plan outlines FEDLINK’s new business processes, audiences, market position and message, staffing, and resources, while projecting fiscal goals including capitalization, anticipated expenditures, and revenues through 2006. Of the thirty-nine recommendations in the five-year plan, during the first fiscal year FEDLINK made significant progress on twenty, including expanded vendor offerings, reduced barriers, improved marketing, and enhanced systems.

FEDLINK also developed and implemented its pilot Direct Express program. In a manner similar to purchasing from a U.S. General Services Administration schedule, FEDLINK customers will be able to place fiscal year 2003 orders directly with five commercial information services vendors; the FEDLINK fee, included in the vendor prices, will be remitted to FEDLINK by the vendor on a quarterly basis.

Systems staff members began an ambitious implementation of the new FEDLINK financial system, which entered a preliminary testing phase late in the summer. Staff members also sponsored twenty-nine seminars and workshops for 1,233 participants and conducted thirty-eight OCLC, Internet, and related training classes for 415 students.

FEDLINK also continued to customize and configure software and support services for electronic invoicing and to increase online access to financial information for member agencies and vendors. Furthermore, FEDLINK’s continuing financial management efforts ensured that FEDLINK successfully passed the Library’s financial audit of fiscal 2001 transactions performed by Clifton Gunderson LLP.

Interpretive Programs Office

In fiscal 2002, the Interpretive Programs Office (IPO) presented five new major exhibitions in its Jefferson Building spaces. Most significantly, *Witness and Response: September 11 Acquisitions at the Library of Congress* marked the one-year anniversary of the terrorist attacks by displaying selections from the collections that the Library amassed—and is still receiving—about that tragic day in history. The Library mounted an exhibition titled *Margaret Mead: Human Nature and the Power of Culture* to celebrate the centennial of the birth of the famed anthropologist, and it honored theatrical producer and real estate entrepreneur Roger L. Stevens with an exhibition devoted to his

life and career. *When They Were Young: A Photographic Retrospective of Childhood* and *American Beauties: Drawings from the Golden Age of Illustration* featured materials from the Library's Prints and Photographs Division.

The Interpretive Programs Office made three rotational changes to both the *World Treasures of the Library of Congress* and *American Treasures of the Library of Congress*, along with one minor and one major rotational change to the *Bob Hope Gallery of American Entertainment*. In addition, IPO mounted twenty-two displays for special events; seven new online exhibitions; and three traveling exhibitions that were presented at five venues in two states and three countries—Germany, Israel, and Italy. Requests for the loan of 303 Library items were received from forty-one institutions as part of the Library's dynamic loan program administered by IPO (see also Appendix F: Exhibitions and Appendix G: Online Collections and Exhibitions).

National Library Service for the Blind and Physically Handicapped

In fiscal 2002, the National Library Service for the Blind and Physically Handicapped (NLS), Library of Congress, completed its seventy-first year of service to individuals who are blind and physically handicapped and made major advances in developing digital access to books and magazines in braille and audio formats.

A five-year collaborative effort by NLS, under the auspices of the National Information Standards Organization (NISO), to develop a national standard for the digital talking book (DTB) was completed. NISO voting members approved the document in December 2001, and the American National Standards Institute (ANSI) ratified ANSI/NISO Z39.86-2002 on March 6, 2002. A new report on converting the talking-book program to a digital format publicized the progress of this major undertaking. The fifty-four-page volume, *Digital Talking Books: Progress to Date—May 2002*, updated the digital project's first report, *Digital Talking Books: Planning for the Future*, which was issued in July 1998. Its publication coincided with the adoption of the ANSI/NISO standard. A multiyear process began in fiscal 2002 to identify the titles that would be converted to digital format for distribution as digital talking books. NLS has designed and programmed a DTB player that runs on a personal computer. This simulation enables NLS to test concepts developed during the NISO standards process and to select production tools.

Under the sponsorship of the Industrial Designers Society of America (IDSA), NLS held a national design competition, challenging undergraduate college students to help design prototypes for the first generation of playback machines for digital talking books. The prize-winning entries were selected on June 7, 2002, in Washington, D.C., when six judges convened at NLS to evaluate 146 submissions from twenty-eight design schools

around the country. For example, Lachezar Tsvetanov, a senior from the University of Bridgeport in Connecticut, won first place for his entry titled “Dook,” which resembles a book that opens to reveal a speaker and audio controls.



The “Dook” won first place in a competition to design a new digital talking-book player. (Photo courtesy of the Industrial Designers Society of America)

To help plan for deploying digital information technologies throughout the NLS network, consumer representatives and network librarians met with appropriate staff members at NLS on October 24–26, 2001, and March 6–8, 2002. The group will likely meet once or twice a year through the next five years to guarantee continuity and responsiveness to ever-changing digital prospects. Areas to be addressed by the group are the digital talking book, untapped digital opportunities, and potential service changes.

The NLS Web site, <www.loc.gov/nls>, was redesigned during the fiscal year to improve usefulness, accessibility, and ease of navigation for target audiences. At year’s end, NLS announced plans to launch a pilot program in fiscal 2003 to test the delivery over the Internet of digital audio magazines presented in real human speech.

The Web-Braille program continued to grow, allowing access free of charge to more than 4,175 digital braille book files with 2,078 users signed up by year’s end. Web-Braille materials may now be accessed directly from the NLS *International Union Catalog*.

NLS continued experimenting with a digital recording system in its in-house studios, where several dozen books have been completed in digital format. A second recording system was installed to allow comparison of important features.

To ensure that NLS has an adequate store of digital materials available when it begins its transition from analog to digital distribution, all contractors producing audio books for NLS will begin converting their studios in early 2003, culminating in 100 percent digital mastering in two years.

The NLS Digital Audio Development (DAD) Committee continued its oversight of the NLS digital initiatives and began a review and refinement of the twenty steps required to develop DTBS. NLS updated its Life-Cycle Cost Model to project future digital system costs and refined a prototype digital recording system at the NLS Recording Studio, where more than a dozen digital talking books have been completed, as well as a digital duplication system at the Multistate Center East. In addition, NLS completed specifications for procuring digitally recorded masters beginning in fiscal 2003.

The NLS *International Union Catalog* of library resources for the blind held more than 357,000 catalog records at year's end.

In a major initiative from January 1, 2002, through December 31, 2003, NLS and the famed seventy-three-year-old Museum of America and the Sea in Mystic Seaport, Connecticut, will collaborate to advance accessibility for blind and physically handicapped individuals and will provide materials in special formats.

Photoduplication Service

In January 2002, the Photoduplication Service was officially transferred from the Preservation Directorate to the National Services Directorate. This reorganization provided a logical alignment with other customer service-focused divisions of the Library of Congress. The functions and internal organizational structure of the Photoduplication Service were not affected by this change.

Despite the significant staff reductions in the microphotographic operation during the previous fiscal year and the loss of revenue caused by the mail embargo, fiscal 2002 was another financially successful year for Photoduplication. Year-end accounting figures showed \$3.09 million in sales.

The Photoduplication Service participated in a business planning effort during the year, which was triggered in part by congressional interest as to whether the Library's revolving fund sales programs could develop new and different business strategies to go beyond their traditional objective of financial cost recovery so they could turn a profit. Congress commissioned the General Accounting Office (GAO) to study the issue of profit

potential as it pertained to the Photoduplication Service, as well as to the Library's Sales Shop and audio-video laboratory. In response to GAO recommendations in an April 2002 report, the associate librarian for Library Services approved a planning process that included evaluation, maintenance, investment, and profit tiers. A business planning consultant with private-sector marketing and communications experience began work in August to develop a model for a strategic business plan for those programs and a marketing proof of concept. A project team representing the Photoduplication Service and Sales Shop has been working since that time to develop plans and activities for a presentation to Congress in the spring of 2003.

Also during January 2002, the National Library of Medicine (NLM) began forwarding reels of master negative microfilm to the Photoduplication Service for production of printing masters. That work continues NLM's program to create polyester-base duplicate negatives from acetate-base preservation (camera) master negatives. NLM previously worked with a commercial source on that project, but the vendor declined to continue the work in 2001. After negotiating a statement of work, NLM submitted purchase orders totaling \$40,000 for film production. In addition, NLM asked the Photoduplication Service to produce positive film to meet customer requests. A key reason for NLM's decision (beyond the lack of a vendor) is the Photoduplication Service's ability to receive direct payment by customers for microfilm products.

The microform secure area on Deck 1 South of the Library's John Adams Building was designated for expansion and for adding many security upgrades. Planning and specifications were completed this year. Construction will begin when funds are available.

A customer services database was developed for the Photoduplication Service to manage the processing and tracking of orders.

Publishing Office

In 2002, the Publishing Office produced more than thirty books, calendars, and other products describing the Library's collections (see Appendix H: Publications). Copublishing efforts with trade publishers continued as new agreements were signed with Amistad/Harper Collins, Kales Press/W.W. Norton, and Third Millennium Publishing. Through copublishing efforts, Library publications found new audiences and increased public knowledge of Library collections and exhibitions. By the end of 2002, more than forty cooperative agreements were in effect with publishers such as Harry N. Abrams, Cavallini and Company, University Press of New England, and Simon and Schuster.

The release of *Beginnings: World Treasures of the Library of Congress* marked a new series of titles to coincide with the permanent *World Treasures* exhibition. With text by his-

torian Michael Roth, *Beginnings* reveals how common themes have been treated in different cultures and is an exploration of how the world's diverse cultural landscape has dealt with the creation of the universe and has explained the heavens and Earth. Published in association with Third Millennium Publishing, *Beginnings* includes 145 color illustrations that mirror the items included in the companion exhibition.

Roger L. Stevens Presents, which was published by the Library of Congress in conjunction with an exhibition of the same title, includes illustrations and five essays about the life and career of Stevens, the force behind the creation of the John F. Kennedy Center for the Performing Arts and the first chairman of the National Endowment for the Arts.

Published by the Library in cooperation with Kales Press, a third exhibition companion book, *When They Were Young: A Photographic Retrospective of Childhood from the Library of Congress*, features images of children during the past 150 years by well-known photographers Dorothea Lange, Jack Delano, and Marion Post Wolcott, along with text by child psychologist Robert Coles.

In conjunction with the Center for the Book, the Publishing Office released *Collectors and Special Collections: Three Talks*, a booklet that records the Rare Book Forum, which was held at the Library on April 4, 2001, and at which a special collections librarian, a bookseller, and a collector of rare books discussed collecting rare books and the relationships among parties interested in those increasingly scarce items. Oak Knoll Books distributed the booklet.

The inaugural Henry Alfred Kissinger Lecture in Foreign Policy and International Relations was presented at the Library of Congress by the former secretary of state himself. The lecture was issued as *Reflections: October 2001* and was published by the Publishing Office and distributed by the Office of Scholarly Programs.

In 2002, the Publishing Office released the final volume in its Performing Arts series, *Performing Arts: Broadcasting*, which features the Library's unique and comprehensive radio and television holdings. This year also marked the publication of the last in a series of Bradley Lectures: David Quammen's *The Origin of Species: Descent of a Text, with Modification*. Made possible by the Lynde and Harry Bradley Foundation, the Bradley Lecture series presented analyses of classic texts.

The Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2001, compiled by Audrey Fischer, Public Affairs Office, and edited, designed, and produced through the Publishing Office, included a special section commemorating the

*The inaugural
Henry Alfred Kissinger
Lecture in Foreign Policy
and International
Relations was presented
at the Library of
Congress by the former
secretary of state.*

Library's first National Book Festival. More than thirty-five black-and-white photographs documented the event.

This year the Publishing Office also continued its series of collection guides, supported by the Madison Council, with its release of *Motion Pictures, Broadcasting, and Recorded Sound: An Illustrated Guide*.

Retail Marketing

Fiscal 2002 was a challenging year for the Retail Marketing Office. Although one shop, located in the Madison Building, closed on January 31, 2002, to make room for additional security facilities, an online store began operating that provided a presence on the World Wide Web. The revenue for the Green Fund reached \$1.4 million, which included sales from the Jefferson and Madison shops and sales from the online catalog. After the Library's anthrax-related temporary closing, Retail Marketing management provided additional discounts to customers to increase sales and to improve cash flow to the Green Fund.

On October 1, 2001, Retail Marketing launched a new online sales Web site, which was designed to allow millions of people worldwide an additional retail outlet to view and purchase items from the Library of Congress. The initial site featured approximately 40 items that customers could order by calling or mailing the order form. On May 15, 2002, a new Web site was launched that allows customers to put their credit card and mailing information into an online form and to send their order electronically to be processed. Sales from the Web site for fiscal 2001 totaled \$26,900 with 589 customers placing orders. The staff received enough positive feedback concerning the new online ordering system to expect that Web-based ordering will increase next year.

Visitor Services Office

Despite the effects of the 9/11 attacks and the anthrax crisis on tourism in Washington, D.C., the number of Library of Congress tours increased from the fiscal 2001 level. That increase occurred despite the closing of the east side of the Capitol, the spot from which many visitors traditionally proceeded to the Library buildings.

A dedicated cadre of more than 190 volunteers made it possible for visitors to be greeted and directed, for tours to run on schedule, and for new researchers to be oriented to the use of the reading rooms and facilities. The Visitor Services Office (vso) conducted 4,398 tours for a total of 112,378 visitors, including 654 tours for 13,214 congressional constituents from 444 Senate and House offices and 276 special-request tours, which had a total attendance of 5,078 and were given to members of Congress and their spouses,

families, and friends. Under the “Services to Congress” program, vso staff members responded to the needs of congressional offices, including satisfying requests for tours and sending brochures and other educational material to more than sixty congressional offices. Attendance at all congressional tours increased 8 percent from fiscal 2001. Constituent tours were full to capacity, or oversubscribed, from March through the end of August. An average of 188 congressional offices called for tours each month, with a high of 282 offices in April. Reservations for constituent tours increased by 5 percent from the prior year, which itself was a record-setting year. June and July surpassed all previous months with 5,237 and 5,655 reservations, respectively.

A total of 3,468 public tours attended by 94,086 visitors introduced the Library of Congress to the public. In addition, tours were conducted for special guests, and docents interpreted the art and architecture of the Jefferson Building to guests attending evening events.

The total number of visitors increased 6 percent over fiscal 2001. The number of tours conducted exceeded last year’s total by 4 percent, with an average of twenty-five visitors per tour. More than 900 visitors took an innovative twenty-minute tour of the Whittall Pavilion in March and April, which will become a standard offering in fiscal year 2003. In addition to tours, the office arranged 202 programs for 1,504 visitors with professional interests in one or more aspects of the Library. These visitors came from the United States and fifty-three other countries.

“Plan 2002 for Library Visitors,” which went into effect on March 4, ensured the judicious use of Library volunteers, staff members, and summer contractors plus the orderly flow of visitors. The plan maximized the number of visitors who could be accommodated for preplanned group tours, full-length public tours, and abbreviated highlight tours. It also provided for control of arrivals from commercial “city tours” while offering choices for visitors with limited time.

Volunteers served 16,870 hours in fiscal 2002, which represents the equivalent of more than eight full-time staff positions. Volunteers responded to 196,324 inquiries from visitors at three information desks located in the Jefferson and Madison Buildings.

Volunteers at the researcher guidance desk met with 9,873 readers to facilitate their use of Library reading rooms, general collections, and facilities.

vso conducted a four-month fall docent training program and offered a formal program of enhancement opportunities for volunteers, with three in-house lectures and field trips to the National Gallery of Art, the Folger Theater and Museum, and the Gari Melchers Museum. The office issued *The Hoot*, a bimonthly newsletter for its volunteers.

OPERATIONS DIRECTORATE AND ILS PROGRAM OFFICE

The Operations Directorate consists of the Automation Planning and Liaison Office (APLO); the Network Development and MARC Standards Office (NDMSO); the Technical Processing and Automation Instruction Office; the Integrated Library System Program Office; and teams focusing on Budget, Human Resources, and Management Information Systems. Those divisions and teams continued to provide their timely, high-quality customer service to the National Library mission units in fiscal 2002.

Automation Planning and Liaison Office

To meet the demands of the new version of Voyager software that was implemented in February, as well as the heavy resource demands of digital and Web development applications, all workstations within the service unit had to be upgraded to the Windows 2000 operating system. Beginning in January, APLO personnel spent nine months outfitting 2,487 workstations with Windows 2000. Of that total, 1,567 were upgrades from Windows 95, and 920 were new installations.

Prototype workstations were also developed, tested, and deployed in support of wireless communication technology for the Baseline Inventory Project, for resource-intensive applications used by some of the major digital initiatives, and for multiscrypt technology to display, print, and input Arabic, Hebrew, and Chinese languages.

APLO's telecommunications team worked closely with Information Technology Services to convert 1,037 token ring connections in the Madison Building to fast Ethernet. Approximately 1,000 connections remained to be converted in the Adams and Jefferson Buildings.

In response to an expressed need by the Library Services staff for first-level automation support, the Library awarded a contract in February 2002 to SI International for the services of eighteen field technicians. This support proved highly successful, both within the divisions and in the Library's working relationship with APLO.

Working with the Library's special format collection divisions, the Encoded Archival Description (EAD) Technical Group, chaired by APLO, continued to increase the functionality of Web-based finding aids. A technical group completed the first release of best practices guidelines. All completed EAD finding aids have received persistent electronic addresses and are linked to distributed collection-level records.

The overseas field offices, under the direction of APLO, tested enhancements to the Integrated Field Office System (IFOS). In February, an APLO staff member traveled to the Nairobi office to train the new systems administrator in IFOS system administration. APLO, working with ITS, established firewall-to-firewall communication using Virtual Private

Network (VPN) between the Library and the offices in Rio de Janeiro and New Delhi. The Library withdrew from the Department of State's Diplomatic Telecommunications Service—Program Office program. The field offices will instead utilize local Internet service providers—services—at better pricing and with greater reliability—while using either VPN firewall security or, if the office is awaiting VPN installation, proxy servers.

Network Development and MARC Standards Office

The NDMSO is the focal point for technical library, network, and digital standards and for related planning in Library Services. Thus, staff members are involved in many facets of network development and of digital library tasks including maintaining standards, which are basic to efficient, long-term interchange of digital material; planning, which involves working out detailed models and specifications with other institutions and with internal Library units; and coordinating and testing implementations.

In fiscal 2002, NDMSO developed a standard extensible markup language (XML) version of the MARC 21 format and an accompanying toolbox of transformations using the MARCXML schema, which will assist libraries trying to take advantage of the XML environment for digital resources. The office led development of the Metadata Object Description Schema, which is a simpler XML companion to MARCXML that is targeted especially for digital resource description. NDMSO carried out development and maintenance agency responsibilities for Version 1.1 of the Metadata Encoding and Transmission Standard (METS) for digital object metadata, which is an important component of digital repository management and is being widely addressed internationally. NDMSO also developed the Metadata for Images in XML schema (MIX), a companion schema to METS, which carried technical metadata for still images according to the NISO standard data dictionary for them.

The office finalized the specifications of the z39.50-International Next Generation (ZING) protocols that will transform the z39.50 information retrieval protocol, which is widely implemented, into a new Web-definition service. An NDMSO staff member led the completion and launch of the Library's new Web site redesign and especially contributed to the many newly coordinated and redesigned Library Services pages with a more user-centric interface. The office also developed an Internet Technical Training Curriculum and expanded related training opportunities to give Library staff members the needed competencies for all levels of Internet and Web development.

The NDMSO personnel created a Spanish interface for the MARC 21 Web site to serve the increasing numbers of South American users of the format. Other accomplishments were completion of agreements and format changes needed to bring the British Library

into partnership with the Library of Congress and the National Library of Canada for the MARC 21 formats, thus making possible a greater sphere for sharing data.

Technical Processing and Automation Instruction Office

The office provided training support for Library Services digital initiatives, prepared course materials, developed Web-based courses, and awarded a contract for an online course titled "Cataloger's Desktop."

TPAIO trained 4,750 staff members in fiscal 2002, a dramatic increase of 54 percent over the fiscal 2001 total of 2,176. An enlarged pool of instructors enabled TPAIO to meet the increased demand for courses. The office acquired an information technology specialist in February 2002 so instructors no longer had to provide information technology support in the classrooms. The instructors completed revising and revamping a number of courses rendered outdated by the introduction of the ILS.

Overall, Library Services staff members attended 6,174 classes in fiscal 2002. Those classes included 345 external training classes and 1,079 classes offered by the Library of Congress Internal University (LCIU), in addition to classes taught by TPAIO. TPAIO taught 359 sessions of 109 different courses, including 23 completely new courses. Of those sessions, 211 were devoted to delivering 60 program-specific courses. For the first time in several years, TPAIO's focus was not primarily on training for the ILS, although it trained a large pool of staff members when the Voyager software was upgraded to version 2001.3. In addition to spending hours in the classroom and time spent on course development, the instructors and chief spent 600 hours in customer service, providing much-needed training support to Library Services staff members and others.

During the course of the year, TPAIO completed transactions connected with registering staff members for classes, notifying them of attendance dates, and recording them in Registrar, which is the training statistical database. Throughout the year, TPAIO registered Library Services staff members for LCIU courses in the LCIU Registrar database.

Integrated Library System Office

During fiscal 2002, the ILS Office focused on two major activities: improving the performance of the integrated library system and upgrading the software to Voyager 2000.1.3. Fiscal 2002 was also a year of transition for the LC ILS as the ILS evolved from a project to a permanent part of Library Services.

The Library upgraded the Solaris operating system and replaced the file management system. ILS staff members tested and provided feedback as the environment changed and ITS made adjustments to the infrastructure to accommodate users' demand on the system. Those changes brought stability to the system and reduced the number of midday crashes.

In February, the ILS and ITS staff members upgraded the system software to the Voyager 2000.1.3 release, in the first software upgrade implemented since the LC ILS came online in August 1999. Together, ILS and ITS personnel installed new software on approximately 3,000 workstations throughout the Library.

During the upgrade (February 17–March 3), a read-only copy of the Library's online catalog was available for staff members and the public; some staff members were also able to create and update bibliographic records that were loaded into the database at the conclusion of the upgrade.

Throughout the upgrade period, the Library met its commitment to the public to provide access through the Web; to publishers, who received CIP data in a timely manner; to CDS customers, who received their daily and weekly subscriptions; and to the bibliographic utilities (OCLC and the RLG) for the exchange of bibliographic data. The upgrade was completed on schedule, and all staff members were able to commence work in the upgraded LC ILS as planned on March 4.

On July 1, the Library implemented a new service, LC Authorities, which made the Library's authority records available on the Web. The users gave overwhelmingly positive responses, and the Library made LC Authorities a permanent service at the end of the fiscal year.

The Library issued a task order that shortened the Voyager fiscal period close process from five days to four hours, thereby allowing acquisitions staff members to resume work in the system much sooner. ILS staff members worked with the Acquisitions Directorate to implement the Voyager electronic data interchange capabilities to accept electronic invoices for subscriptions.

After the signing of a new collective bargaining agreement with the Library's Professional Guild, the ILS Office assumed responsibility for testing hardware and software to prepare for the Library's implementation of telework. At the close of the fiscal year, the ILS Office was on schedule to complete testing and to begin support for teleworkers using the ILS on November 18, 2002.

ILS Office staff members worked with reference staff personnel and area specialists to plan for the phase-out of the Voyager Windows Online Public Access Catalog (OPAC) and to implement the Web OPAC in the reading rooms. ILS analysts designed substitutions for features that will not be available in the Web OPAC when Voyager version 2001.2 is implemented in the next upgrade during fiscal 2003.

The ILS Office planned for implementing a Voyager database for the National Library Service for the Blind and Physically Handicapped. After testing and evaluating led to modifications in the specifications, staff members expected the database to go online in the second quarter of fiscal 2003.

The ILS staff members worked with the Congressional Research Service (CRS) to implement the acquisitions and circulation functions in the CRS Voyager database, and they met the deadline to move CRS into production for both modules at the beginning of fiscal 2003.

Fiscal 2002 marked the integration of the LC ILS into the Operations Directorate of Library Services, with the recognition that the ILS supports users throughout the Library. To that end, representatives from each of the directorates in Library Services, as well as Copyright, CRS, ITS, Law Library, and the Office of Strategic Initiatives, formed the ILS Coordinating Committee to provide guidance and communication on policies and priorities related to the ILS.

Planning and Financial Management Team

The Planning and Financial Management Team reviewed and tracked expenditures for more than 10,000 documents. It monitored the expenditures of appropriated funds as well as more than 200 gift, trust, revolving, and reimbursable funds. It also prepared quarterly status reports of funds; coordinated the preparation of Management Decision Packages, which were used to request new personal and nonpersonal funding for submission to the Executive Committee and to prepare the Justification of Estimates for Congress; and successfully executed the service unit's budget, including the new reprogramming restrictions imposed by Congress for the fiscal 2002 budget.

The Planning and Financial Management Team implemented the new revolving fund legislation, which became effective October 1, 2001, and worked with the Financial Services Directorate to implement a new method of reporting status of funds for the new revolving funds.

PRESERVATION DIRECTORATE

During fiscal 2002, the Preservation Directorate provided a comprehensive range of services to preserve, protect, and make available the Library's extensive collections. Through the directorate's four divisions and two special programs, 1,126,598 items were preserved at a total cost of \$11,205,276. The average per-item cost was \$9.95.

The directorate's notable accomplishments included the following: providing 30,000 hours of conservation for custodial division collections, including the selection and stabilization of 220 items for American Memory; successfully completing the first year of a five-year preventive preservation initiative; deacidifying 150,000 books and installing a flat-sheet mass deacidification treater that is in the Library and will rescue

1 million books and 5 million manuscripts over a five-year period; completing the first year of a multiyear project to determine the life expectancy of compact disc (CD) media; preservation microfilming of 2,334,737 exposures (4.7 million pages) to be available to the public; and developing a Request for Proposal for preservation digitizing. Digital preservation activities within the directorate included hosting visits to the Library by national and international digital preservation experts, plus contributing to the efforts of the National Digital Information Infrastructure and Preservation Program.

The Preservation Directorate participated in the work of the Library's Emergency Management Team and the Collections Security Oversight Committee. Guidelines for responding to water-related emergencies were revised, key areas in the directorate were recommended for security upgrades, and a review of most highly valued items was coordinated with the director for acquisitions and key Library stakeholders. To enhance emergency preparedness, Preservation Directorate staff members deployed 100 collection emergency response kits and commissioned the purchase of a mobile flash freezer unit to stabilize water-damaged library materials. The directorate's Beeper Team responded to ten water-related incidents during fiscal 2002. Its quick response substantially reduced damage to collections.

To learn about the effects of biohazard remediation on library materials, the Conservation Division, in collaboration with the Environmental Protection Agency, placed library materials in various housings into a chlorine dioxide chamber, exposed the materials, and then evaluated them for damage. The results of those tests were shared with the Architect of the Capitol and with Library officials involved in biohazard remediation.

To support the Library's digital preservation efforts, the directorate developed a technical plan for a digital preservation lab and program. The plan focused specifically on developing both digital reformatting capabilities and methods for evaluating technical approaches to the preservation of born-digital information. The program involved developing a laboratory to test ways to preserve digital content. It would also serve as a training center for staff members and interns and would function as a clearinghouse for information related to digital preservation.

To understand better the life expectancy of digital media (CDs, digital video disks [DVDs], etc.), the directorate continued its study into CD aging, with a report of findings for the first phase of this work to be issued early in the next fiscal year. During fiscal 2002, the directorate entered conversations with the National Institute of Standards and Technology and with the National Archives and Records Administration about testing digital media, an effort that will continue as a formal research collaboration.

To support the off-site storage of Library collections, the directorate implemented a program to preserve, package, and label items before their relocation to storage facilities at Culpeper, Virginia, and Fort Meade, Maryland, Module 2. Directorate staff members contributed to the completion of Fort Meade Module 1 by reviewing construction plans; procuring special book storage boxes; assisting in the processing of books for the new facility; and contributing to the commissioning of Fort Meade's heating, ventilation, and air conditioning (HVAC) systems.



Senior Paper Conservator Heather Wanser applies a stretch-flattening technique to the Waldseemüller map. (Photo by Marita Clance)

In fiscal 2002, the directorate implemented the first year of a five-year special project to preserve “at-risk” collections, improve environmental storage conditions, develop specifications for storage furniture, and conduct a pilot project into strengthening paper. All funds allocated for year one were successfully obligated, and all first-year targets were met.

The directorate's Motion Picture, Broadcasting, and Recorded Sound Working Group addressed issues about preserving sound recordings, films, and videotapes. The group

designed and produced archival sleeves for sound discs and developed a draft specification for a metal film storage can. It also worked on making the sound and moving image collections ready for their move to Culpeper, including developing preservation enclosures to protect items in transit.

The directorate completed the third year of an environmental monitoring project with Image Permanence Institute to optimize collection environments by using existing equipment. Temperatures in the Rare Book and Special Collections Division were lowered slightly, an adjustment that was expected to add approximately twenty additional years of life to the materials stored in the division. Directorate staff members continued to work closely with the Architect of the Capitol to improve conditions in all storage areas, and they assisted in deploying additional environmental sensors and data loggers in key stack locations.

Conservation Division

Conservators treated more than 7,000 rare books, manuscripts, and photographs and provided preventive housing for more than 270,000 items from eleven custodial divisions. Treatments included 4,551 unbound paper items and photographs plus 2,653 volumes and sheets. Additionally, 9,465 items were housed or rehoused.

Rare items treated included the 1507 Waldseemüller Map of the World (*Cosmographia Mundi*), three volumes of the Gutenberg Bible and two volumes of the Mainz Bible (both digitized by the Octavo Corporation), thirty-seven ancient cuneiform tablets, one of the Library's oldest Armenian Gospels, the Megilat Esther scroll, items from the Joseph Pennell collection, an important medieval music manuscript on vellum sheets that was conserved and bound in wooden boards with alum tawn skin, early music books, Herblock cartoons, and watercolors of the White House and U.S. Capitol after the attack by the British.

More than 1,000 unbound and 400 bound items from ten collections in five divisions were reviewed and treated before they were digitized. Those items included the Wright Papers, the Captain Reynolds Papers, the Freedom's Fortress Web site materials, the Official State Songs, the National Anthem materials, the Civil War Sheet Music, the Edison Collection, the North American Woman's Suffrage Association Collection, and the material from the Kraus Collection, plus pamphlets, diaries, letters, and other rare items for the African American Odyssey Web site.

In the first year of an initiative to preserve "at-risk" collections by replacing acidic housings with permanent and durable enclosures, more than sixty collections from eleven divisions were selected for rehousing.

The Conservation Division continued its successful program of training interns, by hosting fifteen conservation interns from two U.S. graduate programs (Winterthur and University of Texas) and from Argentina, Armenia, Brazil, India, Italy, Japan, Russia, South Africa, and Switzerland. Four education and user awareness workshops were held for 100 staff members in the American Folklife Center and the National Digital Library. Conservation staff members presented more than twenty lectures and workshops in the United States and ten other countries.

Binding and Collections Care Division (BCCD)

In fiscal 2002, the Library Binding Section (LBS) labeled a total of 167,939 volumes, quality reviewed 218,950 volumes, and prepared 105,685 volumes for binding. The total number of volumes sent for commercial binding during the fiscal year was 225,635. Contractors processed 35,019 monographs and 47,871 serials. The Cataloging Directorate continued to collaborate on the labeling of items. BCCD also conducted training sessions about call number labeling for Serial Record Division and Asian Division staff members.

The Collections Care Section repaired 2,525 volumes and boxed 7,126. The section upgraded its database to create reports that listed the number of volumes repaired by division, by staff member, by Association of Research Libraries treatment level, and by number of boxes made for each divisional customer. The section trained four interns during the year.

Research and Testing Division

In the division laboratory, research on developing a new accelerated aging test yielded a new understanding about the reaction mechanism by which paper ages.

Developed by the Research and Testing Division, a recipe for a new cleaning solution for sound recordings, was made available on the Preservation Directorate's Web site. This one-step cleaning solution offered the public and the audio preservation community an effective and convenient solution to cleaning recordings of various types.

Division staff members participated in developing two preservation standards: (1) for paper, a new, accelerated aging test developed jointly with the Canadian Conservation Institute and based entirely on findings from Library laboratories, a test that has now been accepted by the American Society for Testing and Materials (ASTM) as a new standard (ASTM D6812-02); and (2) with the Association for Image and Information Management's Standards Board, a PDF (portable document format) standard, "PDF-A," for archival or permanent documents. A division staff member chaired the ASTM Subcommittee D14.50 for Hot Melts, Pressure-Sensitive and Archival Adhesives,

which worked to develop international standards for label and pressure-sensitive adhesive materials for libraries and archives. Staff members continued to develop specifications for permanent and durable materials to house Library collections. Work this year included specifications for pressure-sensitive adhesive products intended as theft detection strips for books and videocassettes.

Preservation Reformatting Division

The preservation microfilming program produced 2,334,737 exposures (4.7 million pages) on preservation-quality microforms for service to the public. Materials reformatted included numerous American, Middle Eastern, European, and Asian-language newspapers; copyright playscripts; and Law Library periodicals. Preservation Reformatting Division (PRD) staff members worked with the Photoduplication Service to develop a workflow for Photoduplication Service on-demand customer requests for microfilm that would ensure a timely turnaround for public customers while simultaneously providing preservation service copies of the film for the Library's collections. PRD also worked with the Photoduplication Service to process brittle materials for filming, thereby collating more than 666,000 pages of foreign language newspapers, including 400,000 in the Arabic language. The Paper Facsimile Copy Program replaced ninety-seven embrittled reference volumes from the Library's reading rooms with preservation-quality, acid-free paper facsimile volumes bound to the Library's standards.

The digital preservation reformatting program instituted digitization of books requested for interlibrary loan and completed digitization of a set of Memorial Volumes for the Humanities and Social Sciences Division, thus adding 5,300 images to the Library's digital collections.

PRD and ITS collaborated while evaluating the International Standards Organization (ISO) standard archival image format JPEG 2000. Preliminary results indicated that significant improvements in image quality, storage efficiencies, and ease of delivery are achievable with the use of JPEG 2000. Another collaborative activity involved PRD technical staff members working with several other Library offices and with imaging scientists at Eastman Kodak by using ISO standard scanner performance tests to characterize the accuracy of scanning equipment at various settings.

Mass Deacidification

Since the 1970s, the Library has provided international leadership in solving the worldwide problem of deteriorating acidic paper. With a successful mass deacidification program in place since 1996, the Library has extended the useful life of more than 550,000

books through a new preservation technology that neutralizes the acid in paper. In fiscal 2002, the Library expanded treatment to 150,000 books, achieving the second-year goal of a five-year contract that would enable the Library to deacidify 1 million books. Initiating another important objective of its Thirty-Year (One-Generation) Mass Deacidification Plan, the Library negotiated with the deacidification contractor to build a new single-sheet treatment cylinder at the contractor's expense. This equipment, installed at the Library late in fiscal 2002, will permit on-site deacidification of 1 million pages of nonbook, paper-based materials annually, including nonbook collections materials that are too valuable to be transported to the vendor plant near Pittsburgh, where the Library's books continue to be deacidified.

U.S. Newspaper Program

The National Endowment for the Humanities announced USNP grant awards totaling \$1.7 million in fiscal 2002 to fund projects in four states: Illinois, Michigan, New York, and Tennessee. The USNP documents and preserves historic newspapers throughout the United States. State projects were completed in Connecticut, the District of Columbia, and Oregon. Active projects continue in Arizona, California, Illinois, Michigan, New York, Tennessee, and Virginia. To date, the National Endowment for the Humanities has provided \$48.2 million in support of USNP projects. Nonfederal contributions total about \$19.3 million. Completed and current projects will produce records of 163,600 newspaper titles and will microfilm 63.3 million pages of newsprint by the conclusion of all projects.

PUBLIC SERVICE COLLECTIONS DIRECTORATE

The Public Service Collections Directorate made progress in reducing the special format arrearage, added outstanding materials to the Library's collections, prepared for the opening of new off-site storage facilities at Fort Meade and Culpeper, significantly improved the security of the collections, and integrated digital activities into core mission processes in fiscal 2002.

Arrearage Reduction

The Veterans History Project received 3,210 collections, and 1,934 were processed and transferred into a multiple access-point database. In the Geography and Map Division, a total of 17,575 maps were controlled by 5,815 bibliographic records; a total of 777 atlases were controlled by 623 records. Additionally, the division completed processing 90 percent of the 350,000-item transfer from the National Imagery and Mapping Agency during fiscal

2000. The Manuscript Division Preparation Section processed 879,539 items, a decrease of 5.2 percent from the 927,806 items cleared in fiscal 2001, which was attributable to staff transfers and a concentration on smaller, more complex collections and additions. It also processed 116 new collections, including the papers of Daniel Patrick Moynihan, Sigmund Freud, Lucy Kroll, and Giles Rich.

The total sound recording arrearage in the Motion Picture, Broadcasting, and Recorded Sound (MBRS) Division was reduced to approximately 900,000, the lowest level since the arrearage project began in 1989. For moving image materials, 145,628 items were cleared on inventory records, and nearly 5,000 arrearage items were processed through efforts of two staff members detailed from the Conservation Division in the fourth quarter.

The Recorded Sound Processing Unit developed a workflow system with the MBRS Recording Laboratory in which all recordings that were to be preserved would receive initial bibliographic control in the ILS before preservation as well as complete records after preservation. No systematic program for control of preservation work existed until this project was developed. The system was further developed to include creation of METS records for the collections digitally preserved.

In the Music Division, 335,478 items were cleared from the arrearage, including 102,567 from the Irving Berlin Collection and 169,805 from the Theodore Presser Music Company Archives. Significant progress was made with the Martha Graham Collection during the summer and early fall after the ban on processing the collection, which had been imposed by litigation, was lifted; 3,159 items were processed.

The Prints and Photographs Division cleared 412,091 items, compared to 276,882 in fiscal 2001. Images newly accessible to researchers included 245,165 unpublished color slides and transparencies covering the years 1959–1969 in the *Look* magazine archives, plus 118,043 photographs and drawings in the Historic American Building Survey/Historic American Engineering Record.

Acquisitions

The American Folklife Center acquired 3,200 individual Veterans History Project multiformat collections. The center also acquired the Aaron Ziegelman Foundation Collection, consisting of photographs, photographic negatives, letters, manuscripts, maps, videotapes, and ephemera that document a variety of cultural traditions and aspects of

*The American Folklife
Center acquired
3,200 individual
Veterans History
Project multiformat
collections.*

everyday life in the Jewish *shtetl* of Luboml, Poland, before that community's obliteration during World War II.

The Geography and Map Division acquired and reviewed 46,131 cartographic items. The division's primary focus for acquisition was directed toward successful completion of the purchase of the 1507 world map by Martin Waldseemüller. During fiscal 2002, more than \$7 million was raised to purchase the map and its exhibition. Work continued to complete the purchase by June 2003.

Among foreign acquisitions, special attention was directed to acquiring cartographic materials of Somalia and the Middle East, with a particular focus on Afghanistan, Iran, Iraq, and Pakistan. The division worked with the Library's Overseas Operations Office to acquire national mapping resources of Brazil, Egypt, Indonesia, and Turkey. The division continued an active cooperative acquisition program with the State Department's Foreign Map Procurement Program, which brought 6,002 maps, 118 atlases, 55 computer files, and 9 publications to the Library this fiscal year.

From ProQuest Information and Learning, the Library acquired access to the Web site titled Digital Sanborn Maps, 1867–1970, which provides digital access to 700,000 large-scale maps documenting structures in more than 12,000 American towns and cities. This electronic database was created from a microfilm copy of the Sanborn fire insurance map collection in the Library of Congress.

The MBRs Division acquired the Prelinger Collection of 48,000 educational, industrial, and advertising films and independent productions from the 1930s to 1960s and the Daniel P. Moynihan video collection of 900 videocassettes that were part of Senator Moynihan's papers. The Music Division received several distinguished new collections: Adolph Bolm Collection (400 items), Katherine Dunham Collection (1,000 items), Andre Previn Collection (6,000 items, on deposit), Romberg Orchestra Library (33,000 items), and the Leonard P. Smith Collection (115,000 items).

The Prints and Photographs Division added 196,478 items to the collection in fiscal 2002—a huge annual increase over the 38,916 received in fiscal 2001. Items of special note include a rare architectural rendering in watercolor for a Louisiana resort hotel dated 1838 by M. Vergnes; a unique, half-plate daguerreotype of Cherokee Nation chief John Ross; two sketches for imaginary garden pavilions by the master Viennese designer Josef Hoffman; the Lester Glassner Collection of 100 movie posters from the years 1920 to 1980, including those for such cinematic masterpieces as *Gone With the Wind*, *Meet Me in St. Louis*, *Snow White*, *Mildred Pierce*, and *All About Eve*; the Charles M. Goodman Papers consisting of some 20,000 architectural drawings and prints created in 1935–1987 by a leading modernist architect of residential buildings; and the Paul Rudolph Archive, consisting of some 90,000 architectural drawings and photographs.

Throughout the year, Prints and Photographs concentrated on rapidly acquiring a wide variety of pictorial materials related to the 9/11 terrorist attacks. Among the highlights of the division's unmatched 9/11 archives are 126 photographs of ground zero, taken by nineteen New York City news photographers; 2,549 original works of art inspired by the terrorist attacks in the Exit Art Reactions collection; 5 eyewitness color photographs of the attack on the Pentagon; 10 poster-style photo essays in the series "Courageous Americans" featuring photographic portraits of rescue and emergency personnel, a work commissioned by Burger King Corporation from the photographer Richard Avedon; 335 original drawings by leading cartoon and comic book artists created for groundbreaking publications *September 11: The World's Finest Comic Book Writers and Artists Tell Stories to Remember* (2 vols.), *9/11 Emergency Relief*, and *World War III*; and 58 documentary photographs of the destruction at the Pentagon and of the Shanksville, Pennsylvania, crash site taken by news agency photographers. The archives include a broad spectrum of fine prints, art photographs, drawings, and commemorative posters and graphic designs, including an unusual series of Urdu and Arabic posters featuring Osama bin Laden and Koranic injunctions on jihad.

The Library of Congress approved the Serial and Government Publications Division's recommendation to provide on-site users with access to Accessible Archives titles and its recommendation to ensure the availability of full-text nineteenth-century African American newspapers.

Off-Site Facilities

Preparation activities continued throughout the year for the opening of the Fort Meade, Maryland, facility, which was scheduled for November 2002. The Geography and Map Division participated in discussions involving the use of the Fort Meade Module 2 Storage Facility by calculating and planning to relocate 100 map cases (five-drawer units in Module 2).

Planning for the National Audio-Visual Conservation Center (NAVCC) in Culpeper, Virginia, broadened to include not only continuing design consultation for the architectural and engineering team but also program, business, and preservation production planning for the overall Culpeper operations. A *Program and Vision Statement* for the NAVCC was prepared in March. During the summer, an investment and program cost model and detailed cost requirements for the entire facility across a five-year period were drafted. In other work, the MBRs Temporary Audio-Visual Storage Center, Elkwood, Virginia (a 36,000-square-foot storage facility), was acquired by the Packard Humanities Institute for temporary storage of film and video materials previously stored in the Culpeper facility, until completion of the NAVCC.

Collections Security

The Collections Access, Loan, and Management Division, Collections Maintenance Section, installed book theft detection targets in 328,362 volumes in the general collections and incoming materials in the Copyright Office. Since 1992, targets have been installed in 7,800,991 collection items, or 65 percent of the general collections.

During the fiscal year, 37,828 readers were registered in the Library's Reader Registration station. Two Security Awareness Web sites were launched, one for the public and the other for staff. By the end of the fiscal year, the public site attracted an average of more than 8,500 hits per month. The staff Web site recorded a total of 1,500 hits since its launch.

A total of 109,675 items scheduled for transfer to Fort Meade were linked in the ILS Circulation module.

The Geography and Map Division awarded a contract to History Associates Inc. to rehouse 75,000 pre-1900 maps and completed the second year of the Texas map preservation project, which had been made possible through three generous grants from George Tobolowsky.

Two new security vaults were planned for the Geography and Map Division and Music Division. The Architect of the Capitol gave approval to construct the Secure Storage Area on the microfilm deck to house all eighteenth-century newspaper and comic book "Gold" collections in the custody of the Serial and Government Publications Division. The outdated Suitland film vaults were closed, and all holdings were transferred to the environmentally stable and physically secure nitrate preservation facility at Wright-Patterson Air Force Base in Dayton, Ohio.

On January 1, contract security guards were hired to monitor the security cameras and antitheft detection gates of the Science and Business Reading Room and in the Computer Catalog Center on the fifth floor of the John Adams Building. In July, a contract security guard station opened inside the Newspaper and Current Periodical Reading Room, in addition to the cameras, antitheft detection gates, and theft tags that were in place.

Reference, Research, and Outreach

The Digital Reference Team hosted 392 programs for 7,173 visitors in the Learning Center. The team designed several new workshops offered to educators and students either in the sixteen-seat computer classroom or off-site by videoconference. Because of decreased travel to the Washington, D.C., area and the lingering effects of the 9/11 attacks, in-person attendance decreased; however, the number of videoconferences increased significantly. A total of 559 educators attended thirty-eight in-house workshops, and

2,038 educators participated in eighty-two videoconference sessions. The Digital Reference Team handled, by electronic mail, more than double the number of requests over the previous year—7,300 requests for information about American Memory and the Learning Page.

The Humanities and Social Sciences Division received more than 1,700 electronic reference questions a month by the end of the year.

The Audio-Visual Digital Prototyping Project refined a digital object metadata system that captured METS digital-object metadata in Oracle and Java applications hosted on the Library's servers. Java tools produced the XML output from the database. More than 500 METS digital objects were added to the database.

New initiatives for the National Preservation Boards and Foundations this year included the National Film Registry Web site. The National Recording Preservation Board convened for the first time in March 2002. The MBRs Division laid the groundwork for an Internet-based Moving Image Gateway, a collaborative project of the Association of Moving Image Archivists and the Library of Congress. A \$900,000 National Science Foundation grant, which was announced in September, would fund the two-year development of the Web portal (now known as MIC [Moving Image Collections]), which would eventually be hosted by the Library of Congress.

The full integration of digital library activities into other processing and cataloging work resulted in many additions to the Prints and Photographs Online Catalog (PPOC). In fiscal 2002, 120,926 new digital images were added to PPOC for a total of 958,307 images accessible worldwide on the Internet. A systematic effort was also made to convert hard-copy statements in the division's Restrictions Notebook into online notices in the Rights and Restrictions Information page on the home page of the Prints and Photographs Reading Room.

The Humanities and Social Sciences Division implemented a reorganization that became effective in September 2002. Three major changes occurred: (1) The Main Reading Room (MRR) Section was divided into two sections, with the head of the Main Reading Room (MRR I) responsible for Collection Development, and with the coordinator of public services for the Main Reading Room (MRR II) responsible for the Reference Referral Service (RRS); both will be responsible for MRR staff and functions. (2) The Microform Reading Room Section was renamed the Microform and Machine Readable Collections (MMRC) Reading Room, and acquired custodial and service responsibility for the machine-readable collections and the microform collections. (3) The Electronic Resources Services Section was eliminated, and the automation function of the division was transferred to the new MMRC and the RRS was transferred to MRR II.



OFFICE OF THE LIBRARIAN

BUILDING ON THE SUCCESS of the inaugural National Book Festival on September 8, 2001, the Library planned a second annual book festival for October 12, 2002, with First Lady Laura Bush as host. At the end of fiscal 2002, plans included some seventy authors participating on the west lawn of the U.S. Capitol.

The Library's highest priority throughout the year remained the security of the staff members, collections, and facilities. As a result of the terrorist attacks and anthrax incidents, the Library initiated and expanded security-related activities during fiscal 2002. In support of those initiatives, Congress approved a supplemental appropriation of nearly \$39.1 million in emergency security funds that allowed the Library to address the effect of the terrorist attacks on its operations. The Library's Office of Security continued to implement various components of the Library's 1999 Security Enhancement Implementation Plan while leading the effort to coordinate emergency communications between the Library, the U.S. Capitol Police, and various law enforcement agencies.

INTERNATIONAL HORIZONS

The Office of the Librarian continued to provide leadership for the International Horizons program, a global cooperative project to digitize the Library's international collections along with treasures from other institutions around the world. The Librarian's Office staff members undertook project planning and fund-raising activities for existing projects and potential collaborations, including Chief of Staff Jo Ann C. Jenkins's trip to visit partners in Spain and Italy in the early spring.

International Horizons was presented as a topic for future development at the fall meeting of the James Madison Council. The Librarian outlined his vision for educational outreach and expanded digital offerings from the Library's main Web site, with particular emphasis on materials showcasing the Library's international digital offerings.

By year's end, the International Horizons site had grown to incorporate Portals to the World, a Web site linking to electronic resources in more than fifty countries, as well as Meeting of Frontiers (a bilingual English–Russian digital library) and Parallel Histories, or Historias Paralelas, (a bilingual English–Spanish digital library). As a result of that growth, a name change from International Horizons to Global Gateway was anticipated early in fiscal 2003.

CONGRESSIONAL RELATIONS OFFICE

The Congressional Relations Office (CRO) was the primary point of contact between the Library and the members of Congress, congressional committees, or congressional staff members for all needs and purposes other than legislative research.

In fiscal 2002, the office responded to more than 6,500 congressional inquiries about the Library's collections, programs, operations, and facilities. CRO prepared official correspondence for the Librarian and Deputy Librarian in response to inquiries from members of Congress. CRO also furnished numerous briefings, position papers, fact sheets, and policy analyses for congressional staff members and Library officials on issues and legislation affecting the Library.

Appropriations

The Library's budget request for fiscal 2003 was \$572.7 million including authority to spend an additional \$36.6 million in receipts. The Librarian of Congress and other Library officials testified about the Library's budget before the Senate Subcommittee on Legislative Branch Appropriations on March 13, 2002, and before the House Subcommittee on Legislative Branch Appropriations on April 24, 2002 (see also Appendix B: The Librarian's Testimony). A major part of the Library's submission was funding to provide mandatory pay raises and price-level increases. Other increases reflected support for the National Digital Library and the Law Library's joint electronic initiative, collections access, preservation, and security of artifactual collections. Appropriations also enhanced CRS analytical and informational capacity, infrastructure support, and Copyright Office reengineering.

Different versions of the fiscal 2003 Legislative Branch Appropriations Bill were passed in the House on July 18 and in the Senate on July 25. At the end of the fiscal year, the conference committee had not yet met to reconcile differences between the House and Senate versions of the bill for fiscal 2003 (House Resolution [H.R.] 5121). As a result, the Library operated under a Continuing Resolution, which funded operations at fiscal 2002 levels.

Veterans History Project

Signed into law on October 27, 2000, Public Law 106–380 directed the Library of Congress to work with interested groups and individuals to establish a Veterans History Project that would collect video and audio recordings of personal histories and testimonials of American war veterans. Throughout the fiscal year, CRO worked closely with the project to coordinate all aspects of congressional activity, including raising congressional awareness of the project and encouraging congressional participation. CRO helped with congressional mailings, kept sponsors of the legislation informed of activities and progress, and aided the project in starting a program to collect oral histories of members of Congress who are war veterans.

Capitol Visitor Center

The Architect of the Capitol began construction on the Capitol Visitor Center (CVC) during 2002. Upon request of the Librarian of Congress, early in fiscal 2002 the Capitol Preservation Commission approved the addition of a tunnel from the CVC to the Thomas Jefferson Building. CRO staff members have also been involved in monitoring the designs to modify the Jefferson Building, plus the progress of CVC exhibits that are planned.

Security

During the year, CRO provided the Joint Committee on the Library with information on the Library's current security practices and worked with committee staff members to obtain approval of the Library's plan for perimeter security upgrades. The plan's approval released funding for various security upgrades around the Library's three Capitol Hill buildings. Installation of motor vehicle barriers and several other upgrades are currently under way.

National Book Festival/Capitol Grounds Resolution

CRO supported congressional enactment of legislation that authorized the use of the Capitol grounds for the second annual National Book Festival scheduled for October 12. The first National Book Festival had been held on the Library's grounds and the Capitol's east front grounds on September 8, 2001. After CRO briefed the Library's congressional oversight committees and other congressional committees of jurisdiction about the Library's plans, on March 12, Representative Steve LaTourette (R-Ohio) introduced House concurrent Resolution 348, authorizing use of the west Capitol grounds for the second annual book festival. The measure was approved by the House on April 30 and the Senate on September 3. At year's end, CRO was involved in extensive planning efforts for the

upcoming festival, including mailing information to all members of Congress about the festival and assisting in all phases of congressional participation.



On September 8, 2001, Librarian of Congress James H. Billington opens the National Book Festival, which was sponsored by the Library of Congress and hosted by First Lady Laura Bush.

National Digital Information Infrastructure and Preservation Program

In September, the Library held several briefings for its appropriations and oversight staff members about the strategic plan of the National Digital Information Infrastructure and Preservation Program. The plan was to be submitted to the Joint Committee on the Library in October. Congress specified that \$5 million of the \$99.8 million appropriated for this project could be spent during the initial phase for planning and emergency acquisitions. When Congress approves the strategic plan, the rest of the money will be made available, pending private-sector matching commitments.

House History

Public Law 106–99 directed the Librarian of Congress to create an illustrated, chronological narrative history of the House of Representatives. The book will be available for sale to the public in the Capitol Visitor Center, as well as through the Library’s Sales Shop and bookstores throughout the country. During the year, CRO worked with the Library’s Publications Office to secure the services of renowned historian Robert Remini to write the book and will continue to support the completion of the project.

E-Government

Early in the 107th Congress, both the House and the Senate considered legislation that would enhance interagency cooperation on important objectives such as crime fighting and emergency response through the coordinated use of technology. As introduced, the legislation would have created a government-wide chief information officer (CIO), strengthened the existing CIO Council, authorized \$5 million each for the Library and the National Science Foundation to create an online national library, and required the establishment of federal cataloging standards. In a hearing on the bill, Senator Ted Stevens (R-Alaska) urged the Senate Governmental Affairs Committee to look at the Library of Congress as a model for organizing and providing access to both digital and print material.

As the 107th Congress drew to a close, the E-Government legislation (S. 803 and H.R. 2458) was amended to reflect compromises between Congress and the Office of Management and Budget (OMB) and, to a smaller degree, consultation with the Library. The amended bill does the following:

- creates a new Office of Electronic Government (OEG) within OMB, rather than a government-wide CIO;
- designates the OEG director and the General Services Administration (GSA) to administer a portal to federal electronic services and information (this provision replaces the online national library in the original bill);
- creates a public domain directory of federal government Web sites; and
- directs an interagency committee on government information (which may include representatives from the legislative and judicial branches) to recommend standards for indexing and classifying government information to enhance accessibility, usability, and preservation of government information. Other functions of the new OEG include setting government-wide standards for agency Web sites.

Webcasting

In February 2002, a Copyright Arbitration Royalty Panel (CARP) concluded its proceedings to determine rates and terms for the statutory license for Web-based radio programs. The CARP report was reviewed by the Copyright Office and the Librarian, and on June 20 the Librarian issued a decision setting the royalty rates in accordance with statutory parameters of the Digital Millennium Copyright Act. The Congressional Relations Office worked closely with the Librarian and the Public Affairs Office in responding to congressional and public reaction to the Webcasting royalty decision. They also kept Library management apprised of legislative actions relating to the decision and to the CARP process generally. At year's end, a number of appeals of the Librarian's decision were pending before the U.S. Court of Appeals for the District of Columbia Circuit.

Congressional Events

During the year, CRO received and responded to thousands of inquiries from congressional offices for library services. At year's end, CRO was in the process of redesigning its Web site to better serve members of Congress and their staff members. The Congressional Research Service Web site will include a link to the CRO Web site.

In fiscal 2002, members of Congress hosted 105 events at the Library, which CRO coordinated with the Office of Special Events. Those events were held in the Members Room and other Library facilities. The office also coordinated congressional participation in Library-sponsored events. Congressional events at the Library included the following:

- On September 18, 2002, the chair of the House Republican Conference, J. C. Watts (R-Okla.), cohosted a luncheon and reception in the Members Room to honor legendary members of the Negro Baseball League. Former Negro League baseball players and famed baseball great Willie Mays attended the event.
- A farewell dinner in the Members Room to honor Representative Tim Roemer (D-Ind.), who was retiring from Congress, was held on September 17, 2002.
- Representative James Clyburn (D-S.C.) held a reception in the Great Hall for the Congressional Black Caucus's Foundation Annual Legislative Conference on September 13, 2002. Several members of the Black Caucus and celebrities from the movie industry, such as Wesley Snipes, attended the event.
- On May 7, 2002, CRO coordinated and held its first off-site luncheon and dinner for Senate spouses in the Senate Caucus Room. The theme was "Children and Literacy."

Several Library curators displayed items from the Library of Congress's collections, such as the Tom Sawyer literary map, a pictorial map of Texas, and a letter from President Theodore Roosevelt to his son. The luncheon was held in honor of First Lady Laura Bush. CRO coordinated the selection of 700 children's books from the Library's surplus books collection, which were presented to Mrs. Bush by Mrs. Linda Hall Daschle (wife of Senator Thomas Daschle, D-S.D.) and were later donated to a local library.

- The Library cosponsored a dinner in the Members Room for the Joint Committee on the Library on April 16, 2002.
- On February 6, 2002, current Democratic Minority Leader and past House Democratic Whip Nancy Pelosi (D-Calif.) hosted a luncheon in the Members Room honoring female members of Congress.
- The Senate Democratic Conference held an all-day policy meeting on January 30, 2002, in the Members Room, followed by a dinner in the Great Hall.
- On January 24 and 25, 2002, Democratic Leader Richard Gephardt (D-Mo.) hosted a two-day policy workshop for House Democrats in the Members Room. The workshop was attended by more than fifty members of Congress.
- The House Republican Conference Press Secretary's Workshop was held in the Members Room on January 16, 2002. Presidential Press Secretary Ari Fleischer was the keynote speaker.

CRO coordinated an additional seventy-three meetings and receptions hosted by members in the Members Room and other Library facilities. CRO staff members also participated on the planning team for the Third Annual House Fair on April 2, 2002. Coordinated by the chief administrative officer of the House of Representatives, the annual event provides the Library with an opportunity to share information on its activities and congressional services with House staff members.

OFFICE OF COMMUNICATIONS

The Public Affairs Office (PAO) supported and advised the Librarian of Congress and his senior managers on all matters relating to the Library and the media and relating to the use of the Library's name and logos. The public affairs officer continued to serve as acting director of communications throughout fiscal 2002.

During the year, the office issued 169 press releases, fielded 4,116 phone calls, and responded to inquiries from 466 visitors. During the year, the office compiled nearly 2,200 major news clippings that featured the Library's programs and activities—a 33 percent increase over the previous year. PAO distributed those clippings each week to senior Library officials. It also compiled eighty-eight television and radio clips featuring the Library.

A principal effort of PAO during the year was publicizing the second annual National Book Festival, which was to be held on October 12, 2002. Building on the enormous success of its inaugural event in 2001, the second annual National Book Festival would once again be sponsored by the Library of Congress and hosted by First Lady Laura Bush. The Library once again contracted with the public relations company of Fleishman-Hillard to help publicize and provide logistical support for the festival.

At the beginning of the fiscal year, the Library's response to the events of September 11, 2001 (9/11), featured prominently in the news media. Stories about the launch of the online archives and the American Folklife Center's call for oral histories about 9/11 appeared in the *New York Times*, *USA Today*, *Los Angeles Times*, and National Public Radio, among many other outlets. In the aftermath of those events, the press turned to the nation's library for expertise about terrorism, and the Federal Research Division's and Congressional Research Service's area specialists were quoted in major news stories.

The Library's weeklong closing in October for anthrax testing received wide national and extensive local coverage. In an editorial in the October *American Libraries*, Leonard Kniffel wrote that the Library's National Book Festival on September 8 "seems like a sad memory, a day that marked not a new start, but the end of an innocent world that showed itself on the Capitol lawn for that one last safe and friendly day."

Nevertheless, Library operations resumed and major press stories followed a November announcement by the Veterans History Project about the appointment of a leadership council and major funding from AARP. More than 100 stories about the project appeared throughout the year. A D-Day anniversary "call to action," issued on June 6 by the project from the *USS Intrepid* in New York City, garnered widespread press attention such as articles in *U.S. News and World Report*, the Associated Press (AP), and the *Chicago Tribune*, plus thirty-four television mentions.

The donation of the papers of baseball legend Jackie Robinson was covered by the *Washington Post*, *Roll Call*, and *USA Today*. An announcement by the Librarian that 2,600 Russian political leaders would visit the United States through the Open World Program was distributed on PR Newswire, with many stories about Russian visitors later appearing in newspapers across the country.

At the turn of the new year, the *New York Times* ran an AP story about the Library's program to deacidify millions of books. The annual National Film Registry announcement was picked up by most major news media, including *USA Today*, *Variety*, *Hollywood Reporter*, *Los Angeles Times*, *Boston Globe*, *Seattle Times*, and *Roll Call*.

Receiving widespread national attention was Zora Neale Hurston's *Polk County*, a play produced from the Library's collection of unpublished copyright deposits. Washington's Arena Stage mounted a production of the unknown work, which the *New York Times* proclaimed "a significant contribution to dramatic literature" while the *Washington Post* called it "an exuberant, long-overdue premiere."

A decision by a Copyright Arbitration Royalty Panel to levy a royalty payment on music on Web-based radio programs, along with the Librarian's subsequent decision to halve the rate set by the panel, accounted for the largest number of press stories during the year on a single subject, with the Public Affairs Office logging more than 200 stories.

As the news media began to run ads and announcements for the Library's second National Book Festival, the year seemed to come full circle with the publication in the *New York Times* of a poem written by Poet Laureate Billy Collins. He recited it in New York City during a ceremonial session held by the U.S. Congress on September 6. Titled "The Names," the poem commemorated those who died on 9/11. It was a roster of names, from A to Z, "blown over the earth and out to the sea," a threnody that rippled out through the press to a nation still trying to come to terms with that horrific day.

The office continued to be responsible for many aspects of the Library's most popular public face, its World Wide Web site, while producing the Library's two monthly publications, *Library of Congress Information Bulletin (LCIB)* and the *Calendar of Events*, as well as a weekly staff newsletter, the *Gazette*. In cooperation with the Publishing Office, the Public Affairs Office compiled and produced the *Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2001*. The report, which highlighted the first National Book Festival, also featured a picture portfolio of that landmark event.

The Public Affairs Office continued its leadership role with the Library-wide Internet Operations Group and the user-centered redesign project for the Library's extensive Web site. A new Library of Congress home page was launched on June 10, and nearly every major PAO-supported subsite was given a refreshed design. PAO continued to publish and maintain The Library Today (a regularly updated page of news and event information), the Library Calendar of Events Page, the online version of the *LCIB*, News Releases, and CyberLC (the home of the Library's audio and video Webcasts). This year, PAO and other Library partners developed the Poetry 180 Web site, which was conceived by Poet Laureate Collins to introduce high school students to a poem each day during the academic year.

In association with the Office of Strategic Initiatives, PAO promoted and upgraded the America's Library Web site for children and families, <www.americaslibrary.gov>, with interesting historical stories and interactive activities. This site, one of the Library's most popular, has handled more than 350 million "hits" since it debuted on April 24, 2000, the 200th birthday of the Library.

With millions of dollars in both public service advertising space and creative advice donated by the Ad Council as part of its Children's Initiative effort, the Web site at <www.americaslibrary.gov> continued to be publicized through television, radio, and Web public service announcements. Through donated space on the Internet, television, and radio, the site has received an estimated \$51 million in free advertising in fiscal 2002, bringing the total to \$121 million since its debut.

The Public Affairs Office partnered with the Ad Council in designing a campaign to advertise the Library's main Web site at <www.loc.gov> as a public service. The Library designed a portal, called Wise Guide, to introduce newcomers to the educational and use-

ful resources available from the Library's Web site—one of the most extensive and popular Web sites of the federal government.

The office continued to publish the monthly *LCIB* with reviews of Library events such as concerts and lectures along with announcements of new Library initiatives ranging from digital reference services to the Veterans History Project and Poetry 180. A special forty-eight-page issue—the largest ever for the publication—was devoted to the Library's efforts to document the 9/11 terrorist attacks and their aftermath.

During the past year, the *Gazette*, the Library's publication for staff members, published forty-five issues that reported the Library's budget progression through the legislative process, exhibition openings, new acquisitions, a new electronic hiring system, myriad

talks by guest speakers, and staff news. For the third consecutive year, the *Gazette* captured the first-place award for the best continuing coverage to promote the Combined Federal Campaign in the National Capital Area.

The office's staff information-sharing efforts included approval of flyers to be posted in Library buildings about Library events, dissemination of sixty-two important electronic mail broadcast messages—a function rendered more critical in the post-9/11 climate of increased security—and the management of the information kiosk in front of the Madison Building.

The Library designed a portal, called Wise Guide, to introduce newcomers to the educational and useful resources available from the Library's Web site....

DEVELOPMENT OFFICE

During fiscal 2002, the Library's fund-raising activities brought in \$10.3 million, representing 736 gifts from 613 donors. The donor categories included 406 individuals giving \$2.2 million; 72 corporations giving \$5.1 million; 71 associations, councils, and societies giving \$648,000; 50 foundations giving \$1.5 million; 11 trusts giving \$606,000; and 3 estates giving \$226,000. Those gifts, including \$1.7 million received through the Library's Planned Giving Program, were made to 74 different Library funds and consisted of \$4.1 million in cash gifts, \$5.8 million in new pledges, and \$390,000 in in-kind gifts. The Library forged new partnerships with 259 first-time donors, including 45 associations, councils, and societies; 22 corporations; 10 foundations; and 182 individuals. Those new donors gave \$5.4 million representing 52 percent of the gifts received this year. Twenty-two new gift and trust funds were established.

Private gifts supported a variety of new and continuing programs throughout the Library, including exhibitions, acquisitions, symposia, and other scholarly programs, and the second National Book Festival, which was set for October 12, 2002. The charter sponsors of the festival—which had scheduled more than seventy award-winning authors, illustrators, and storytellers—were AT&T, the *Washington Post*, and WorkPlace USA, and the patrons were the James Madison Council, Open Russia Foundation, Public Broadcasting Service, and Target. Those donors—along with others—gave \$1.6 million to support the festival.

Other major gifts and pledges received during the fiscal year included the following:

1. \$3 million from AARP to fund the Veterans History Project;
2. \$1 million that is a planned gift from the Albert H. Small Charitable Remainder Unitrust in support of acquisitions;
3. \$500,000 from Virginia K. Gray, a volunteer docent, to establish the Waldseemüller Map Supportive Activities Gift Fund to support scholarly study, preservation, and presentation of the 1507 map containing the first use of the name “America”;
4. \$500,000 from YUKOS Oil Company to support fellowships in the European Division;
5. \$473,000 from the Rockefeller Foundation and other donors for “Save Our Sounds,” a joint project of the Library's American Folklife Center and the Smithsonian Institution;

6. \$250,000 from the Ira and Leonore Gershwin Trusts in support of the Gershwin Collection and the George and Ira Gershwin Room at the Library and to support other worthy music and literary projects;
7. \$205,000 from the University of Washington to support collection development, cataloging, and access to a collection of Web sites related to 2002 congressional, gubernatorial, and mayoral elections;
8. \$175,000 from the Henry Luce Foundation to sponsor a seminar for members of the 108th Congress;
9. \$158,000 from the estate of Dorothy J. Allard in support of the programs of the National Library Service for the Blind and Physically Handicapped; and
10. \$115,000 from the Viburnum Foundation in support of the Center for the Book.

Categorizing the gifts by the types of programs supported, the Library received \$4.9 million to develop and preserve the collection; \$3.9 million for outreach initiatives including the National Book Festival, the Library's Web sites, Friends' programs, and special events; \$1.1 million for internships, symposia, conferences, scholarly programs, and exhibitions; and \$381,000 for music, motion picture, and recorded sound initiatives.

During fiscal 2002, the James Madison Council—the Library's private-sector advisory group—continued to provide substantial support for a number of Library initiatives. Gifts from members totaled \$2.4 million, bringing the Council's total support since 1990 to \$145.6 million. The contributions received this fiscal year helped support the second National Book Festival; the Center for the Book; a publication on the history of the U.S. House of Representatives to be written by Robert Remini, professor emeritus at the University of Illinois at Chicago; the activities of the Phillips Society, a Friends' group of the Geography and Maps Division; and a number of new acquisitions including (1) the James Buchanan Collection, (2) an 1859 schoolroom map by Humphrey Phelps (*Our Country: Map of the United States, Canada, Mexico, West Indies, and Central America*), (3) an 1858 lithograph by Louis Maurer (*The American Fireman: Always Ready*), and (4) more than 100 digital photographic prints documenting the attacks on the World Trade Center that were featured in the Library's exhibition titled *Witness and Response: September 11 Acquisitions at the Library of Congress*.

The Madison Council's fall meeting in October 2001 was held in conjunction with the inaugural Henry Alfred Kissinger Lecture on U.S. Foreign Policy and International Relations, given by Dr. Kissinger himself. To date, Council members have given \$630,000

of the \$4.2 million received for the Kissinger Endowment Fund. In April 2002, the Council's spring meeting featured a patriotic theme and included a special exhibition arranged along five themes: "Rally Round the Flag," "Documents of Freedom," "Children and Democracy," "Americans and War," and "September 11." Several items that were on loan to the exhibition were purchased by Council members for the Library's collections.

During the year, five new members joined the Madison Council, including three new domestic members. One individual was added to the ranks of the Jeffersonians—members who have given \$1 million or more. In late May and early June of 2002, the Librarian hosted thirty-seven Madison Council members and their spouses and guests on the fifth Great Libraries of the World tour to Russia. Members helped to forge new and important bonds of friendship between the Library and their Russian hosts, including the first lady of Russia, Lyudmila Putin, who planned to participate in the Library's second National Book Festival and to host a similar event in Russia in 2003.



Librarian of Congress James H. Billington points to Alexander Ivanov's "The Appearance of Christ to the People," which hangs in the hall of the Tretyakov Gallery in Moscow. Dr. Billington and members of the James Madison Council toured the gallery during their spring visit to Russia. (Photo by Vivian Ronay)

SPECIAL EVENTS AND PUBLIC PROGRAMS

During fiscal 2002, the Office of Special Events and Public Programs (OSEPP) coordinated and managed 484 events. Of those events, 105 were congressionally hosted lectures, symposia, policy meetings, film showings, and receptions held in the Great Hall, Members Room, and other facilities. The increase in the number of congressional events

at the Library demonstrated Congress's continued reliance on use of Library spaces for events that further its mission. In contrast, thirty-two private organizations—a decrease from previous years—used the Library's facilities, including three corporations and twelve nonprofit organizations hosting events in the Great Hall, thereby producing income of \$310,375. This downward trend reflected a changed economic and social climate in which companies and organizations are spending less on events.

In the aftermath of the terrorist attacks, forty events scheduled to be held at the Library in September and October were canceled, resulting in a loss of income to the Special Events Gift Fund. After the October anthrax mailings, the Library stopped all incoming mail until March 2002. As a result, OSEPP reviewed and modified many established procedures used during the past twenty years of office operation. For example, the office developed new procedures for guests to respond to invitations by e-mail, phone, and fax. The office explored new procedures for receiving payment for event expenses and advised event sponsors to provide payment by courier, Federal Express, United Parcel Service, and electronic funds transfer, rather than by mailing checks.

Events held at the Library during the year (see Appendix A) included the Madison Council business meeting, luncheon, dinner, and inaugural Kissinger Lecture; the first Scholars' Council meeting and luncheon; the Jackie Robinson Papers luncheon, with Mrs. Jackie Robinson, celebrating the donation of that collection to the Library; the visit of the Russian First Lady Lyudmila Putin; the exhibition openings for *The Floating World of Ukiyo-e*, *Margaret Mead: Human Nature and the Power of Culture*, *Roger L. Stevens Presents*, and *Witness and Response: September 11 Acquisitions of the Library of Congress*; the Fulbright Award Ceremony honoring U.N. Secretary General Kofi Annan; and the Madison Council meeting with its two-day patriotic salute to the nation. The fiscal year ended with the fall combined Scholars' Council and Madison Council dinner, meetings, and luncheon. At year's end, the OSEPP staff was involved in planning for the office's proposed revolving fund status, including the preparation of the report to Congress on new guidelines for office operation. The office also spent the last half of the fiscal year planning the Library's second National Book Festival.

Throughout the year, the office helped plan and coordinate events for many new initiatives and projects including the Veterans History Project, the National Digital Strategy Advisory Board, the National Film Preservation Board, and the National Recording Preservation Board, as well as supporting programs that focused on 9/11 and were sponsored by the Library's Prints and Photographs Division, the African and Middle Eastern Division, the European Division, and others. The office also continued to support the observances of African American History Month, Hispanic Heritage Month, Women's

History Month, and Asian Pacific American Heritage Month, as well as other recurring events such as the literary event series, retirees' luncheon, and holiday program.

GENERAL COUNSEL

During fiscal 2002, the Office of the General Counsel (OGC) responded to approximately 900 formal requests for legal opinions from Library units and managers. The OGC defended 120 federal court and administrative cases during the year, including the 14 federal court and 30 administrative cases carried over from the previous year. The office closed 52 of those cases during the year. The Library won 31 cases, settled 7, lost 2, and administratively closed 10. Sixty-eight remained at the end of the year.

The office monitored the Library's compliance with last year's settlement agreement with the plaintiffs in the *Cook* litigation. During fiscal 2002, the *Cook* class-action litigants selected a new counsel after their previous attorneys were permitted to withdraw from the case. The consent decree in the case was to expire on December 1, 2002, after more than twenty years of litigation.

The OGC advised Library officials on numerous ethical issues, including outside employment, conflicts of interest, travel, and gift matters. The office participated in the ethics training for new employees, as well as the training for the Library's contracting officers. A Leadership Development Fellow assisted the office in compiling an ethics handbook for employees and in designing an ethics section for the OGC Web site. The office also reviewed 364 financial disclosure reports filed by Library officials in accordance with the Ethics in Government Act (5 U.S. Code Appendix 4, §§ 101 et seq.).

The OGC advised to the Library's Trust Fund Board, which accepts gifts and oversees the investment of those gifts for the benefit of the Library's collections and services. The office monitored the appointments to the board, coordinated its meetings, and drafted correspondence relating to board matters. In addition to preparing resolutions for the board's review, the OGC helped draft an agreement to establish the Herb Block Trust Fund of more than \$1 million to support a long-term exhibits program of the original cartoons donated to the Library by the Herb Block Foundation. The office was instrumental in establishing the Amy and Emily Rapoport Trust Fund of \$500,000 to support the outreach activities of the Library's Hebraic Section.

The OGC provided legal advice regarding the operations of the John W. Kluge Center at the Library of Congress and the Scholars' Council. Specifically, the office provided advice on various tax issues, including the appointment of the Library as a tax acceptance agent to facilitate the participation of foreign scholars in the center's programs. The office

also negotiated the renewal of an agreement with the National Endowment for the Humanities on the competition for the Junior Fellows Program. The research, analysis, and conclusions associated with those projects will be applicable to the Library's other visiting scholar programs, such as those relating to Islamic Studies, Soros Fellows, and the Kissinger Chair.

The OGC is responsible for reviewing federal and state court orders that affect the take-home pay of individual employees. When the OGC concludes that an order is legally enforceable, it sends a memorandum to Human Resources Services for processing into the payroll system. During fiscal 2002, the OGC reviewed 80 orders involving child support, 110 concerning commercial garnishment, 40 relating to bankruptcy, 8 concerning student loan defaults, and 10 involving tax liens.

The office reviewed approximately fifty gift instruments and other agreements that added materials to the Library's collections. The agreements included those relating to the papers of baseball legend Jackie Robinson; the papers of James Schlesinger, a former secretary of defense, secretary of energy, and director of the Central Intelligence Agency; the papers of Anthony Lewis, a renowned American journalist; and the Prelinger Associates film archives. In addition, the office drafted the gift agreement between the Library and Igor Kalageorgi regarding the Victor Kamkin bookstore in suburban Washington, D.C., which had announced it was going out of business and must destroy a huge collection of Russian books. Librarian of Congress James H. Billington intervened, and many of the volumes are now safely in the Library's custody. During the year, the OGC negotiated a gift agreement with the Herb Block Foundation, which agreed to deposit the cartoons with the Library during the fiscal year; the gift agreement was finalized early in fiscal 2003.

The OGC worked with Library Services and the U.S. Department of Justice to obtain the first and last holograph pages of Ayn Rand's novel *The Fountainhead*. The author's manuscript of that novel, along with her manuscripts of three other novels, was given to the Library by her legal heir in 1991. During fiscal 2002, the Library reached an agreement with the donor to provide the two holograph pages, which had been omitted from the original gift. Those two original pages were given to the Library in January and are now on display as part of the continuing *American Treasures of the Library of Congress* exhibition.

The OGC continued to be involved in legal matters concerning the bequest of Katharine Graham, the late publisher of the *Washington Post*. In her will, Mrs. Graham gave to the Library her papers as well as those of her husband, Philip Graham. She also gave the Library all intellectual property rights in the material. During the year, the office drafted and the Graham estate signed an agreement in which the Library licensed use of

the Graham papers in the publication of a book titled *Katharine Graham's Washington*. Mrs. Graham was working on the book at the time of her death, and the estate wanted the book to be completed. The Library will receive royalties from the sale of the book to be used in connection with the Library's publishing activities.

During the year, the office continued to provide legal support to the Open World Program during its transition from pilot status to permanent status as the Center for Russian Leadership Development. Tasks included developing an interagency support agreement between the center and the Library, reviewing the center's contracts and correspondence, planning for center grants and staffing, and answering ethics questions related to center operations and gifts. The OGC supported meetings of the center's Board of Trustees, worked with the Department of the Treasury and others to resolve issues relating to the center's investment authorities, and assisted with congressional inquiries and legislative proposals regarding the scope of the center's mission.

The OGC supported the National Digital Information Infrastructure and Preservation Program (NDIIPP). The office provided legal support in a number of areas, including (1) advice on accepting and valuing matching contributions pursuant to the NDIIPP statute and choosing among proposed model projects, (2) a description of the legal issues raised by the idea of preserving digital materials and preserving all materials digitally, and (3) discussion of related legal issues and concepts with various Library consultants and researchers.

The OGC worked on several initiatives critical to advancing the Library's digital future. For example, the OGC worked with Library Services, the Office of Strategic Initiatives, and the Copyright Office to bring the acquisition of Web site publications within the scope of the Library's routine acquisitions procedures. The OGC prepared a standing agreement with an Internet collection agent, modeled on long-standing agreements the Library has with suppliers of publications in other formats. Under the agreements, the Library was able to capture the Web sites published in the wake of 9/11; those associated with the 2002 Olympics; and those covering the 2002 U.S. congressional, gubernatorial, and major mayoral elections.

The OGC worked collaboratively with Library Services, the Public Affairs Office, and the Office of Strategic Initiatives to ensure that the Library obtained the necessary legal clearance for its online collections. A major rights clearance effort during fiscal 2002 involved Poet Laureate Billy Collins's Poetry 180 project to post online poems for high

A major rights clearance effort during the year involved Poet Laureate Billy Collins's Poetry 180 project to post online poems for high school students on each day of the school year.

school students on each day of the school year. The OGC worked with the Poetry and Literature Center and with the Public Affairs Office to secure the requisite clearances and to develop the Poetry 180 Web site.

Another rights clearance project included a joint effort between the American Folklife Center (AFC) and the Franklin and Eleanor Roosevelt Institute to develop an online digital project devoted to a collection of audio recorded “man-on-the-street” reactions to the December 7, 1941, attack on Pearl Harbor and the United States’s declaration of war, as well as related materials.

A second AFC online project for which the office provided legal advice involved the American Memory presentation that was titled Working in Paterson: Occupational Heritage in an Urban Setting and presented 470 interview excerpts and 3,882 photographs. The documentary materials presented in this online collection explore the Paterson, New Jersey, occupation culture: its work sites, work processes, and memories of workers. In addition, the OGC assisted in analyzing rights clearance issues regarding the upcoming American Memory presentation about the Wright Brothers.

The office worked on issues dealing with the Library’s Web site. As a member of the Publications Coordinating Committee and its Internet Operations Group, the OGC, in consultation with other affected units in the Library, drafted a new external linking policy, as well as a security banner to remind Library employees that Library computer systems are U.S. government property and that their use may be monitored by Library officials.

The OGC continued to expand its own Web site. In addition to providing online access to Library regulations, special announcements, and collective bargaining agreements, this year the office added a searchable list of the Library’s delegations of authority. The office also updated Recent Legal Developments, a feature available on its Web site, including a discussion of important new federal court decisions relating to copyright law and the Americans with Disabilities Act.

The OGC continued to review, revise, edit, and cancel Library regulations. This year, sixty-one regulations were issued or reissued; eight were canceled. A number of regulations were successfully negotiated with the unions, including one that expanded the employee awards program to raise the amount that could be given for on-the-spot awards and to expand the use of time-off awards. A new regulation, which involves the repayment of student loans by the Library, may provide much-needed assistance to the institution’s recruitment efforts.

The OGC provided legal advice regarding the second National Book Festival. The various issues included fund-raising, appropriate licenses, and insurance matters. Because

part of the book festival was to held on National Park Service grounds on the National Mall, the office reviewed the relevant regulations, assisted in the completion of the necessary applications, and prepared various interagency agreements.

During the year, the office provided legal advice to Contract Services on procurement matters and reviewed for legal sufficiency more than forty contracts, each in excess of more than \$100,000, for the Library's procurement of supplies and services; fifteen were from the Federal Library and Information Network (FEDLINK). The OGC's legal guidance to the FEDLINK program included the review and approval of many administrative documents. In total, for the year, FEDLINK issued more than 3,500 new contracts for a total contract value of more than \$90 million. Those contracts covered services such as serials acquisitions, book acquisitions, information retrieval and document delivery, and interlibrary loan services. The OGC also reviewed, advised upon, and approved several hundred contracts for experts and consultants.

The OGC supported the Library's legislative initiatives, particularly the fiscal 2002 and 2003 budget and appropriations processes. Working with the Congressional Relations Office, the OGC developed a list of Library legislative initiatives and a procedure for inviting service unit participation in identifying legislative priorities for the agency. In addition, the OGC worked extensively with the Office of Security and the Senate Committee on Appropriations regarding potential merger of the Library Police into the U.S. Capitol Police. The OGC also worked with Integrated Support Services and the Architect of the Capitol regarding potential flexibility in the allocation of responsibilities between the Library and the Architect. The office worked cooperatively with the Office of Compliance and was instrumental in crafting an agreement that allowed the Library to open the first storage module at Fort Meade, Maryland.

The OGC continued to support the implementation of the revolving fund for the FEDLINK and Federal Research Division programs, as well as for the Sales Shop, publishing, photoduplication, and related Library sales activities. The OGC worked with other responsible offices to prepare a report requested by Congress detailing the Library's plans for transferring the Special Events operation into the revolving fund, as well as to move forward with plans for expanding selected revolving fund activities into profit-making endeavors. This effort included a contract to launch an online sales capability for the Library's Sales Shop.

The OGC provided legal support to the Abraham Lincoln Bicentennial Commission through an interagency agreement between the commission and the Library. The OGC worked on matters relating to contracts, the commission's Web site, and staffing for the commission. The OGC provided an extensive ethics briefing for the commission at its

February meeting and followed up with the commission chairs and Senate Ethics Committee regarding the structure and extent of the commission's ethics obligations.

The OGC supported a major initiative to instruct teachers on how to bring into their K-12 classrooms the digital primary source materials that the Library has made available through its Web site. With the assistance of an attorney retained on a temporary basis, the OGC administered grants to an educational consortium that sponsored teacher-training projects in four states: Arizona, Illinois, North Carolina, and South Carolina. As a related matter, the OGC supported Library endeavors to improve student access to the Library's online materials by improving the capacity and reach of the telecommunications services available to schools. As directed in its appropriations, the Library established an agreement with the consortium to bring broadband telecommunications service to a rural area, and it funded upgrades to the telecommunications infrastructure serving the U.S. Military Academy Library and the cadet barracks at West Point.

The OGC continued its coordination with the Library's other legal offices: the Copyright Office, the Law Library, and the American Law Division of the Congressional Research Service. The combined group met bimonthly during the year. The OGC also organized three training sessions on matters of interest to lawyers in the Library, and in cooperation with the Federal Library and Information Center Committee, it convened three meetings of federal agency general counsels and librarians to focus on legal issues of importance to both groups.

The Library's general counsel continued to lead two other interagency groups, which meet on a monthly basis to exchange information and ideas on matters of common concern. The first group consists of the legal officers of the Legislative Branch (Architect of the Capitol, Capitol Police, Congressional Budget Office, General Accounting Office, Government Printing Office, and Library of Congress); the second consists of the general counsels of the federal government's cultural institutions in Washington (e.g., Library of Congress, National Archives and Records Administration, National Endowment for the Arts, National Endowment for the Humanities, Institute of Museum and Library Services, and Smithsonian Institution).

Finally, the OGC worked successfully with Information Technology Services to design and implement an automated system to track work requests and litigation matters and to provide electronic access to archived OGC legal opinions, agreements, regulations, and litigation materials. The new system assisted in preparing this annual report. The office shared the new system with other units in the Library and with other U.S. government general counsels.

INSPECTOR GENERAL

The Office of the Inspector General (OIG) provided audit, review, and investigative reports; maintained a hotline; acted as a technical adviser to management in areas such as financial management, internal controls, and organizational alignment; participated on Library-wide committees; and reviewed laws and regulations.

During the year, thirteen audit reports were issued about important aspects of managing the Library's programs and operations. The subjects included project management and contracting for the Library's new hiring system and process; physical security of the Library's vast collections; security of the public and private electronic communications networks; information technology security of copyright licensing systems; economical management of the audiocassette playback machine inventory for the blind and physically handicapped; control and oversight of facilities operations; and competition, cost analysis, and administrative compliance in contracting for consultants.

Under contract with the OIG, the accounting firm of Clifton Gunderson LLP issued a report, dated February 27, 2002, on the Library's 2001 Consolidated Financial Statements. The report stated that the Library's financial statements were presented fairly in all material respects. The Library again received an unqualified "clean" audit opinion.

The OIG continued to operate a hotline for reporting allegations of fraud, waste, abuse of authority, and mismanagement. During fiscal 2002, the OIG processed thirty-six allegations (four were from the previous fiscal year). Seven allegations did not require investigation, six were referred, and twenty-three were investigated by the OIG. At year's end, six investigations remained open (two were referred elsewhere and four remained with the OIG).

The OIG conducted a Library-wide infrastructure survey to determine the quality of infrastructure services and the cooperation received from operating units in the delivery of infrastructure services. The results of the survey are being used to pinpoint areas where service and cooperation can be improved.

As part of the Library's continuing efforts to establish baseline measurements for security of the collections, the OIG helped create a sampling methodology for verifying physical control over collection items. Last year, the office assisted in the development of sampling plans to select items from the general collection shelves and old shelf list to compare to data in the integrated library system. This year, the office gave additional support to help clarify procedures for collecting and documenting attributes for each sample. The Library's Executive Committee approved an eight-year inventory of nonrare monographs for fiscal 2002. The OIG funded three random sampling projects that were completed by

KPMG in December 2001. Those sampling projects include the Manuscripts Division, Anglo-American Acquisitions Division, and follow-up work in the Prints and Photographs Division.

The OIG continued to participate in the Library-wide Computer Security Coordination Group in an advisory capacity. The group continued discussion on topics such as Internet security, training, incident-reporting procedures, and design of a security Web page. New topics of discussion included the use of single sign-on software, the development of standardized Library password controls, the implementation of enhanced virus-protection software, and the status of business continuity and disaster recovery plans. The OIG is responsible for monitoring the development of the Library's policies and procedures for handling incident responses.

The OIG participates in the Contracts Services' Contracting Officer Technical Representative (COTR) training. The training provides a COTR with an understanding of the contracting process, the general requirements and methods for performing contract oversight and management, and the duties and responsibilities of a COTR.

During the year, the OIG became involved in progressive system replacement and reengineering efforts in the Copyright Office and the Financial Services Directorate. The OIG began working closely with those offices and will continue to be involved through the life cycle of such initiatives to aid in reducing acquisition and operational risks. The early involvement of the OIG in those initiatives includes the evaluation of reengineering studies; the cost, benefit, and alternatives analyses; the requirements development process; and the project management.

OFFICE OF SECURITY

During the year, the Office of Security continued to expand its programs on all fronts. The harrowing events of 9/11 and the subsequent anthrax incidents required an extraordinary response, particularly on the part of the Library of Congress Police, who were called to provide additional emergency service and who did so in an exemplary manner.

Emergency planning also accelerated under the aegis of the Emergency Management Team (EMT). The Office of Security participated with other Library entities in the EMT to provide a coordinated response to new challenges and to share information with staff members at special town hall meetings. The Office of Security took the lead in coordinating planning for the new Emergency Management Center, which was funded after 9/11 under an emergency supplemental appropriation. The final design for the Emergency



Deputy Librarian Donald Scott (standing) looks on as members of the Library's Emergency Management Team brief the Library's staff on security procedures at a town hall meeting in the Coolidge Auditorium. EMT members (from left) are Linda Washington, director of Integrated Support Services and the Library's designated agency safety and health official (at podium); Steven Herman, acting chief of the Collections Access, Loan, and Management Division; Robert Browne, safety services officer; Kenneth Lopez, director of the Security Office; Dr. Sandra Charles, health services officer; and Judith Conklin, Telecommunications Administration Team leader, Information Technology Services. (Photo by Christina Tyler Wenks) Members of the EMT not pictured are Gary Capriotti, Facilities Services; Jon Netherton, Facilities Services; Helen Dalrymple, Public Affairs Office; Glenn Marshall, Architect of the Capitol; Rosalind Parker, Security Services; James Schenkel, Security Services; Mark Roosa, Preservation Office; Merrily Smith, Integrated Support Services; and Woodward Stratton, Safety Services.

Management Center was to be presented in October 2002, with construction anticipated to begin in mid-2003. The Office of Security also took the lead in coordinating enhanced emergency communications between the Library and the U.S. Capitol Police and other law enforcement agencies.

The 1999 Library of Congress Security Enhancement Implementation Plan moved forward in its three major areas. Under the first area, the Library is consolidating its police communications centers into a new state-of-the-art Police Communications Center, which will integrate the Library's intrusion detection and security monitoring systems. Construction of the center began at the end of January 2002, with anticipated completion by the end of June 2003. Installation of the new upgraded intrusion detection and security monitoring systems was set to begin in December 2002, with completion anticipated in December 2003. In preparation for constructing the center in the Jefferson Building, the

Library completed a number of construction projects in fiscal 2002 that consolidate police operations there, including building a new police operations office, roll call room, lounge, locker room, report writing room, and armory. An additional supplemental funding of \$1.38 million to complete the center and the intrusion detection system was reprogrammed by the Library to the Office of Security in fiscal 2002.

The second component of the Security Enhancement Implementation Plan is to expand entry and perimeter security to include additional X-ray machines and detection equipment, security upgrades of building entrances, exterior monitoring cameras and lighting, and garage and parking lot safeguards. In fiscal 2002, the Library moved forward on all tasks of the plan. The Office of Security is coordinating those efforts and expects to complete this phase of the Library's perimeter security plan by the end of 2003.

Under the third component of the Security Enhancement Implementation Plan, the police force expanded by forty-six new police officers and five police administrative personnel. The new Police Administrative Unit functions were consolidated, ensuring a smooth transition of administrative functions from the Office of Security's support staff.

The Office of Security's Protective Services Division continued supporting the Library's collections security program and initiatives by bolstering the security of facilities on Capitol Hill and the Library's annexes. The Protective Services Division continued enhancing security controls that protect the Library's priceless collections in accordance with the 1997 Library of Congress Security Plan.

Implementation of the plan is coordinated by the Collections Security Oversight Committee (CSOC), whose members include representatives from the Library's service units, as well as key infrastructure support offices.

Previously unmet requirements identified by the Library's 1997 Security Plan have been addressed in several areas. Enhanced electronic and physical security systems are now in place at the John W. Kluge Center; the Business and Science Reading Room; the European and Latin American Acquisitions Division; the Collections, Access, Loan, and Management Division; and two Area Studies divisions. The Protective Services Division also upgraded controls protecting several permanent and temporary exhibitions in the Jefferson Building. Electronic access controls have been installed enhancing the protection of "very valuable" items in the Prints and Photographs, Geography and Map, and Serial and Government Publications divisions.

The Protective Services Division continued enhancing security controls that protect the Library's priceless collections in accordance with the 1997 Library of Congress Security Plan.

Working with the csoc, the Protective Services Division continued with the design and implementation of the Library's security awareness campaign. The csoc's Operations Subcommittee developed a Site Assistance Visit initiative that focused on reinforcing staff members' commitment to the Library's collections security program. Launched on April 29, 2001, such visits will be conducted in all of the Library's divisions over a two-year cycle. Two-person teams, which are led by a Protective Services Division technical expert, and joined by a senior librarian, visit on two weeks' notice and report their findings to the division chief and the director of security. Follow-up visits are conducted as necessary to ensure that best practices are being observed. To date, the visits have had a noticeably positive effect as they improve security practices while strengthening relationships between the Office of Security and the divisions visited.

The csoc's Security Awareness Subcommittee, working closely with the Protective Services Division, designed and posted patron and staff security Web sites. Launched on November 5, 2001, the patron Web site averaged 8,500 hits monthly. New readers now arrive better prepared to comply with the reader registration requirement and the personal belongings restrictions enforced by the Library. Initiated on July 22, 2002, the staff Web site averaged approximately 300 hits monthly. The Web site offers staff members a wide array of information addressing the Library's multifaceted security program for its collections.

Protective Services Division

The Protective Services Division supported initiatives improving the security of Library facilities both on Capitol Hill and at the Library's annexes. The division's electronic security engineers continued working closely with the Architect of the Capitol and contractors in the design of the new Police Communications Center at the Library, as well as contributing to measures strengthening the Library's perimeter security and its planned Emergency Management Center capability. Protective Services Division staff members monitored the effectiveness of entrance screening equipment—both X-rays and magnetometers—as the Library instituted full staff screening on December 26, 2001. The efforts of the division's staff have helped minimize difficulties and have allowed Library staff screening to operate effectively.

The Protective Services Division served as the cotr for the Library's contract guard services. The Protective Services Division continued to ensure that high-quality guard services were provided by Securiguard in accordance with the contract's specifications. The division met quarterly with Securiguard's chief executive officer and senior corporate staff, thus ensuring that the Library maximized the value of guard services both on Capitol

Hill and at the Library annexes at Landover Center, at Taylor Street, and in the Special Facilities Center.

Providing effective security support to the Library's annexes is another responsibility of the Protective Services Division. At the Taylor Street Annex, the division designed and installed a building-wide paging system, coordinated the assignment of an additional contract guard, enhanced access control procedures, and upgraded the facility's perimeter closed-circuit television coverage. At the Landover Center Annex, the division upgraded magnetic locking access control devices. In support of the planned opening of Module 1 of the Library's High-Density Storage Facility at Fort Meade, Maryland, the division provided oversight of the contractor's installation of state-of-the-art intrusion detection systems. The division spearheaded completion of an Inter-Service Agreement with Fort Meade's command authorities, thereby ensuring timely police and firefighter response to emergencies at the Library's facility. The division's electronic and physical security experts have also completed initial designs for security controls at the Library's future National Audio-Visual Conservation Center in Culpeper, Virginia.

Protective Services Division staff members received special recognition in the OIG's Infrastructure Survey Results published in October 2002, finishing among the top three of some twenty-nine support units that were rated in terms of both customer satisfaction and importance of functions performed.

Library of Congress Police

After the 9/11 attacks, the Library of Congress Police experienced the unprecedented challenge of supporting additional security measures such as heightened security, extended tours of duty, and expanded entry screening to further protect staff members, visitors, treasures, and facilities. Despite the tragic events and threats to national security, officers of the Library of Congress Police effectively heightened their level of vigilance and visibility while supporting the Library's commitment to remaining open and accessible.

The Library of Congress Police continued to provide efficient and timely law enforcement support for all other Library functions, including eighty-five major congressional leadership events, eleven state or official visits (including those by foreign heads of state), thirty corporate events, and thirty-five Library-sponsored events, including the Madison Council and exhibition openings in the Library's buildings.

Personnel Security Office

The Personnel Security Office managed the Library's background investigations program to determine the suitability of employees, contractors, and volunteers and to deter-

mine security clearance eligibility when required. A management priority of the office was to support a new round of police hiring, thereby continuing the emphasis on enhanced investigative requirements and on processing police appointments in place since approval of the 1999 Security Enhancement Implementation Plan. Year-end statistics reflected the high volume of casework experienced since that year: Case openings rose to 628, which was in line with 620 in fiscal 2001, yet still 14 percent higher than fiscal 1999 statistics. Case closings totaled 592, an even level with the previous year, but were 22 percent higher than fiscal 1999 figures. Contractor cases represented a significant share of the workload with more than 43 percent of initiated cases and 50 percent of closed cases related to building access determinations for contractor personnel. The Personnel Security Office proposed administrative action in more than twenty cases, which generally involved issues of material falsification, adverse employment, or criminal history.

The office succeeded in obtaining approval to issue updated personnel security and suitability regulations (Library of Congress Regulations 2024 series) that reflect current program policies, procedures, terminology, and organizational responsibilities.

Office of Investigations

The Office of Investigations was responsible for receiving and acting on allegations from various sources when the allegations involved violations of laws or regulations that would affect Library of Congress programs and operations. Year-end statistics showed the following investigative activity:

1. Forty-one inquiries were conducted that related to reports of suspected theft and mutilation of collection material; thirty-eight of those inquiries were closed.
2. Thirty-six investigations were conducted that related to theft of government property and violations of Library regulations; twenty-one of them remained open.

A representative from the Office of Investigations continued to participate as a member of the Library's Computer Security Coordination Group to assist with developing computer security policies and procedures. An Office of Investigations representative continued as a member of the Capitol InfoSec Technology Exchange, which brings together representatives of legislative branch agencies in the computer security field to discuss computer security threats and defenses. Investigators in the office served as liaisons to the Federal Bureau of Investigation (FBI) in the event that a computer crime perpetrated against the Library required FBI assistance. If the FBI declines to investigate a computer crime against the Library, Office of Investigations agents will investigate the offense with support from the Library's computer security officer.

Office of Investigations staff members continued to provide technical training to supervisors and fraud awareness training to contract specialists. The office provided guidance to Library managers for resolving allegations concerning serious employee misconduct.

PLANNING, MANAGEMENT, AND EVALUATION DIRECTORATE

Throughout the year, the Planning, Management, and Evaluation Directorate (PMED) worked closely with the service and support units to develop the Annual Program Performance Plans (AP³s). The AP³ is a tool that integrates the Library's operating programs into the budget formulation process. Through each of its goals and targets, AP³ establishes the basis for evaluating Library operations in terms of efficiency and effectiveness. The AP³ process facilitates the creation of the Library's Annual Operations Plan that is submitted to Congress. As part of the Planning, Programming, Budgeting, Execution, and Evaluation System, all service and support units reviewed and evaluated their performance for each of the goals in their AP³s using green, amber, or red to indicate the current status.

To promote a better understanding of the planning process, PMED expanded its Web site by adding the quarterly reviews for the fiscal 2002 AP³s for each service and support unit. The PMED Web site was enlarged by expanding the specialized bibliography of management resources and by adding tools to aid Library staff members in implementing the planning process.

The PMED office continued to work with Information Technology Services using Remedy software to create and edit an online AP³ form that managers can use to complete their annual program performance plans. Testing of Phase I (inputting information for the fiscal year 2004 AP³) is under way.

The PMED staff members worked collaboratively with the Law Library on a detailed analysis of the processes it uses to perform its mission of legal research for Congress. The outcome will be improved efficiency and effectiveness in carrying out the research.

PMED is implementing the Library's Strategic Plan, which provides a road map for the organization through 2004. Under the direction of the Deputy Librarian, PMED worked with the Financial Services Directorate to coordinate and conduct an off-site retreat where all of the Library's organizations participated in drafting a new Strategic Plan for the Library to cover the years from 2004 through 2008. At year's end, PMED was incorporating final revisions into the plan with the goal of presenting it to the Executive

Committee for approval and publication. Once approved, the plan will be presented to Congress along with the Library's fiscal 2004 budget request.

During fiscal 2002, PMED continued to update and record data into the Management Control Program. The objectives of the program are to provide reasonable assurance that (1) obligations and costs comply with applicable law; (2) assets are safeguarded against waste, loss, unauthorized use, or misappropriation; (3) revenues and expenditures are properly accounted for; and (4) program activities are carried out in the most efficient, effective, and economical manner possible.

FINANCIAL SERVICES DIRECTORATE

The Financial Services Directorate (FSD) serves as the principal adviser to the Librarian and Deputy Librarian on all financial activities of the Library. FSD directs a comprehensive financial management program and is responsible for formulating, presenting, and executing the Library's budget; establishing and monitoring systems that control the expenditure of funds; reporting about finances; and establishing all budgetary and accounting standards. During fiscal 2002, FSD continued to improve day-by-day operations and to correct systems deficiencies, it introduced new standards and technology, and it prepared staff members to meet future challenges through technical training. FSD issued three Financial Service Directives: FSD 02-01, Reprogramming Appropriated Funds; FSD 02-02, Guidelines for Financial System Reconciliations; and FSD 02-03, Guidelines for Accounting for Capitalized Property and Depreciation.

The Library of Congress received a total of \$525,837,000 in appropriations for fiscal 2002, which was approved by four different public laws:

- The Legislative Branch Appropriations Act of 2002 (Public Law [PL] 107–68), which was signed by the president on November 12, 2001, appropriated \$486,762,000, including authority to spend \$34,714,000 in receipts.
- Of amounts appropriated to the Architect of the Capitol under the 2001 Consolidated Appropriations Act (PL 106–554), which was signed by the president on December 21, 2000, \$1,390,000 was transferred to the Library of Congress during fiscal 2002 to enhance physical security.
- The Department of Defense and Emergency Supplemental Appropriations Act of 2002 (PL 107–117), which was signed by the president on January 10, 2002, appropriated an additional \$30,185,000 to the Library of Congress to respond to the 9/11 terrorist attacks on the United States and to the Capitol Hill anthrax incident.

- The Supplemental Appropriations Act of 2002 for Further Recovery from and Response to Terrorist Attacks on the United States (PL 107–206), which was signed by the president on August 2, 2002, appropriated an additional \$7.5 million to the Copyright Office to defray the lost receipts caused by the anthrax incident.

The total \$39.1 million that the Library received in emergency supplemental funding in fiscal 2002 supported new and expanded security-related activities such as revising mail-processing procedures and establishing an off-site alternative computer center to secure the Library's electronic resources. This supplemental funding was in addition to the funds provided in other legislative branch agencies' budgets that supported Library-related projects (e.g., the Architect's budget).

Budget Office

The Budget Office supported the fiscal 2003 budget process during fiscal 2002. The Library's budget request for fiscal 2003 totaled \$572.7 million, including authority to spend \$36.6 million in receipts. A major part of the Library's submission was funding for mandatory pay and price-level increases and for a new executive branch proposal that would fund health and retirement benefits entirely in agency budgets. Other Library increases were for digital futures; collections access, preservation, and security; infrastructure support; Copyright Office reengineering; and Congressional Research Service capacity. At the end of the fiscal year, the Joint Legislative Branch Appropriations Conference Committee had not yet met to reconcile differences between the House and Senate versions of the bill for fiscal 2003 (House Resolution [H.R.] 5121).

During fiscal 2002, the Library operated under new congressional reprogramming guidelines and operating plan requirements. Both of those administrative changes required significant changes in budget policy and procedures, including establishing controls at the budget-object class in the Library's central financial management system, developing FSD Directive 02-01 titled "Reprogramming Appropriated Funds," developing a reprogramming tracking system, and developing an operating plan format for each budget activity that was consistent with the presentation and with funding included in the budget justification and enacted bill. The Library's operating plans package was submitted to Congress within thirty days of the enacted bill (required deadline) and included fiscal 2002 performance plans. In addition, the Library won approval for all reprogramming requests submitted to Congress.

The Library continued to improve its budget formulation, presentation, and execution processes. The fiscal 2003 budget justification and the accompanying budget highlights package were reformatted and included new tables and revised narrative sections,

which received praise from both within and outside the Library. FSD worked with PMED in revising the Library's fiscal 2004 performance plan and policy paper guidelines and formats, thus supporting the Library's strategic planning and setting the stage for the Library's senior management to be better informed when making decisions. Ten new management information reports were developed to track fiscal 2002 financial and employment activities. Reports are distributed monthly, quarterly, or both to senior management and budget staffs and are used by FSD's budget office as a supplemental resource in highlighting and resolving financial management issues within the Library. FSD refined its quarterly review process and then revised or enhanced its procedures for processing the Library's commitments, obligations, billing, and payments. Those changes have already improved the coordination, efficiency, and accountability of financial management documents and will lay the foundation for future improvements in FSD staff utilization and funds control management.

Accounting Operations

As a result of the anthrax incident, the Library stopped receiving its U.S. postal service mail for five months during fiscal 2002. In response to this mail crisis, FSD posted notices on its Web site, updating the vendors on the mail situation and providing them with alternative methods for submitting invoices for payment. As a result, Accounting Operations (AO) began accepting invoices in electronic formats and instituted a process of accepting invoice approvals by e-mail so it could process payments more efficiently. As in years past, AO exceeded the standard for timely processing of invoice payments. In fiscal 2002, the standard was raised from 80 percent to 85 percent (invoices received for payment and paid within thirty days). The actual results reflected that 90 percent of the Library's invoices were paid within thirty days. The Library also paid 98 percent of its eligible recipients by electronic funds transfer, including 92 percent of vendor payments. (Electronic payments are mandated by the Debt Collection Improvement Act of 1996.) The Library increased its use of credit cards for small purchases and improved the accountability of the credit card process by implementing prepayment reviews and timely reconciliation of the purchase card accounts.

Financial Reports Office

The Financial Reports Office (FRO) prepared five sets of fiscal 2001 financial statements for audit: Library of Congress consolidated, James Madison Council Trust Fund (JMCTF), National Digital Library Trust Fund (NDLTF), Cooperative Acquisition Program Revolving Fund (CAPRF), and Capitol Preservation Commission (CPC). FRO's preparation

and coordination led to the Library receiving the sixth “clean” opinion for the Library of Congress Consolidated Financial Statements plus continued “clean” opinions for the JMCTF, NDLTF, CAPRF, and CPC financial statements. In addition, FRO completed its work on revising the Library’s methodology to recover overhead costs for its “fee-for-service” units. The fiscal 2003 rates will be the first rates to be approved, in advance, by both FSD and its customer service units. In fiscal 2002, FRO took steps to conform to the government-wide acceleration of monthly, quarterly, and yearly reporting of data to the Department of the Treasury. FRO now closes the Library’s books, for each reporting period up to three days earlier than in fiscal 2001, and with no material misstatements.

Disbursing Office

In partnership with the Department of the Treasury, the Disbursing Office (DO) coordinated a new cash management initiative that converts paper checks into electronic deposits through electronic scanning and in a one-day turnaround time frame. The Papercheck Conversion Project is being tested by the Copyright Licensing Division. In addition to improving cash management, the project will result in the creation of a “bad-check writers” database, thus allowing the recipient offices to reject checks from people who have issued bad checks in the past. To comply with the Paperwork Reduction Act, DO has been testing the use of ccmMercury database software for processing deposit receipts, thereby allowing the service units online access to deposit information. Once testing is completed and the process is implemented, the Library will realize a significant reduction in copying costs and an increase in paper savings. Full production is expected in the second quarter of fiscal 2003. The DO prepared investment results for two Investment Committee and one Trust Fund Board meetings, thus providing timely and accurate data for better informed decision making regarding the Library’s investments. In accordance with the policies of the Investment Committee, more than \$2 million were transferred from Treasury investments into the growth and income investments.

Financial Systems Office

During fiscal 2002, the Library’s central federal financial system (FFS) processed 207,806 documents that contained 299,145 lines of transactions for the Library and all cross-serviced agencies. Purchase and payment transactions dominated processing with a combined total of more than 178,446 lines of transactions. The Financial Systems Office (FSO) completed several significant tasks for the central financial management system (CFMS) replacement project. CFMS will be a Web-based system and will support a number of key objectives such as these:

- implementing program-based budgeting, which will align the Library's budget with the full cost of programs and will provide better information to evaluate cost and performance information;
- adding electronic transaction processing, eliminating paper barriers, and expanding electronic commerce capabilities;
- accessing financial information and transaction processes unconstrained by distance and time, which will facilitate telecommuting and remote processing; and
- adding user-friendly point-and-click, graphical user interface, which will facilitate greater use of financial data and will permit more decentralized access and entry of data at the source of the transaction.

FSO worked with the CFMS project team to define requirements, document Operational Capabilities Demonstration scenarios, prepare the Request for Quotes (RFQ), and identify the CFMS proposal evaluation team. In addition, FSO worked with Contracts and Logistics to select contracting services. They selected GSA's Federal Technology Service to provide such services. GSA sent the RFQ to vendors on its financial systems schedule. FSO also completed several key tasks on the project to convert the Reports Management System (RMS) reports to a more user-friendly, Web-based system (Crystal). FSO worked with Contracts and Logistics to award a contract to Data Management Group (DMG) to provide technical support for the Crystal project. FSO worked with DMG to convert four key RMS reports to Crystal, to transfer RMS files to an Oracle database, to develop a nightly cycle process to update the Oracle database with the FFS daily transactions, to develop user training materials, and to provide user training for the Crystal pilot project team. Additionally, FSO upgraded workstations to Windows 2000 and finished converting DOS paradox programs to Visual Basic. The Investment Management System (IMS) was one of the major programs that was converted from the DOS paradox programs to Visual Basic. Finally, FSO provided classes on FFS, RMS, Crystal, and Procurement Desktop (PDT) to Library staff members and to the staffs of cross-serviced agencies: Two FFS/RMS classes drew twenty-one staff members, one Crystal class drew seventeen staff members, and two PDT classes drew twenty-five staff members.

HUMAN RESOURCES SERVICES

During fiscal 2002, Human Resources Services (HRS) reorganized its structure and operations to enhance its service delivery to the Library community. The new HRS has five major offices: Strategic Planning and Automation, Workforce Acquisition,

Workforce Management, Workforce Diversity and Accommodations, and Work Life Services Center. As of September 30, 2002, directors had been selected for all offices except for Workforce Diversity and Accommodations. Two special assistants to the director for Human Resources had also been selected.

Fiscal 2002 represented the first full year of implementation for HRS's online classification and application system (AVUE). Under the new system, competitive selections increased (from 187 selections in fiscal 2001 to 300 selections in fiscal 2002), processing time decreased (from 178 calendar days in fiscal 2001 to 110 calendar days in fiscal 2002), and a wider applicant pool was reached (from an average of eighteen applicants per vacancy in fiscal 2001 to ninety-four applicants per vacancy in fiscal 2002). The online system provides a level of consistency for fair treatment of all applicants and a complete audit trail.

During fiscal 2002, HRS focused on position classification activities and dedicated resources to updating position descriptions; loading them into the online classification system; and ensuring accurate assignment of titles, series, and grades. HRS procured contract classification services to help managers and supervisors build positions more efficiently, hired a temporary expert classifier to help staff members with their classification needs, established a classification tracking system to monitor actions and to ensure workflow of essential documents, and created an agency position file to make it easier for managers to write position descriptions. During the period of May–September 2002, HRS classified more than 200 positions. Finally, HRS converted all computer specialists (GS-334) to the new Information Technology (GS-2210) series and then reviewed and converted all HRS positions to the human resources specialist (GS-201) series.

To enhance the online application system, the Library's Executive Committee chartered a Library-wide task force to develop standard operating procedures for the hiring process. Those procedures, which were issued during the summer of 2002, defined terms; explained and documented each process step; and identified the specific roles and responsibilities of the service and support unit managers, administrative staff members, and HRS personnel.

While improvements were made to the existing system, efforts were also under way to provide the Executive Committee with future options for process improvements. During the spring of 2002, a Library-wide project team identified customer requirements for an automated hiring system. In June 2002, the Executive Committee chartered a Merit Selection Plan Task Force and charged it with developing an efficient plan that followed merit principles and addressed agency and service unit requirements. The task force is scheduled to present its findings and recommendations in fiscal 2003.

Labor Management Relations Office

The Labor Management Relations Office (LMR) continued its involvement in master negotiations with both American Federation of State, County, and Municipal Employees (AFSCME) locals. As a result, the Library reached a master agreement with both the Guild (Local 2910) and the Union (Local 2477). Negotiations continued on other fronts with the Congressional Research Employees Association (CREA) and the Fraternal Order of Police. In spite of staff departures, LMR fulfilled its mission and continued to process formal grievances, unfair labor practice charges, information requests, and negotiability appeals. LMR responded to numerous requests for advice and assistance from Library supervisors and managers. During the year, the Labor Management Relations staff members recorded four midterm agreements, six unfair labor practice charges, forty-seven grievances, twenty-four information requests, and thirty-four waivers requests.

Employee Relations Office

The Employee Relations Office conducted 300 consultations and processed eleven adverse actions, eight final letters, two notices of appeal, seven separations/disqualifications, one termination of temporary appointment, six suitability determinations, two investigation reports, twenty-three event reports, and two information requests. The office provided background information and documents to revise and update the workforce management module in AVUE, plus supplying a draft of alternative procedures for the proposed new regulation on adverse actions.

Employee Assistance Program

Employee Assistance Program (EAP) counselors continued to provide consultative services, seminars, and training sessions for Library staff members, covering issues such as drug and alcohol addiction; emotional, financial, and legal difficulties; elder and child care; and posttraumatic stress disorder counseling in the wake of 9/11. The counselors conducted several grief counseling sessions in response to the death of co-workers, workplace violence consultations, and team building activities in three Library divisions. EAP conducted 312 briefings for staff members and managers, and 808 individual counseling sessions.

Retirement and Benefits

HRS's Retirement and Benefits staff provided extensive support to the Library community in the areas of retirement counseling; retirement processing; management of death cases; and administration of the Federal Employees Health Benefits Program

(FEHBP), the Federal Employees Group Life Insurance Program (FEGLI), and the Thrift Savings Plan (TSP). Retirement counseling services included providing information on retirement estimates; early retirement under the Voluntary Early Retirement Authority; social security benefits (Windfall and Government Pensions Offset); undocumented federal service, final pay, and lump sum annual leave payments, plus part-time service, and the effect of such payments on annuities; and basic retirement benefit questions. For each Library employee who retired during fiscal 2002, the Retirement and Benefits staff provided counseling sessions, computed annuity estimates, assisted in completing the retirement application, verified the final separation clearance forms, photocopied the complete retirement package, and sent the package to the National Finance Center (NFC). Each death case involved meeting with spouses, beneficiaries, and family members to explain the death benefits payable, assisting the family in completing the death benefits applications, and certifying all applications before forwarding the case to NFC.

The Retirement Benefits staff handled 2,838 general benefits inquiries and 2,533 FEHBP, FEGLI, and TSP requests; conducted 1,056 counseling sessions; processed 139 retirements; and assisted families in 12 death cases.

Interpreting Services Program

The Interpreting Services Program (ISP) continued to assess and design accommodations for Library-sponsored programs for employees and constituents who are deaf or hard of hearing. ISP logged more than 1,300 hours of interpretative services during the year, using a flexible combination of one full-time staffer and various professional contractors.

During fiscal 2002, ISP continued to coordinate the Model Secondary School for the Deaf Internship Program (MIP). Through this effort, eight students from Gallaudet University's secondary school worked as Library interns, recording more than 1,440 hours of challenging work in exchange for job experience and work-life mentoring. Library employees who are deaf served as MIP mentors and volunteered to provide input on career objectives, work ethics, and cross-cultural insights on joining a predominantly nondeaf workforce. A nationally recognized model intern program, MIP was particularly noteworthy for its level of management support, coordination of interpreting services, and mentorship opportunities.

The Library provided emergency pagers to employees who are deaf or hard-of-hearing to alert them of any need to evacuate the building. Pagers also provided essential daily notification of the closing of Library buildings during the period of anthrax testing. Throughout the year, the Emergency Management Team, Library of Congress Police,



Chief of Staff Jo Ann Jenkins (right) and Library staff members Rosalee Connor (left) and Alex Richey (center) deliver a translation of "Silent Night" in American Sign Language at the Library's staff holiday party. (Photo by Charlynn Pyne)

and Information Technology Services worked to coordinate the policies and procedures for successfully notifying this constituency. ISP ensured ongoing coordination, feedback, and improvement of this system in consultation with the LC Deaf Association.

Senior-Level Compensation

HRS ensured timely adjustment of senior-level compensation in accordance with Library of Congress Regulation (LCR) 2017-2.1. Activities included monitoring Executive Orders on annual pay adjustments for senior executives and canvassing the Performance Review Board on the proposed formula for performance-based pay adjustments and guidelines on performance awards.

In September 2002, the Deputy Librarian established the Senior-Level Executive System Work Group to evaluate the Library's senior executive program and to consider improving how managers are identified, developed, and rewarded. At year's end, the work group was reviewing executive program best practices and conducting interviews with Library executives.

Technical Services

HRS's Technical Service Group continued to provide expert, accurate, and timely support, advice, and assistance to Library service units, management, and staff members. During fiscal 2002, those efforts included performing qualification analysis on the 569

applications for noncompetitive appointments and conversion; reviewing, researching, processing, and approving approximately 5,955 actions, including 1,638 payroll actions; reviewing and processing 199 quality step increases; planning, coordinating appropriate training, and implementing the Library's conversion to NFC's Entry, Processing, Inquiry, and Correction System; consulting with and processing all actions for a major Congressional Research Service realignment; completing special assignments requiring the processing of more than 200 reclassification actions for Library Services; and the filing of more than 5,000 backlogged personal documents.

Dispute Resolution Center

The Dispute Resolution Center (DRC) completed its twelfth year of operation and successfully fulfilled its mission. DRC operated under three negotiated agreements for bargaining unit employees (CREA, AFSCME Local 2910, and AFSCME Local 2477) and under LCR 2020-7 for nonbargaining unit members. During the year, DRC received seventy-two new cases and closed out sixty-four disputes. Fifty-six of the closures were resolved (an 87.5 percent settlement rate). Of the eight cases that were closed and not resolved, three were sent to LMR and five were forwarded to the Equal Employment Opportunity Complaints Office (EEOCO). As of September 30, 2002, the office had an active caseload of thirty-one disputes. DRC conveners also recorded more than 600 consultations with employees, supervisors, and labor representatives. Those extensive consultation services provided many staff members with solutions to work-site problems and helped avoid the filing of discrimination complaints and grievances. DRC also provided training in basic mediation skills and the dispute resolution process.

Equal Employment Opportunity

EEOCO continued to process discrimination complaints to ensure administration of the Library's Equal Employment Opportunity program in accordance with statute, Library regulations, and policies. EEOCO ended fiscal 2002 with a total caseload on hand of 186 cases, including 91 informal and 95 formal complaints. During fiscal 2002, HRS sets priorities for its resources to redirect funds for investigative, counseling, and hearing examination requirements. Those funds significantly augmented EEOCO's existing contracts budget and ensured assignment of cases.

Affirmative Action and Special Programs Office

The Affirmative Action and Special Programs Office (AASPO) directs the Library's multifaceted efforts to increase the participation of minorities, women, and people with

disabilities in all Library programs and activities. During the year, AASPO conducted awareness and education programs to mark African American History Month, Hispanic Heritage Month, Asian Pacific American Heritage Month, Women's History Month, and Disability Employment Awareness Month.

The seven members of the fifth Affirmative Action Intern Program class completed their two-year professional development effort in March 2002. Begun in 1990, the intern program prepares Library staff members who are in clerical or technical positions so they can advance into permanent professional and administrative positions leading to the GS-11 or GS-12 level. The program includes intensive on-the-job training, formal coursework with training allotment, professional development plans, mentors, and sponsored or recommended seminars and courses. At year's end, intensive preparations were under way for completing the upcoming sixth intern program, which will include ten opportunities.

Forty-one Library staff members received awards under the Affirmative Action Tuition Support Program for fiscal 2002. Each award carried a stipend of up to \$2,000 toward payment of tuition, books, and other fees directly related to the educational process. Awards provided an opportunity for staffers to gain additional education and training that will help them compete for positions in the following targeted job series: social science analyst, economist, foreign affairs analyst, computer specialist, administrative officer, copyright specialist, librarian, and technical information specialist.

The Disability Employment Program and Selective Placement Program improved customer service by establishing consolidated phone and e-mail access points, assessing a server-based system to replace outdated teletypewriters, designing a pilot test for remote interpreting by Webcam, and purchasing portable enlargement systems for use by employees and the public. By attending several seminars hosted by the Kennedy Center and the Smithsonian Institution, Library employees conducted an active exchange of emergency preparedness policies and procedures for people with disabilities. HRS also designed a full range of accommodations to meet the challenging needs of National Book Festival attendees. Accommodations included programs in braille and large print, assistive listening devices, American Sign Language interpreting services, and personal assistants.

INTEGRATED SUPPORT SERVICES

During fiscal 2002, Integrated Support Services (ISS) contracted for millions of dollars in goods and services; completed several major renovations; provided printing, graphics, and postal and freight service support to the Library staff; and ensured the health and safety of Library staff members through the work of Safety Services and the Health

Services Office. The ISS director continued to chair the Library's Emergency Management Team and to serve as the Library's designated agency safety and health official. The ISS director, ISS division chiefs, and support staff participated in emergency management activities throughout the year. They shared increased responsibilities in the wake of the 9/11 terrorist attacks and the subsequent discovery of anthrax in the Hart Senate Office Building, which led to a weeklong closing of the Library for anthrax testing, followed by precautionary irradiation of the Library's mail.

Contracts and Logistics Services Division

The Contracts Section completed more than 12,000 contractual actions valued at approximately \$213 million. The contracting staff members, who support internal Library customers by purchasing all services, supplies, and equipment for the Library, processed 5,645 contractual actions for approximately \$122.5 million. Of that volume, 4,382 actions (77 percent) were for simplified acquisitions valued at less than \$100,000; 702 actions (13 percent) were for contracts awarded at values greater than \$100,000; and 561 actions (10 percent) were for prior-year contract closeout activities.

FEDLINK Contracts processed 3,527 contractual actions valued at \$90,727,471 and processed 2,834 modifications for prior-year delivery orders. The FEDLINK contracts team established 115 contractual vehicles including five new Indefinite-Date-Indefinite-Quantity contracts in which the program's administrative fees will be paid by the vendors rather than by FEDLINK customers.

In December 2001, the Contracts Section began developing a complex contract that would provide a flexible and broad approach to addressing library support services for the Law Library and other Library of Congress service units. The contracting requirement was necessitated by a congressional mandate in the Law Library's budget appropriation for fiscal year 2002 that directed the Law Library to address and resolve four collection arrearages by the end of fiscal year 2003. This vehicle was designed to end the use of a National Institutes of Health (NIH) multiagency agreement awarded to one vendor whose services carried additional costs as an NIH administrative service fee. By using the new megacontract instead of the NIH multiagency agreement, the Library saved approximately \$670,000 in the first three months of its use.

Contracts staff awarded contracts that supported the second annual National Book Festival, contracts related to the Center for Russian Leadership Development, an \$8.5 million contract for services to provide a volume-by-volume physical inventory of an estimated 10 million items in the Library's collections, and a contract for paper-splitting services for use in preserving at-risk Library materials.

The Logistics Section accounts for and ensures proper use and disposal of more than 100,000 line items of Library property valued at more than \$312 million. This group manages a reimbursable supply operation for the Library that buys commonly used office supplies in bulk to take advantage of volume discounts. In fiscal 2002, the group filled 2,719 requisitions with total sales of more than \$913,000. The warehouse and receiving operations picked up and delivered 11,943 items of furniture and equipment.

The Logistics Section continued to support the Computers for Learning Program established by Executive Order 12999 to ensure that all American children have the skills they need to succeed in the information-intensive twenty-first century. To that end, the section donated 654 computers valued at more than \$1,417,200 to thirty schools nationwide.

Facility Services

The Facility Design and Construction Unit (FD&C) processed 2,000 requests for service, 300 purchase requisitions, and 100 ergonomic evaluation reports. During the year, the FD&C completed the Security Initiative Project, which included renovation of the police locker rooms, lounge, and roll call room; operations office; break room for The Chimes vocational training and janitorial services agency; the Collections Access, Loan, and Management Division break room; and cellar storage areas. The FD&C completed the reconfiguration and expansion of the Scholars' Colonnade to house the John W. Kluge Center. This significant furniture reconfiguration project converted the existing workstations on the lower level to private offices, while adding twenty-eight additional workstations on the upper level. As part of the Madison Furniture Replacement Project, FD&C designed and purchased 137 workstations Library-wide.

Other major accomplishments included completion of the Loan Division Project, the Facility Services portion of the Book Processing Design Project for the loading dock in the Jefferson Building, a temporary design and installation for the Baseline Inventory Project in the Adams Building North Reading Room, and installation of furniture at the Fort Meade storage facility in preparation for its grand opening in November 2002.

The Public Programs Section of Facility Services supported 40 events sponsored by the Office of the Librarian; 121 congressional events; and 1,735 other Library events, including meetings, seminars, and conferences.

Office Systems Services

The Office Systems Services (oss) continued to meet the printing, postal, freight, transportation, and records management needs of the Library. The division responded to

the presence of anthrax in the mail system of the Hart Senate Office Building by immediately partnering with congressional staffs to assess potential contamination and develop testing, security, and training protocols for incoming mail. The oss acting chief served on the Joint Senate–House Library Task Force that developed an operating agreement changing the procedures for mail delivery, shipment, and distribution on Capitol Hill.

Under the post-9/11 emergency supplemental appropriation bill, oss received \$9.5 million to effect changes necessitated by the anthrax attacks. Working with technical, medical, and scientific experts from Congress and several federal agencies, oss set up

quarantine and security procedures for mail coming into the Capitol complex. Included were procedures for off-site receiving, irradiation, and X-raying all quarantined and future incoming mail for the Library, House, and Senate. Those extraordinary protocols, along with the off-site location cost and specialized equipment, increased the Library’s mail handling expense from a pre-9/11 level of approximately \$500,000 per year to approximately \$750,000 per month.

The Printing Management Section supported the printing needs for the Library by providing printing, composition, and graphics support for posters, reports, brochures, and calendars for major Library exhibitions, special events, and other Library programs.

During the year, the section instituted a new Simplified Purchase Agreement Contract (Program 960) that permits direct contractor procurement on specialized jobs (up to \$2,500) for printing, copying, microfilming, foil stamping, embossing, tabs, blueprints, calligraphy, die-cutting, plaques, bags, and other products and services. The Printing Management Section partnered with the Records Management Unit Section to update all Library of Congress Regulations on the Xerox DigiPath machine. As a result, the section can print up-to-date regulations using print-on-demand for any Library office.

The Mail and Distribution Management Section implemented new U.S. Postal Service regulations and procedures for city deliveries and increased security measures by X-raying all mail and freight delivered to the Library. Mail clerks were trained about procedures and equipment, and contractors were trained to assist in reducing the mail backlog caused by anthrax contamination, which caused postal authorities to close the Brentwood mail-processing facility.

The Transportation Services Unit continued to provide transportation and special delivery services to Library of Congress officials and special guests attending functions and events. Shuttle runs continued daily service to Library annexes and to the State Department for confidential and top-secret mail and telegrams coming to the Library.

Under the post-9/11 emergency supplemental appropriation bill, oss received \$9.5 million to effect changes necessitated by the anthrax attacks.

The Records Management Unit responded to records management inquiries from Library divisions and congressional offices regarding file classification, records scheduling, and disposition. The office responded to all Freedom of Information Act requests within ten days, processed more than 300 requests to reprint forms, and designed or revised thirty forms. Staff members assisted permanent Senate committees on plans for filings, subject headings guidelines, and records management practices in preparation for investigative hearings on Enron and Arthur Andersen. Cost avoidance savings for records transferred from Library offices to the oss storage area and authorized destruction of old records totaled \$32,883.

The unit also worked with offices throughout the Library to gather and archive the permanent records documenting responses, plans, and policy changes that resulted from the anthrax attack. As part of the post-9/11 security protocols, the unit contracted with Iron Mountain Records Storage Inc. to begin transferring temporary records from oss plus selected permanent records from the Library of Congress Archives to a secure, off-site location.

The Correspondence Control Unit partnered with the Librarian's Office and Information Technology Services to customize and implement the new ccmMercury software system for inputting and tracking the Librarian's correspondence. The unit is now responsible for opening all correspondence directed to the Librarian of Congress and scans each document into the ccmMercury system, which classifies and routes it to the proper office for response. Hard-copy original documents are archived in the unit. In addition, all of the Library's incoming mail is now irradiated at the off-site facility before delivery.

Safety Services Office

In an unprecedented year of activity, the Safety Services Office responded to an emergency mandate of the Librarian to ensure the safety and health of Library employees and patrons after the anthrax discoveries. Led by the chief, the office drew up an environmental testing and monitoring plan for the Library's three Capitol Hill buildings and obtained the concurrence and approval of the Centers for Disease Control and the Anthrax Remediation Task Force. Once the plan was approved, division safety and health professionals executed it to ensure—beyond a reasonable doubt—that Library buildings were free of anthrax. At significant personal risk, they collected and packaged biological test samples. Their actions greatly reduced the time that the Library was closed and saved millions of dollars in lost work time. In partnership with the Occupational Safety and Health Administration and the Library's Health Services Office, the Safety Services Office also

conducted a study to determine the possible health hazards associated with the unprecedented irradiation of mail being received at the Library of Congress.

The Library finished the year with a lost-time injury rate of 0.5 injuries per 200,000 hours worked, thereby scoring better than the projected rate of 1.4 injuries. Safety Services Office staff members provided comprehensive ergonomic consultations to 225 Library employees and assisted in the design of workstations and the purchase of equipment in Phase 2 of the workstation replacement project in the James Madison Building. Staff members provided fire and life safety reviews and safety management services to the Library for the completion of the Fort Meade Collections Storage Facility, Module 1. They completed plan reviews and provided advice on the design and use of the National Audio-Visual Conservation Center in Culpeper, Virginia; the Capitol Visitor Center connection to the Library of Congress; and the perimeter security initiatives around all Library buildings on Capitol Hill. In addition, the office assisted in planning and renovating more than 100,000 square feet of office space for Library customers. This renovation included improving the fire protection system and life safety initiatives. The office also partnered with the Architect of the Capitol to improve the fire systems and other life safety equipment in more than 3 million square feet of collection, exhibition, and office space in the Thomas Jefferson, John Adams, and James Madison Buildings.

Health Services Office

The Health Services Office (HSO) provided acute and emergency treatment to approximately 10,000 staff members and visitors during fiscal 2002, including 2,709 blood pressure monitorings. Additionally, staff members responded to ninety-seven medical emergencies, many of which were life threatening. The allergy clinic administered 1,912 on-site immunotherapies and 2,125 influenza vaccinations. HSO conducted staff health screenings for diseases such as diabetes and prostate, ovarian, and breast cancer.

The HSO staff spearheaded the effort to purchase, install, and train other Library staff members to use fourteen additional automatic external defibrillators. As a result, the Library of Congress became one of the few federal agencies to have a full-fledged public access defibrillator program in compliance with the Cardiac Arrest Survival Act and Rural Access to Emergency Devices Act. Those acts were signed into law by President Clinton in November 2000 as components of the Public Health Improvement Act of 2000.

During the year, HSO managed the Workers' Compensation Program. The office processed 140 reportable injury and 3 illness claims, logged 31 occupational repetitive motion complaints, and counseled more than 182 individuals with prospective injury complaints. The Library's charge-back costs were reduced by 1 percent. Four workers were

returned to the active workforce rolls (having been on long-term disability) and one person retired, reducing the Library's costs by \$49,505.

Fiscal 2002 was challenging for HSO in the wake of the 9/11 terrorist attacks and subsequent anthrax attacks. The HSO chief assisted in developing a Capitol Hill-wide anthrax testing plan while HSO staff members counseled about and tested Library and congressional employees for exposure to the deadly substance. Upon the reopening of the Library after anthrax testing, the HSO chief briefed more than 2,000 Library staff members to assuage fears and to provide sound medical information. By designing and coordinating a study (in conjunction with the Safety Services Office) to evaluate risks, HSO addressed the concerns of staff members with regard to the potential health risks of handling irradiated mail. The first phase of the study was conducted on February 25 through March 1 with the gathering of baseline data on all 148 participants. The second phase of data collection was conducted on April 22–25, and the study concluded with Phase 3 of data collection on July 24–25. At year's end, the results were being analyzed. The study—the only one of its kind—is expected to provide information that will be shared on a national level.

In the wake of the year's unprecedented events, the Library instituted several health and safety measures, including the formation of Community Emergency Response Teams (modeled after the framework established by the Federal Emergency Management Agency) to train volunteers to respond under the direction and supervision of the Library's medical officer in the event of a disaster or mass casualty. In compliance with the Homeland Security Act, the Deputy Librarian requested that a task force be formed to examine and recommend comprehensive safety and protective measures for staff members in the event of a catastrophic attack on Library buildings. The health services officer and one nurse practitioner served on that task force, which presented its final report to the Library's Executive Committee in September.

LIBRARY OF CONGRESS INTERNAL UNIVERSITY

The Library of Congress Internal University (LCIU) completed its fifth year of providing training programs and services to Library management and staff members. During the year, LCIU expanded its efforts not only to provide the right training to the right people at the right time but also to take innovative approaches to support the Library's strategic objectives and initiatives.

In fiscal 2002, LCIU scheduled, coordinated, or supported more than 565 automation and nonautomation courses. In addition, the LCIU supported more than 135 service and support unit activities, such as vendor demonstrations, meetings, and special require-

ments (e.g., support for the anthrax medical screening program, General Counsel's Office hearings, and town hall meetings).

The LCIU fully funded courses in facilitative leadership skills and new employee orientation. It partially subsidized the Library's mentorship program, as well as funding training in Microsoft computer applications, computer security awareness, and Web development.

In addition to those technical courses, new offerings included Presentation Skills, Writing, Palm Pilot Utilization, and Effective Facilitation. Plans were completed to implement new classes in Diversity and Sexual Harassment Prevention in the coming year.

In collaboration with the Law Library, the LCIU supported a series of courses that instructed congressional staff members about methods and techniques for researching current and past legislation. During the year, more than 250 congressional staff members participated in this series of courses.

To reduce costs to the service and support units, the LCIU negotiated with various vendors to bring specialized technical training to the Library at costs lower than similar classes outside the Library. This specialized training included developing and implementing the Library's customized Webmaster Technical Training Curriculum. The curriculum, which LCIU is now offering to all service and support units, includes HTML, Writing for the Web, UNIX, Dreamweaver, HomeSite, Architecture for the Web, Cascading Style Sheets Workshop, Usability Testing, XML, Web Graphics, and Fireworks. During fiscal 2002, 476 Library employees participated in those customized on-site courses for a total service and support unit LCIU-negotiated cost of \$58,991 as compared with more than \$226,000 for similar off-site training. Similarly, the LCIU arranged on-site training in Windows 2000 for 464 Library employees at a cost savings to the Library of \$62,640.

During the year, the LCIU continued to make significant progress in promoting self-paced learning for all Library employees through online training. Toward this end, the office fully implemented and managed the Learning Support Center (LSC). Equipped with state-of-the-art computer equipment (Internet, CD-ROM, etc.), the LSC served as a gateway to introduce new technology. The LSC provided online computer training programs to staff members at no charge, supported the staffs with AVUE training, and provided team leaders with group training using LSC videos and training manuals. The LCIU also helped the National Library Services for the Blind and Physically Handicapped to establish a similar learning support center, including providing the center with videos, books, and other materials.

Of special note during the year were the development and implementation of the Library's first "blended" learning program, that is, course modules that were both instruc-

tor led and online. After the successful pilot of the instructor-led, Library-wide Computer Security Awareness Training (CSAT), the Library's mandatory instructor-led CSAT was implemented in February 2002 with eleven sessions in the Coolidge auditorium. An electronic scanning system was used to register employees. Special sessions were conducted for shift workers in the evening and for the National Library Services for the Blind and Physically Handicapped at the Taylor Street Annex. A follow-up program for mandatory Web-based CSAT training was developed and implemented for all Library employees.

In an effort to keep Library management and staff personnel informed, the LCIU developed and maintained an Intranet home page that listed its course offerings and other training resources. The LCIU used various forums such as town hall meetings to provide staff briefings on training, and it published a listing of LCIU-sponsored courses in the *Gazette*. Working with the labor organizations, the LCIU continued to participate in the Joint Advisory Committee on Professional Development and Training, a union-management group. The LCIU also continued its long-standing relationship with the Catholic University of America's School of Library and Information Science through graduate-level courses.



OFFICE OF STRATEGIC INITIATIVES

ESTABLISHED IN FISCAL 2001, the Office of Strategic Initiatives (OSI) expanded in fiscal 2002 to meet growing demands. Comprising the National Digital Library (NDL) and Information Technology Services (ITS), OSI is responsible for strategic planning for the Library's digital initiatives, which includes developing a full range of digital policies and operations for acquiring, describing, and preserving content created and distributed in electronic form (such as electronic journals and books, Web sites, and databases). In addition, OSI will manage the life cycle of digital materials as part of the Library's universal collection for the nation.

The primary focus of OSI in fiscal 2002 was to plan for developing and implementing a congressionally approved National Digital Information Infrastructure and Preservation Program (NDIIPP). The program was funded by a fiscal 2001 congressional appropriation of \$99.8 million. NDIIPP goals are as follows:

- to encourage shared responsibility for digital content and to seek national solutions for the continuing collection, selection, and organization of historically significant cultural materials regardless of evolving formats;
- to provide the long-term storage, preservation, and authenticity of those collections; and
- to maintain the persistent, rights-protected access by the public to the digital heritage of the American people.

Development of the NDIIPP plan began with a yearlong, nationwide, fact-finding effort and included four major activities: (1) consulting with stakeholders in the archival and information technology community, (2) providing background research, (3) offering scenario planning, and (4) defining the components of the digital preservation infrastructure. Details of NDIIPP are now available on the program's new Web site at <www.digitalpreservation.gov>.



The National Digital Information Infrastructure and Preservation Program Web site at <www.digitalpreservation.gov> provides information about the Library's collaborative efforts to preserve the nation's digital heritage.

NATIONAL DIGITAL LIBRARY PROGRAM

During fiscal 2002, the NDL continued to receive widespread acclaim as a provider of free, high-quality, educationally valuable American cultural and historical resources on the Library's American Memory Web site. Digital conversion activities at the Library are the product of an integrated program coordinated by OSI, the Public Service Collections, and the Area Studies Collections Directorates in cooperation with other Library divisions and other repositories. At year's end, more than 7.8 million items from the Library of Congress and other institutions were available online or in digital archives.

Fourteen new multimedia historical collections were added to the American Memory Web site, bringing the total to 116. Nine existing collections were expanded with more than 380,000 digital items. In addition, the ITS Digital Scan Center mounted seven new Library exhibitions on the Library's Web site, and three continuing exhibitions were updated (see also Appendix G: Online Collections and Exhibitions).

Collaborative Initiatives

Work continued on International Horizons, a project dedicated to fostering international collaboration for joint digitization efforts. The National Library of Russia and the Russian State Library continued to contribute digitized historical materials to Meeting of Frontiers, an English-Russian bilingual Web site that is part of the International Horizons project. The Meeting of Frontiers site currently includes more than 6,800 bibliographic items with more than 100,000 digital files. Recent additions to the collection expanded the story of people from Siberia exploring the land that is now Alaska.

Historias Paralelas, another component of International Horizons, continued to grow with collections from both the United States and Spain. In fiscal 2002, items from the Library's Sir Francis Drake Collection of rare books and the manuscript collection of Hans P. Kraus Spanish American Documents were digitized and added to the site. Library of Congress staff members visited the National Library of Spain to strengthen the relationship between the two institutions. Also, after an agreement with the National Library of Brazil, the United States and Brazil began developing a cooperative Web site called Brazil's Evolving Culture: Mirror of the World.



In 1943, Ansel Adams photographed the Manzanar cemetery. His photograph is one of more than 200 that document the Japanese internment at the Manzanar War Relocation Center in California. This photographic collection was made available on the Library's American Memory Web site in 2002 to mark the 100th anniversary of Adams's birth. (Photo by Ansel Adams)

The Atlantic World: America and the Netherlands represents a collaborative digital effort between the Library of Congress and the Koninklijke Bibliotheek, the national library of the Netherlands. The pilot project, which will be released in July 2003 as part of International Horizons, focuses on Dutch exploration in the Americas and Dutch influence on American culture.

The Library partnered with the Open Society Institute (Soros Foundation–Russia) to sponsor a grant-awarding competition for digitizing historical collections in Siberian institutions, establishing a mobile digitization team in 2001, and receiving more than 2,000

digitized items in 2002. In addition, the Library of Congress and the Staats- und Universitäts-Bibliothek (SUB) of Göttingen, Germany, concluded an agreement for digitizing SUB's famous Asch Collection.

During fiscal 2002, the Library of Congress participated in developing the International Children's Digital Library (ICDL), a cooperative project with the Internet Archive and the University of Maryland to build a Web site containing international literature for children. The Library selected and digitized approximately sixty children's books from its general collection and its Rare Book and Special Collections Division as the Library's initial contribution to the site. The ICIDL Web site was set to be launched on November 20, 2002, at the Library of Congress to coincide with the celebration of National Children's Book Week.

Six award-winning Library of Congress–Ameritech collections debuted online this year, bringing the total to twenty-two. Beginning in 1997, the Library sponsored this three-year competition with a gift from Ameritech Corporation to enable the public, research, and academic libraries, museums, historical societies, and archival institutions (with the exception of federal institutions) to digitize American history collections and to make them available on the Library's American Memory Web site. Those collaborative digital collections complement and enhance the Library's existing online resources. Thirty-three institutions received \$1.75 million of support to digitize twenty-three projects.

OSI continued to broaden access to the unique materials digitized for American Memory and to encourage cooperation among repositories of cultural heritage. By September 2002, more than 120,000 records for items in nine American Memory collections were shared with other institutions by using the emerging standard of the Open Archives Initiative (OAI) Protocol for Metadata Harvesting. Included were maps, early movies, broadsides and other printed ephemera, sheet music, dance manuals, and four collections of photographs. Maps are added every quarter; a substantial addition was to be made to the broadside collections in fall 2002, and additions to the photograph collections are planned. For the collections made available so far, the records are available either in the MARC (machine-readable cataloging) format or as simple Dublin Core records. The records have been harvested for inclusion in several union catalogs of cultural materials, including the OAI service from the University of Michigan and the Cultural Heritage Repository from the University of Illinois at Urbana-Champaign. Using the OAI Protocol for Metadata Harvesting, the Library has contributed a total of seven collections to the Cultural Materials Initiative, a pooled resource that the Research Libraries Group is assembling from digital resources of participating members.

Educational Outreach

The Office of Strategic Initiatives continued to reach out to the education community through its electronic programs. Web sites such as Today in History, America's Library (a joint project with the Public Affairs Office), and the Learning Page provide useful educational materials to teachers, students, and the general public.

The Today in History site, which offers essays in American history for each day of the year, added a notable essay on the September 11, 2001, attacks on the United States. The site is as popular with students and teachers as it is with history buffs looking for a daily dose of American history.

America's Library, an interactive Web site for children and their families, added stories and activities based on the collections of the Library. The site has won numerous awards since its launch on the Library's Bicentennial date of April 24, 2000, and is one of the most popular online offerings of the Library.

The Learning Page was entirely redesigned in fiscal 2002 to increase its usefulness. Eighteen new lesson plans, designed by teachers who have participated in the Library's American Memory Fellows Program, were made available and included topics such as "The Civil War Through a Child's Eye," "Marco Polo's Travels on the Erie Canal," and "African Americans during the Gilded Age." A new feature, Immigration, was added to the Learning Page to show students how immigrants have shaped America. A Community Center was developed as an interactive section of the Learning Page to allow users to conduct online discussion boards and live chats based on a series of themes. Collection Connections activities were added to provide activity ideas for using the Library's digital collections in the classroom.

During the year, seventy-nine videoconferences, with participants from across the country, were held in the Learning Center. Learning Center staff members (Digital Reference Team) made presentations, led workshops, and demonstrated the Learning Page at the annual conference of the National Council for Social Studies Teachers, the American Association of School Librarians conference, the National Educational Computing conference, the Connecticut Educators Computer Association, and the National Middle School Association conference.

The Library held the third Adventure of the American Mind Summer Institute for teachers. The goal of the program is to aid educators in using online primary sources in the classroom as a way to develop critical thinking skills in students. The Education and Research Consortium of the Western Carolinas (ERC) sponsored the institute, which took place in Asheville, North Carolina. Before the summer institute, participants in the program attended a semester-long class at one of the following clusters: Brevard Community

College, Furman University, Mars Hill College, in the Carolinas at Montreat College, Western Carolina University, and in Arizona at Maricopa Community College. The institute included visits to the Library of Congress, the University of Virginia, and Monticello (Thomas Jefferson's home in Charlottesville, Virginia). The trip to Virginia and the Library of Congress was intended to give participants a "Jeffersonian experience" that would allow teachers to immerse themselves in the history of the third president and to view primary sources at the Library such as rare books and manuscripts relating to Jefferson, many of them in his own hand.

The Learning Center hosted 392 programs for 7,173 visitors. The Learning Center staff designed several new workshops offered to educators and students either in the sixteen-seat computer classroom or off-site by videoconference. A total of 559 educators attended 38 in-house workshops, and 2,038 educators participated in 82 videoconference sessions. The Learning Center offered 160 theater-style programs for 3,362 guests and 17 informal programs at the alcove workstations for 48 guests. In addition, 28 programs for 863 guests used a combination of spaces in the Learning Center. In keeping with the Learning Center's focus on education, the classroom and videoconference participants were almost all classroom teachers, librarians, school media specialists, library science graduate students, and undergraduate education majors. The Learning Center continued to host foreign scholars and dignitaries plus members of Congress and their guests. Besides the active workshop and presentation schedule, the Learning Center staff used e-mail to handle more than 7,300 requests for information about American Memory and the Learning Page—twice last year's number.

INFORMATION TECHNOLOGY SERVICES

Information Technology Services provided reliable and responsive support to the Library and its external customers in fiscal 2002. The Library's Web servers processed several billion transactions. Telephone operators responded to 59,720 telephone calls, and the ITS Hotline formally logged 10,445 requests and problem reports.

ITS welcomed a new director, James Gallagher, in July. At year's end searches had begun for a new deputy director and a special assistant. ITS added several staff members from the National Digital Library, who will contribute their significant expertise in digital conversion and project management. They also brought valuable knowledge of the Library's collections and curatorial work. Several staff members from the Computer Operations Group were selected to fill positions as multimedia specialists in the User Support Group.



“Boy with Shadow,” ca. 1950–1960, by Toni Frissell. When They Were Young: A Photographic Retrospective of Childhood is one of seven new exhibitions mounted on the Library’s Web site by the ITS Digital Scan Center. (Photo by Toni Frissell)

Use of the Library’s online computer resources continued to increase while response time remained at a consistently high level. More than 2 billion transactions were recorded on all of the Library’s computer systems, up from 1.3 billion in fiscal 2001. The public legislative information system known as THOMAS continued to be an enormously popular resource, with 12.9 million transactions logged on average each month as compared with 10 million monthly the previous year. Two new sections, Presidential Nominations and Treaties, were added to THOMAS, and the Status of Appropriations table—a frequently updated and heavily used resource—was redesigned.

ITS continued to play a crucial role in the Library’s expanding presence on the Internet by providing enhanced technical support. Working with the National Digital Library, ITS mounted fourteen new American Memory collections and significantly updated nine others. Seven new exhibitions were mounted on the Library’s Web site by the ITS Digital Scan Center. The center also updated the online versions of three continuing exhibitions: *American Treasures of the Library of Congress*, *World Treasures of the Library of Congress*,

and *Bob Hope and American Variety* (see also Appendix G: Online Collections and Exhibitions). Use of the American Memory collections increased from 28.5 million a month in fiscal 2001 to 38.8 million a month in fiscal 2002. America's Library logged more than 154 million transactions, an average of nearly 13 million a month—up from 11 million a month the previous year. The Library's online public access catalog recorded an average of more than 24 million transactions a month.

In addition, ITS created several new Web sites while updating and supporting existing sites. New Web sites designed by ITS included Emergency Management Information for Staff, International Horizons, Voice Systems, and LC Ethics. Use of the Library's Web site was enhanced by the redesign of the major public Web pages and the addition of a powerful search engine. ITS provided templates to help Library Web page designers take advantage of redesigned Web site formats and the new search engine. At year's end, the Library completed its fifty-fourth consecutive week on the top ten list of federal government Web sites as measured by Keynote, one of the leading commercial raters of Web site response times. The Library's site also received a number of accolades throughout the year (see also Appendix D: Honors).

ITS led a Library-wide effort to implement a new correspondence control system (ccmMercury). The new system from WorkDynamics Technologies Inc. provides electronic assignment, routing, and tracking of official correspondence and the development of draft responses. The system can accommodate traditional or electronic formats. The original documents can be scanned for distribution while originals are retained immediately by the Records Management Division. This new paperless solution to the correspondence control problem was implemented just as concerns arose about paper correspondence after the discovery of anthrax in the Hart Senate Office Building.

The ITS hotline realized a long-held goal of providing twenty-four-hour-a-day, seven-day-a-week support to Library staff members. The Library now serves a customer base that is active around the clock. The many Library staff members who support the electronic collections and systems are increasingly engaged in work outside of normal business hours. Staffed primarily with contractors, the hotline relies on a growing, online knowledge base to provide first-line responses to callers. Having this constant presence of technically sophisticated staff members provides the opportunity to identify system problems in a more timely manner and to reduce the delay in effecting a return to service.

The Telecommunications Team was responsible for upgrading 1,582 network connections from Token Ring to Fast Ethernet technology in 2002. Logistical barriers to completion of this work in the Adams and Jefferson Buildings have led to an evaluation of wireless network technologies as a solution in some instances.

ITS completed its sixteenth year of providing customized computer training to the Library of Congress staff. During the year, course offerings included File Management, Windows 2000, WordPerfect 9.0, GroupWise 5.5, Quattro Pro 9.0, and Hewlett Packard Scanner Techniques. With the introduction in February of ccmMercury, ITS conducted training for more than 200 staff members in the use of both the proprietary, stand-alone client software and the Web-enabled version. In all, approximately 530 staff members benefited from focused training sessions.

Working with expert consultants, ITS completed a comprehensive analysis of commercial storage options to identify products most appropriate to the Library's digital storage needs. The Library currently maintains eighty terabytes of online storage, and at year's end ITS was evaluating proposals to increase that base by at least twenty-five terabytes. During fiscal 2002, ITS upgraded its tape backup capabilities to ensure adequate levels of remotely stored backups of critical data. ITS added three new IBM RS/6000 servers to the enterprise computing facilities. Those servers are PS 690 models with eight-way POWER4 Turbo processors.

Responding quickly, ITS staff members supported the Library of Congress's Emergency Management Team in the hectic weeks following September 11, 2001 (9/11), and the subsequent anthrax testing of the Library's buildings. Furthermore, the ITS Telecommunications Administration Team provided extremely responsive support to the Senate Sergeant at Arms and the Office of the Attending Physician as they rushed to set up an anthrax testing station at the Library's child care center. Similarly, ITS staff members supported the effort to prepare the Landover Annex facility as an emergency management center.

In February, the Library accomplished a significant upgrade to the application software underlying the integrated library system (ILS), which is used by more than 3,000 staff members and by thousands of public users. The upgrade required months of innovative and coordinated planning among Library stakeholders, the vendor's staff, and ITS with the challenging goals of minimizing downtime while ensuring system integrity throughout the process. The result was a successful upgrade that will serve as a model for expediting future upgrades.

Working with a high-performance computing consultant, ITS and the ILS vendor conducted system performance analyses that resulted in a multiyear plan to meet the priority goal of improving access for ILS users, both inside and outside the Library. During the year, a new ILS database was set up for the Congressional Research Service (CRS), and an inventory management system for the off-site book storage system at Fort Meade, Maryland, was being planned for coordination with data from the ILS.

Several new application systems that are based on the Remedy software platform offer new levels of administrative controls over critical Library processes. Capitalizing on the reusability of code and increasing staff experience with Remedy, ITS developed new Remedy-based systems at a much quicker rate than was previously possible. For example, the Office of the General Counsel now tracks all requests of depositions, briefs, and other legal services through a customized system built on that platform. Similarly, the Law Library's request tracking system—Basic Activities Tracking System—was expanded and enhanced so it can be integrated into the workflow across the Law Library. The Collaborative Digital Reference Service (CDRS) pilot project, conducted jointly by the Library and the Online Computer Library Center (OCLC), was designed and operated on Remedy during its successful first phase. The pilot concepts of CDRS were then integrated into the expanded and renamed QuestionPoint system.

The Library received special supplemental funds to create a remote alternate computing facility to ensure the continuance of computing and telecommunications service to the Congress and the nation if a disaster occurs on Capitol Hill. Working with staff members from the House, the Senate, the Architect of the Capitol's Office, and the General Accounting Office, ITS evaluated many candidate sites for an Alternate Computing Facility (ACF). At year's end a final decision was reached, and planning was under way to install telecommunications services and computer room hardware. The ACF will create a fully redundant facility for the continuance of computing services in the event of catastrophic failure on Capitol Hill.

In March 2002, the Congressional Alert Service (CAS) was added to the Legislative Information System to personalize legislation tracking by congressional staff members. Whenever a new bill or a change in bill status matches predefined criteria, an alert notice is sent by e-mail. CAS was created jointly by ITS developers and the Congressional Research Service's automation staff members. Working together, they defined the CAS requirements. As a result of this successful collaboration, the delivered system is accurate and stable.

The new CRS Products system completed its first installation phase at the end of fiscal 2002 and was on target for final implementation in early fiscal 2003. The system searches the summaries of CRS Products, rather than bibliographic records, and it gives direct links to the full documents in a choice of formats, such as pdf and HTML. CRS Products fulfills CRS's goal of furnishing congressional staff members with the most relevant CRS documents in an easy-to-use format.

Infrastructure support for CRS and Congress was increased with the relocation of the CRS office automation and quantitative analysis servers to the ITS computer room. The relocation brought those mission-critical devices into an environment with consistent and

redundant power, dependable cooling, and card-controlled access. Also noteworthy this year was the installation of router-based encryption of e-mail between CRS staff members and their customers in the House and Senate.

During the year, ITS continued to safeguard the Library's information systems resources by implementing technology solutions and oversight for the Library-wide Computer Security Coordination Group. No significant computer security incidents were reported. An internal penetration study initiated by the Inspector General's Office revealed no significant holes in the Library's network or computer defenses. Online and instructor-led security awareness training was provided to 1,800 staff members, bringing the Library into compliance with the 1987 Computer Security Awareness Act. A pilot for online professional security training was initiated. An active publicity campaign included a successful Computer Security Day celebration, brown-bag lunch briefings, articles in the Library's staff newsletter, and an expanded computer security Web site. E-mail filtering software intercepted more than 63,000 potential viruses. E-mail spam filtering software shielded staff members from more than 500,000 junk e-mail messages. Additional firewalls were implemented and virtual private network connections, which provide secure access from remote sites, were extended locally and to the Library's overseas offices. On the policy front, a draft document of the Library-wide information security policy was submitted to the Deputy Librarian for initial review. It sets the foundation for developing application-specific security reviews.

Support for the Copyright Office included the continuing development of a Web-based replacement for the Copyright Office In-process System (COINS); collaboration with the vendor, the Corporation for National Research Initiatives, for turnover of development work on the Copyright Office Electronic Registration, Recordation, and Deposit System (CORDS); and participation by ITS staff in the Copyright Office's Business Process Reengineering effort.

Major accomplishments for the Copyright Office's Licensing Division System (LDS) included implementing the refund subsystem that automates the process of authorizing, verifying, and issuing a refund to cable, satellite, and Digital Audio Recording Technology (DART) system operators who have overpaid their copyright royalty fees. The new subsystem allows for the online entry of a refund and up to three levels of verification (depending on the amount to be repaid) in the examining section before the refund is automatically transferred to the fiscal section for payment. At that time, the new subsystem allows for the online entry and verification of a refund authorization, an actual refund, and, in cases where a refund cannot be cashed, a refund cancellation. The existing application was converted to Oracle Forms 6i and the Windows 2000 platform. Also, new

LDS user reports were developed, and a cable name and address file was produced for the Government Printing Office contractor.

With a total of twelve staff members devoted to multimedia productions and to a growing awareness among the Library's managers of the desirability of making events available on the World Wide Web, the development of programming for the Library's Web site increased significantly. ITS provided digital media products for an expanding customer base in the Library. Notable products have included an introductory video to explain the new online reference program, QuestionPoint; coverage of programs including the Benjamin Botkin conference for the American Folklife Center, the *New York Times* Writers Panel on 9/11, and the Abraham Lincoln Institute; new entries to the growing body of the Globalization and Muslim Society Series; and the Librarian's "Welcome" message for the National Book Festival.

ITS again produced the *Library of Congress Telephone Directory* in cooperation with staff members throughout the Library. More than 5,000 copies were distributed. The online Searchable Employee Directory was updated by the ITS staff throughout fiscal 2002.

APPENDIX A: MAJOR EVENTS AT THE LIBRARY

2001

OCTOBER 1 Japanese economist Haruo Shimada delivers the 2001 Mansfield American-Pacific Lecture on “Changing Business Practices in the United States and Japan.”

OCTOBER 3 Four cellists from the National Symphony Orchestra, with Leonard Slatkin, conductor, present the world premiere of *Blizzard in Paradise* by Augusta Read Thomas in the Library’s Coolidge Auditorium. The Kindler Foundation in the Library of Congress commissioned the piece.

OCTOBER 10 Henry Kissinger delivers the inaugural lecture in the Kissinger Lecture series. The Kissinger Lecture was established in 2000 as part of the new Henry Alfred Kissinger Chair in Foreign Policy and International Relations.

OCTOBER 11–12 The Juilliard String Quartet performs for two evenings in the Library’s Coolidge Auditorium.

OCTOBER 18–24 The Library is closed to staff and the public during a period of precautionary anthrax testing.

OCTOBER 26–27 “From Cherry Block to Mulberry Paper: Japanese Ukiyo-e Prints and Picture Books,” a scholarly symposium, is held at the University of Maryland and the Library of Congress in connection with the Library exhibition *The Floating World of Ukiyo-e: Shadows, Dreams, and Substance*.

OCTOBER 30 Eight Blackbird, a six-member instrumental group, presents a program of contemporary American works for the Founder’s Day concert in the Coolidge Auditorium.

NOVEMBER 5 Lee Miller discusses her latest book, *Roanoke: Solving the Mystery of the Lost Colony*, in a program sponsored by the Library’s Humanities and Social Sciences Division and the Center for the Book.

NOVEMBER 6 The Books & Beyond series, sponsored by the Center for the Book, presents Sharon Robinson, daughter of Baseball Hall of Famer Jackie Robinson, discussing her new book for young adults, *Jackie’s Nine: Jackie Robinson’s Values to Live By*.

NOVEMBER 6 To mark National American Indian Heritage Month, the Library’s Federal Women’s Program presents a film screening of “The People of the Great Plains: Part 1—Buffalo People and Dog Days,” an excerpt from a Public Broadcasting Service documentary of *The Native Americans*.

NOVEMBER 8 The Books & Beyond series presents literary editor Nicholas Basbanes discussing his new book, *Patience & Fortitude: A Roving Chronicle of Book People, Book Places, and Book Culture*.

NOVEMBER 13 The Library's Cataloging Distribution Service (CDS) kicks off a yearlong celebration of its 100 years of service to libraries with a small exposition of CDS publications and services as well as with a Cataloging Forum program featuring the service. (On October 28, 1901, the Library mailed a circular to 500 American libraries announcing plans to distribute Library of Congress printed catalog cards.)

NOVEMBER 14 The Library's African and Middle Eastern Division and the Office of Scholarly Programs sponsor a symposium on "Globalization and Civil Society in the Muslim World."

NOVEMBER 15-16 The American Folklife Center celebrates the 100th anniversary of the birth of folklorist Benjamin A. Botkin with a two-day gathering of performers such as Pete Seeger. Sponsors of the program, "Living the Lore: The Legacy of Benjamin A. Botkin," are the American Folklife Center, the Center for the Book, and the Library's Music Division, as well as the National Council for the Traditional Arts and the New York Folklore Society, with support from the Shakespeare Theatre and the National Endowment for the Arts.

NOVEMBER 29 The Library celebrates Computer Security Awareness Day with a talk on that topic by Stefan Fedyschyn from the Federal Bureau of Investigation.

NOVEMBER 30 The classic tale of Agamemnon's conflict with Clytemnestra is the theme for the world premiere of *Justice*, an operatic work by Roger Reynolds commissioned by the Library of Congress and performed in the Great Hall of the Thomas Jefferson Building.

NOVEMBER 30 An exhibition titled *Margaret Mead: Human Nature and the Power of Culture* opens to mark the 100th anniversary of the anthropologist's birth.

DECEMBER 3 Kofi Annan, the United Nations secretary general, accepts the 2001 J. William Fulbright Prize for International Understanding at the Library.

DECEMBER 3-4 As part of the celebration of the Margaret Mead centennial, a two-day symposium on "The Interplay of Cultures: Whither the U.S. in the World?" is held at the Library. The program is sponsored by the Library's Office of Scholarly Programs, the Smithsonian Institution, and the Institute for Intercultural Studies.

DECEMBER 6 Poet Laureate Consultant in Poetry Billy Collins opens the library's literary season with readings from his work in the Mumford Room.

DECEMBER 6 *The Library of Congress Professional Association Employee Arts and Crafts Exhibition* opens on the Madison Building's sixth floor.

DECEMBER 10 A program on the life and work of twentieth-century Flemish poet Anton van Wilderode includes contributions by former prime minister of Belgium Mark Eyskens and former poet laureate Mark Strand. The Chesapeake String Quartet provides music for the program.

DECEMBER 14 *Standing in the Shadows of Motown*, a new documentary film about a group of musicians called the Funk Brothers who provided the music and the beat for many Motown hits in the 1960s and 1970s, is previewed in the Library's Coolidge Auditorium.

DECEMBER 18–19 The Juilliard String Quartet performs J. S. Bach's *The Art of the Fugue* for two evenings in the Coolidge Auditorium to mark the anniversary of the death of violin maker Antonio Stradivari (December 18, 1737).

DECEMBER 19 The Library hosts a staff holiday program in the Great Hall.

2002

JANUARY 4 A new Web site titled Poetry 180 makes its debut on the Library's Web site. The new site, an initiative of Poet Laureate Billy Collins, is designed to encourage the appreciation of poetry in America's high schools.

JANUARY 9 The Marine Chamber Ensembles of the U.S. Marine Band present works by a number of composers, including Charles Wuorinen, Dmitri Shostakovich, and Samuel Barber, in a program in the Coolidge Auditorium.

JANUARY 15 "Winter's Tales" is the theme for readings by Dan Johnson and two other poets in the Poetry at Noon program.

JANUARY 16 The music of the Harlem Renaissance is celebrated by New York Festival of Song, with artistic directors Michael Barrett and Steven Blier.

JANUARY 29 The Books & Beyond series presents a lecture by Charles E. Beveridge titled "The Park-Maker and His Patrons at Home: The Residential Designs of Frederick Law Olmsted."

JANUARY 29 The Library's African and Middle Eastern Division and the Office of Scholarly Programs sponsor a symposium on "Islam in America."

FEBRUARY 1–2 *Barnum's Bird*, a new choral opera by Libby Larsen, premieres at the Library. The opera is about the artistic and commercial relationship between Swedish singer Jenny Lind and event promoter P. T. Barnum.

FEBRUARY 4 The first in a series of programs titled "Six by Sondheim" focuses on composer Stephen Sondheim's 1970 musical *Company*.

FEBRUARY 7 Poets David Lehman and Joshua Weiner read from their work.

FEBRUARY 8 Liwei Qin, winner of the 2000 Naumburg Cello Competition, accompanied by Jeremy Young on piano, performs works by Boccherini, Ligeti, Barber, and Paganini in the Coolidge Auditorium.

FEBRUARY 9 The Dutch Osiris Trio performs works by Beethoven, Copland, and Mendelssohn in a program presented in cooperation with the Embassy of the Netherlands in the Coolidge Auditorium.

FEBRUARY 11 The second in a series of programs titled "Six by Sondheim" focuses on composer Stephen Sondheim's operetta and romantic farce *A Little Night Music*.

FEBRUARY 12 *Cinderella*, a 1914 silent film starring Mary Pickford, is screened in the Library's Mary Pickford Theater.

FEBRUARY 13 The Books & Beyond series presents editors Kathleen Thompson and Hilary MacAustin discussing their book *Children of the Depression*.

FEBRUARY 21 Dr. Ivan Walks, chief health officer for the District of Columbia, delivers the keynote address for the Library's 2002 African American History Month celebration.

FEBRUARY 25 The third in a series of programs titled "Six by Sondheim" focuses on composer Stephen Sondheim's musical *Sweeney Todd*.

FEBRUARY 26 The Books & Beyond series features historian Jill Lepore discussing her new book, *A Is for American: Letters and Other Characters in the Newly United States*.

MARCH 1 Elaine Funaro performs a selection of modern works for the harpsichord in the Coolidge Auditorium.

MARCH 4 The fourth in a series of programs titled "Six by Sondheim" focuses on composer Stephen Sondheim's musical *Merrily We Roll Along*.

MARCH 4 Law Librarian of Congress Rubens Medina and Professor Patrick Daillier of the University of Paris are featured speakers of the District of Columbia Library Association's Spring International Program on Legal Research, "Documents and Technological Resources for Researchers in International Law," held in the Library's Mary Pickford Theater.

MARCH 5 Singer, songwriter, and author Jett Williams, daughter of the legendary country singer Hank Williams, delivers the keynote address for the Library's commemoration of Women's History Month.

MARCH 8 The Rubio String Quartet performs in the Coolidge Auditorium.

MARCH 11 The fifth in a series of programs titled "Six by Sondheim" focuses on composer Stephen Sondheim's musical *Sunday in the Park with George*.

MARCH 13 The Library's Public Service Collections Directorate hosts "Celtic Roots: Stories, Songs, and Traditions from Across the Sea," a program for local schoolchildren that highlights primary source materials from the Library's collections.

MARCH 13 The Library hosts an all-day workshop, "Creating Commercial Connections: Trade Laws of Latin America," organized by the American Association of Law Libraries' Foreign, Comparative, and International Law Special Interest Section and sponsored by the Friends of the Law Library of Congress. Among the speakers are law library specialists for Argentina, Brazil, Costa Rica, and Mexico who talk about researching the laws in those nations on taxation, labor, and investments. Other sponsors of the event are the Law Librarians' Society of Washington, D.C., and the American Society of International Law.

MARCH 14 Kenneth R. Wright, civil engineer and author, presents a slide lecture on "Machu Picchu: A Civil Engineering Marvel" in a program sponsored jointly by the Library's Science, Technology, and Business Division and the Hispanic Division.

MARCH 14-15 The Beaux Arts Trio offers a pair of concerts featuring works by Schumann and Beethoven.

MARCH 16 An all-day symposium on Abraham Lincoln is cosponsored by the Library's Rare Book and Special Collections Division, the Manuscript Division, and the Abraham Lincoln Institute of the Mid-Atlantic.

MARCH 16 The Kocian String Quartet performs the music of Haydn and Dvorak.

MARCH 18 The last in a series of programs titled "Six by Sondheim" focuses on composer Stephen Sondheim's musical *Passion*.

MARCH 19 The Books & Beyond series presents Akasha Gloria Hull discussing her new book *Soul Talk: The New Spirituality of African American Women*. She is joined by poets Lucille Clifton and Dolores Kendrick in a discussion on the lives and work of African American women writers.

MARCH 19 Representative Thomas Davis (R-Va.) delivers the congressional keynote address at the 2002 Federal Librarians and Information Center Committee Forum. Viet Dinh, assistant attorney general for the Office of Legal Policy in the Justice Department, delivers the executive keynote speech at the conference.

MARCH 22 The Hispanic Division sponsors a panel discussion about Mexico-U.S. commercial relations at the request of the Congressional Hispanic Caucus and the Mexican-American Chamber of Commerce.

MARCH 25 "Life Lines: The Literature of Women's Human Rights" is the subject of a panel discussion sponsored by the African and Middle Eastern Division and the Women's Learning Partnership.

APRIL 3 The 2001-2002 Witter Bynner Fellows George Bilgere and Katia Kapovich read from their poetry in the Mumford Room.

APRIL 4 Christopher de Hamel, Donnelly Fellow Librarian at Corpus Christi College of Cambridge University, presents a lecture on the Giant Bible of Mainz in commemoration of its donation to the Library of Congress fifty years ago by Lessing J. Rosenwald.

APRIL 8 The Law Library sponsors a joint program with the American University Washington College of Law titled "New Policies and Realities in the Wake of the Terrorist Attacks on September 11" in the Coolidge Auditorium.

APRIL 16 The Judith P. Austin Memorial Lecture is delivered by genealogist Helen F. M. Leary on the topic of "Sally Hemings' Children: A Genealogical Analysis of the Evidence."

APRIL 16 The Rossetti String Quartet with Jean-Yves Thibaudet on piano presents works by Ellen Taaffe Zwilich, Ravel, and Franck in the Coolidge Auditorium.

APRIL 17 The Books & Beyond series presents authors David C. Major and John S. Major discussing their new book, *100 One-Night Reads: A Book Lover's Guide*.

APRIL 18 “Young Voices from the Nation’s Capital,” a poetry presentation, features Washington area schoolchildren from grades four to twelve.

APRIL 22 Michael C. Lemmon, former U.S. ambassador to Armenia, delivers the tenth annual Vardanants Day lecture on “Reflections on Armenia’s Place in the Region and the World.”

APRIL 22 The U.S. Copyright Office initiates its redesigned Web site in conjunction with the celebration of Copyright Awareness Week.

APRIL 23 The Poetry at Noon program celebrates Shakespeare’s birthday with readings by four students from the Shakespeare Theater Academy for Classical Acting at George Washington University.

APRIL 24 The American Folklife Center presents guitarist Eddie Pennington in the first concert of a new outdoor series of traditional music and dance titled “Homegrown 2002: The Music of America.” The series is sponsored by the American Folklife Center, the Kennedy Center Millennium Stage, and the Folklore Society of Greater Washington.

APRIL 25 In a cooperative program with the Smithsonian Institution in celebration of Jazz Appreciation Month, a quartet of musicians from the Smithsonian’s Jazz Masterworks Orchestra performs jazz arrangements from the Music Division’s Ella Fitzgerald Collection.

APRIL 25 The Library celebrates National Poetry Month with readings by national and local celebrities of poems drawn from the anthology titled *The Hell with Love: Poems to Mend a Broken Heart*.

APRIL 27 The Center for the Book hosts the annual International Environmental Poetry and Arts Award (“River of Words”).

MAY 1 The Library commemorates Law Day with a panel presentation, “The Lawyer as Judge,” sponsored by the Friends of the Law Library, the American Bar Association (ABA) Division for Public Education, and the ABA Standing Committee on the Law Library of Congress.

MAY 1 The Books & Beyond series features readings from Andrew Carroll’s compilation, *War Letters: Extraordinary Correspondence from American Wars*. Guest readers include Chief Justice William H. Rehnquist, Senator Chuck Hagel (R-Neb.), former Senator Bob Dole, and ABC reporter Sam Donaldson.

MAY 7 Bernard Dov Cooperman, Louis L. Kaplan Chair in Jewish History at the University of Maryland, delivers the third annual Myron M. Weinstein Memorial Lecture on the Hebraic Book. “Isaac de Lattes’ Sermons and the Impact of Printing on Italian Jewish Piety” is his topic.

MAY 7 The Office of Scholarly Programs presents a discussion featuring two prominent scholars of Islam: Mohammed Arkoun and Bernard Lewis.

MAY 8 Poet Laureate Billy Collins concludes the Library’s 2001–2002 literary season with readings from his work.

MAY 15 Dragon Arts Studio of Portland, Oregon, presents traditional Chinese puppet theater as part of the American Folklife Center’s “Homegrown 2002: The Music of America” outdoor

series sponsored by the American Folklife Center, the Kennedy Center Millennium Stage, and the Folklife Society of Greater Washington.

MAY 16 An exhibition that is titled *Roger L. Stevens Presents* opens in the Great Hall.

MAY 23 Judith Krug, director of the American Library Association's Office for Intellectual Freedom, presents a lecture titled "Intellectual Freedom 2002: Living the Chinese Curse." The lecture is the first in a new series titled "Luminary Lectures @ Your Library," sponsored by the Library's Public Service Collections Directorate.

MAY 24 Representative Mike Honda (D-Calif.) delivers the keynote address for the Library's 2002 Asian Pacific American Heritage Month celebration.

MAY 25 The final day of a four-day festival in Washington on "The Italian Aspect of Liszt" presented by the American Liszt Society is hosted by the Library's Music Division.

MAY 31 Cuban American clarinetist, saxophonist, and composer Paquito D' Rivera and his quintet perform Latin Jazz.

JUNE 5 The Blind Boys of Alabama present a free gospel concert on the Jefferson Building's Neptune Plaza. The concert is part of the Music Division's "I Hear America Singing" series.

JUNE 13 The Library of Congress Chorale presents a noontime concert in the Coolidge Auditorium in memory of the victims of the September 11, 2001 (9/11), terrorist attacks.

JUNE 19 The American Folklife Center, in cooperation with the Wisconsin Folklife Program, presents Karl and the Country Dutchmen in a noontime concert on the Jefferson Building's Neptune Plaza. The concert is part of the "Homegrown 2002: The Music of America" series sponsored by the American Folklife Center, the Kennedy Center Millennium Stage, and the Folklife Society of Greater Washington.

JUNE 20 Neurosurgeon Dr. Frank T. Vertosick Jr. talks about his new book, *The Genius Within: Discovering the Intelligence of Every Living Thing*, in a program sponsored by the Science, Technology, and Business Division.

JUNE 20 Five photojournalists participate in a panel discussion about their coverage of the 9/11 terrorist attacks.

JUNE 21 Frederick W. Rustmann Jr., former member of the CIA's Senior Intelligence Service, discusses his book *CIA Incorporated: Espionage and the Craft of Business Intelligence* in a program sponsored by the Humanities and Social Sciences Division.

JUNE 27 An exhibition titled *American Beauties: Drawings from the Golden Age of Illustration* opens in the Swann Gallery of the Jefferson Building.

JUNE 28 The Library's Cataloging Distribution Service marks its second milestone, the centennial of the date that catalog card sales were authorized. The event is celebrated at the Library and at the American Library Association's annual meeting in Atlanta.

JULY 23 An exhibition titled *The Earth as Art* opens outside the Geography and Map Reading Room. The Library collaborated with the National Aeronautics and Space Administration on this exhibition to commemorate the thirtieth anniversary of the launch of the Earth Resources Technology Satellite, which had the purpose of recording imagery of Earth's surface.

JULY 24 Chuck Brown, father of D.C. go-go music, performs in a free noontime concert on the Jefferson Building's Neptune Plaza. The concert is part of the "Homegrown 2002: The Music of America" series sponsored by the American Folklife Center, the Kennedy Center Millennium Stage, and the Folklore Society of Greater Washington.

AUGUST 28 The Campbell Brothers and Katie Webster perform a free noontime concert on the Jefferson Building's Neptune Plaza. The concert is part of the "Homegrown 2002: The Music of America" series sponsored by the American Folklife Center, the Kennedy Center Millennium Stage, and the Folklore Society of Greater Washington.

SEPTEMBER 7 An exhibition titled *Witness and Response: September 11 Acquisitions at the Library of Congress* opens in the North Gallery of the Great Hall of the Jefferson Building. The exhibition tells the story of the Library's efforts to acquire and preserve a wide range of materials in various formats.

SEPTEMBER 10 Folk singer-songwriter Tom Paxton pays tribute to the heroes of the New York police and fire departments in a free solo performance on the Neptune Plaza of the Jefferson Building.

SEPTEMBER 10 The European Division organizes a colloquium, "German-American Relations One Year after September 11," cosponsored by the American Institute for Contemporary German Studies and the Center for German and European Studies of the University of California.

SEPTEMBER 10 "Poetry on the Mountaintops" is the topic of the first Poetry at Noon program for the fall season.

SEPTEMBER 12 Library music specialist Loras John Schissel conducts the Virginia Grand Military Band in a program of American band music. The Library of Congress Chorale also performs.

SEPTEMBER 13 Suzanne Vega and fellow members of the Greenwich Village Songwriter's Exchange feature their songs from the Vigil Project, a collection honoring the victims of the 9/11 terrorist attacks.

SEPTEMBER 18 Jeremy Adamson, chief of the Prints and Photographs Division, moderates a panel discussion about the Pulitzer Prize-winning series "Portraits of Grief," which was published in the *New York Times* after September 11. Metro editor Jonathan Landman and several Metro reporters share their experiences of compiling and editing the series.

SEPTEMBER 19 Mingo Saldivar and his group, Los Tremendos Cuatro Espadas, present a program of Tex Mex music on the Jefferson Building's Neptune Plaza. The concert is part of the "Homegrown 2002: The Music of America" series sponsored by the American Folklife Center, the Kennedy Center Millennium Stage, and the Folklore Society of Greater Washington.

SEPTEMBER 24 Lawrence Reger, president of Heritage Preservation, and Jane Long, director of the Heritage Emergency National Task Force, chair a discussion on “The Impact of September 11 on Cultural Heritage.”

SEPTEMBER 24 U.S. Treasurer Rosario Marín delivers the keynote address for the Library’s 2002 Hispanic Heritage Month celebration.

SEPTEMBER 26 An exhibition titled *When They Were Young: A Photographic Retrospective of Childhood* opens in the South Gallery of the Jefferson Building’s Great Hall.

SEPTEMBER 27 Shirley Caesar and her ensemble perform a program of gospel music in the Coolidge Auditorium. The concert is part of the “Homegrown 2002: The Music of America” series, sponsored by the American Folklife Center, the Kennedy Center Millennium Stage, and the Folklife Society of Greater Washington.

SEPTEMBER 28 The Library hosts a gospel symposium in the Coolidge Auditorium that features a performance by the Dixie Hummingbirds.

APPENDIX B: THE LIBRARIAN'S TESTIMONY

STATEMENT OF JAMES H. BILLINGTON

The Librarian of Congress
before the Subcommittee on Legislative
Committee on Appropriations
U.S. House of Representatives
Fiscal 2003 Budget Request
April 24, 2002¹

I appreciate the opportunity to discuss the Library of Congress budget request for fiscal 2003. The tragic events of September 11, 2001, and subsequent anthrax incidents have underscored the importance of the Library's historic mission of making its resources available and useful to the Congress and the American people and sustaining and preserving a universal collection of knowledge and creativity for future generations. Since September 11, the Library has provided legislative support to the Congress on issues of terrorism, emergency preparedness, anthrax in the mail, civil defense, and many other subjects. In collaboration with other archival institutions and private organizations, the Library has helped capture important digital information and has documented for listeners the thoughts and feelings expressed by citizens, matching our efforts following the bombing of Pearl Harbor on December 7, 1941. The Library has also provided administrative assistance to the House of Representatives, the Senate, the Congressional Budget Office, and the Supreme Court following the discovery in mid-October of anthrax in the mail system. The Library provided emergency work space for staff, communications and computer access, and technical assistance with mail handling.

At the start of the new millennium and the Library's third century, the Library faces a host of new challenges: bringing in materials when delivery by mail poses potential new threats to safety; registering digital copyright claims; and acquiring, preserving, and ensuring rights-protected access to the proliferating materials that are produced only in digital format and are playing an increasingly important role in the commercial and creative life of the United States. We must continue to add to the Library's collections some 3 million artifactual items annually and at the same time harvest the exponential growth of electronic materials. The Library's fiscal 2003 budget accordingly requests additional funds both to support our growing traditional collections and to accelerate our plans and programs for obtaining materials electronically.

The Library of Congress is fundamentally different from any other institution in the legislative branch of government. The Library serves not only the Congress but also the nation with the most important commodity of our time: information. The Library's first priority is to make the world's knowledge available and useful to the United States Congress. This primary purpose can continue to be realized only if the Library can acquire, secure, preserve, and make accessible its uniquely universal collection. In the digital era, this requires creation of a national digital library collection while sustaining the traditional library of books and other artifacts.

1. In addition to providing the testimony printed here, Librarian of Congress James H. Billington also testified before the Senate Legislative Branch Appropriations Subcommittee on March 13, 2002.

The Library seeks support in its fiscal 2003 budget request not for any new function, but simply for the resources needed to perform our historic mission in a radically changing environment.

For fiscal 2003, the Library of Congress requests a total budget of \$572.7 million (\$536.1 million in net appropriations and \$36.6 million in authority to use receipts), a net increase of \$56.3 million above the fiscal 2002 level. The requested increase includes \$46.2 million for mandatory pay and price-level increases, and \$34 million for program increases, offset by \$23.9 million for nonrecurring costs. Of the \$46.2 million requested for mandatory pay and price-level increases, \$24.6 million, or 53 percent, is related to the administration's new legislative proposal to fund health and retirement benefits entirely in agency budgets. Excluding this mandated legislative proposal, the Library's fiscal 2003 budget request is a net increase of 6.1 percent above fiscal 2002.

Requested funding will support 4,358 full-time-equivalent (FTE) positions, an increase of 169 FTEs over the fiscal 2002 target of 4,189. To ensure that the Library's workforce can meet the needs of the agency and its customers, the Library is assuming staffing at the fiscal 2002 target level and requesting the additional FTEs largely to support the maintenance and security of the Library's artifactual collections, which continue to grow at the rate of approximately 3 million items per year.

We deeply appreciate the Congress's approval of fiscal 2002 supplemental funds to address recovery from the anthrax closure and unplanned costs to ensure continuity of operations in the event of any future incidents. Further fiscal 2002 supplemental funds are required for the Copyright Office because of continuing delays in receiving U.S. Postal Service mail.

New protocols for mail delivery have had a profound impact on many business processes in the Library. Anthrax concerns severely delayed processing copyright registrations, acquiring materials for the collections, and communicating with many domestic and foreign partners. These delays have challenged the Library to conduct much more of its business electronically and to put in place safe mail-handling procedures for artifactual materials. The Library will continue to receive approximately 1 million mail items each month for the foreseeable future. Because of delays in mail delivery, the Library is requesting additional supplemental funding of \$7.5 million, which is required to make up for a projected 35 percent fiscal 2002 shortfall in copyright registration receipts. The Register of Copyrights has provided further information in her statement regarding this supplemental appropriations request.

The Library's fiscal 2003 budget reflects the higher costs of this new world environment, where major additional steps must be taken to ensure the safety of staff, facilities, and the mail. The Library proposes to retain \$8.6 million in its fiscal 2003 budget base from the fiscal 2002 emergency supplemental appropriation to fund prospective new mail-handling costs.

The fiscal 2003 budget request supports the Library's ongoing priorities of (1) service to the Congress; (2) acquisition, security, and preservation of materials; and (3) comprehensive access to our collections. The budget request is needed to fund the following major initiatives (which I address in more detail later in this statement):

Digital Futures Increases (\$16.5 million and thirty-five FTEs). The Library's digital futures budget request for fiscal 2003 covers the third year of building support for the National Digital Library (NDL) and provides for the Law Library's electronic initiatives.

Collections Access, Preservation, and Security Increases (\$8.7 million and 118 FTEs). The Library's massive collections of more than 124 million items require additional resources to provide for their security, to store and preserve them for future generations, and to facilitate access to them.

Infrastructure Support Increases (\$5.3 million and four FTEs). The Library's programs require additional infrastructure support, including a new central financial management system, an educational outreach initiative, safety services modernization, and additional capacity for the Office of Inspector General.

Copyright Office's Reengineering Plans (\$1.4 million). The Library is requesting the use of available receipts from the no-year account to fund the Copyright Office's ongoing reengineering program.

Congressional Research Service (CRS) Capacity Increases (\$1.4 million and twelve FTEs). The Congress must have available the policy expertise and information resources needed to address key public policy issues. CRS is requesting new analytical and informational capacity in two critical areas affecting the lives of almost every American: (1) terrorism and homeland security, and (2) issues resulting from the aging of the U.S. population.

THE LIBRARY OF CONGRESS TODAY

The core of the Library is its incomparable collections and the specialists who interpret and share them. The Library's 124 million items include almost all languages and media through which knowledge and creativity are preserved and communicated.

The Library has more than 28 million items in its print collections, including 5,706 volumes printed before the year 1500; 12 million photographs; 4.9 million maps; 2.5 million audio recordings; 877,000 motion pictures, including the earliest movies ever made; 5 million pieces of music; and 55.2 million pages of personal papers and manuscripts, including those of twenty-three U.S. presidents as well as hundreds of thousands of scientific and government documents.

New treasures are added each year. Notable acquisitions during fiscal year 2001 include copies of 15,000 Arabic manuscripts held by the British Library; the collection of Patrick Hayes and Evelyn Swarthout; the collection of Frederick Loewe; and the archives of Theodore Presser. They also include the letters of Leon Bakst and a host of great musicians: Irving Berlin, Johannes Brahms, Aaron Copland, Marilyn Horne, Otto Klemperer, Erich Wolfgang Korngold, Franz Liszt, Felix Mendelssohn, Ned Rorem, and Arnold Schoenberg.

During fiscal year 2001, the Library also reached an agreement to purchase the only known copy of the map that has been called "America's birth certificate." Compiled by Martin Waldseemüller in 1507, this is the first document of any kind to refer to the New World as "America" and to depict a separate Western Hemisphere with the Pacific as a separate ocean. The map will be on permanent display in the Thomas Jefferson Building.

Every workday, the Library's staff adds more than 10,000 new items to the collections after organizing and cataloging them. The staff then shares them with the Congress and the nation—by assisting users in the Library's reading rooms, by providing online access across the nation to many items, and by featuring the Library's collections in cultural programs.

Every year the Library delivers more than 710,000 research responses and services to the Congress, registers more than 600,000 copyright claims, and circulates more than 23 million audio and braille books and magazines free of charge to blind and physically handicapped individuals all across America. The Library annually catalogs more than 270,000 books and serials and provides its bibliographic record inexpensively to the nation's libraries, saving them millions of dollars annually.

The Library also provides free online access, via the Internet, to its automated information files, which contain more than 75 million records—to congressional offices, federal agencies, libraries, and the public. The Library's Internet-based systems include major World Wide Web

(www) services (e.g., Legislative Information System, THOMAS, <www.loc.gov>, America's Library, Global Legal Information Network, the Library of Congress Online Public Access Catalog, and various file transfer options).

Library of Congress programs and activities are funded by four salaries and expenses (S&E) appropriations supporting congressional services, national library services, law library services, copyright administration, services to blind and physically handicapped people, and management support. A separate appropriation funds furniture and furnishings.

NATIONAL DIGITAL LIBRARY

The Library is requesting a \$12.9 million and twenty-five FTE increase to support the National Digital Library. The request will cover elements of two major components:

Technology Backbone

The Library is requesting \$7,392,000 and seventeen FTEs to (a) identify Library of Congress preservation standards and protocols that can support a national digital information infrastructure and preservation strategy (\$815,000); (b) develop digital repository architecture and research and test alternative strategies for long-term preservation of Library of Congress digital content (\$1,500,000); and (c) implement a flexible, yet sufficiently sound, technical infrastructure to protect the Library's multimillion dollar investment in digital content and access services (\$5,077,000). A robust technology backbone at the Library is required to support the acquisition of born-digital items, provide efficient access to digital materials, and maintain and preserve the digital items for the future.

Digital Access, Services, and Tools

The Library is requesting \$5,544,000 and eight FTEs to (a) improve access services to both on-site and remote library users (\$544,000), and (b) continue to support the development of a high-speed data transmission capability between the Library's digital content and western North Carolina (\$5,000,000).

The fiscal 2003 NDL budget request of \$12,936,000 is for the third year of the Library's plan for building resources required to support the Library's digital services. (This request is separate from, but complementary to, the special appropriation of \$99.8 million to develop and lead a national strategy for the long-term preservation of digital content. In accordance with the provisions of that December 2000 special appropriation, the Library is now formulating an implementable national strategy for the life-cycle management of digital materials as part of the national collection.)

The fiscal 2003 NDL budget request is designed to make sure that the Library's present operating environment and associated digital infrastructure can be scaled in the future to support and sustain the national digital information strategy that is being concurrently formulated. It is already evident that major enhancements will be needed for the Library, and that delay will lead to the loss of important but often ephemeral digital materials. (The average life of a Web site today is 44 days, and a growing amount of important material is being lost forever.)

The objective of the National Digital Information Infrastructure and Preservation Program is to encourage shared responsibility and to seek solutions for the continued selection, collection, and organization of the most historically significant materials, regardless of evolving digital formats; securing the long-term storage, preservation, and survivability of those needed digital materials; and ensuring rights-protected access to the growing electronic historical record of the American people.

The Library is encouraged by the level of support it has received for this critical national program. However, we need to ask for an extension on the March 2003 deadline for the \$75 million match. We have been advised by the people who we hope and believe will help us in the private sector that now is not the best time to raise private funds for this national program. The completion and approval of the program plan is an important first step to help engage the industry in making private contributions because most of the matching funds will be in the form of in-kind contributions. We will continue to collaborate with a wide variety of institutions in the information community, as mandated by the Congress in the special appropriation. We will forward our plan to the Congress later this year.

COLLECTIONS SECURITY, ACCESS, AND PRESERVATION

A primary mission of the Library is to secure, preserve, and provide access to its vast and largely unique and irreplaceable artifactual collections. The Library is requesting \$8.7 million and a 118 FTE increase for collections access, preservation, and security.

Components of the increase are

- \$2,615,000 and sixty FTEs to secure the collections by improved inventory management—The Library's collections security plan requires tracking incoming materials using the Library of Congress Integrated Library System (LC ILS). The LC ILS replaces multiple stand-alone legacy systems and permits a greater level of control over the collections. However, additional staff are required to achieve this strengthened level of control through the application of bar codes matched to LC ILS records. The fiscal 2003 budget requests support four security initiatives that will capture data for 1,562,000 new items at the point of entry; ensure that LC ILS records are updated as the status of approximately 75,000 serial items changes annually; provide for online serials check-in for foreign collections (by converting 10,000 manual records in Japanese, Chinese, and Korean to electronic files); and enable the Library to secure 65,000 new sound recordings received annually.

- \$1,475,000 and fourteen FTEs to eliminate the backlog of serials materials—Security concerns have created new mail processing protocols. These have added not only a backlog, but also another expensive step to the acquisitions process. The Library must now assess the condition of collection materials following their irradiation—requiring additional staff resources. The backlog (arrearage) has a direct impact on research services to the Congress in science, technology, and business, because these disciplines rely heavily on journal literature, where the newest research is published. Therefore, it is critical that the Library's arrearages in periodicals be addressed and eliminated as soon as possible.

- \$2,288,000 and thirty-five FTEs to prepare collections for secure off-Capitol Hill storage—Funding is requested to support a three-year plan for the preparation, packaging, and stabilization of select rare and special collections in advance of their relocation to the National Audio-Visual Conservation Center (NAVCC) and to Fort Meade, Module 2. Module 2 is designed to store books and rare and fragile items from the Library's special collections. Because of the diversity of formats and types of material that will be moved to off-site storage, careful planning and preparation of collections before the move is essential. Sound recordings, moving image materials, paper records, and bound items must be carefully reviewed as to their condition and readiness for transport. Special collections materials (e.g., fragile manuscripts, oversized maps, rare books, and collections of ephemera in many formats) must be carefully packaged to prevent damage. This preventive work not only reduces the risk of items being damaged in transit, but also ensures that the collections will be reviewed, inventoried, packaged, and labeled correctly, and will arrive at the new facilities ready for use.

- Our forthcoming preventive conservation effort will focus on treating first those collections most in need of cleaning, basic packaging, minor mending, and labeling. This action will ensure that the approximately 3 million to 4 million audiovisual items destined for NAVCC, and the millions of rare and fragile items bound for Fort Meade, Module 2, arrive at those facilities clean, intact, preserved, and ready for use. Funding for this initiative is crucial to providing sustained congressional and public access to America's most comprehensive collection of audiovisual resources and rare and special collections. Without funding, the movement of these at-risk, unpackaged collections into the new facilities will risk degrading many materials and will create an instant preservation arrearage in the initial years of residency in the new facilities, seriously delaying access by the Congress and the public.

- \$895,000 to support the third of five increments required in our thirty-year (one generation) mass deacidification program—A priority of the Library's preservation efforts is the deacidification of a significant portion of materials printed on high-acid paper, which has dominated printing since the middle of the nineteenth century. The Congress approved the first two increments of this critical preservation program as part of the fiscal 2001 and 2002 budgets, and the Library requests a planned increase of \$895,000 to continue to scale up to \$5.7 million by fiscal year 2005. By 2005, the Library plans to have reached the capacity to deacidify annually 300,000 books and 1 million manuscript sheets.

- \$789,000 to support the Lewis and Clark exhibition—In fiscal 1999, the Congress appropriated \$250,000 to begin work on planning the Library's portion of the national celebration of the bicentennial of the Lewis and Clark expedition. In fiscal 2003, the Library is requesting \$789,000 in no-year funds to complete the bulk of locating exhibition material, conducting research, and convening advisory panels for designing and preparing a presentation and accompanying materials for the nationwide commemoration, and for sending a smaller version of the exhibition to at least three sites in the midwestern and western United States. The exhibition, set to open in the summer of 2003, will bring the Library's collections on western exploration to the public's attention, highlighting the impact of early exploration on the United States.

- \$476,000 and six FTEs to support the Veterans History Project (VHP)—In fiscal 2002, the Congress approved \$250,000 to begin this massive project. The Library had already raised private money and solicited volunteer help to launch the project, but now needs additional support to implement fully the congressionally mandated program. The funds are needed for expanding public and partner engagement through instructional materials and training workshops, digitizing the best portions of interviews and materials received, reformatting and preserving materials received, and supporting local efforts in congressional districts.

LAW LIBRARY

The Law Library of Congress has the largest collection of legal materials in the world and a unique body of lawyers trained in foreign legal systems. They supply legal research and analysis, primarily for the Congress, on the laws of other nations and on international and comparative law. Law Library specialists cover more than 200 jurisdictions representing the vast majority of the sovereign entities of the world that issue laws and regulations. In addition to the Congress, the U.S. Courts, and the executive branch, the legal community depends heavily on the Law Library. The Law Library's staff of American-trained attorney-librarians provides reference services to the U.S. Congress whenever either chamber is in session (as mandated by 2 U.S. Code 138).

The Library is requesting a program increase of \$3,063,000 and six FTEs to create a fully functional Global Legal Information Network (GLIN) system with better security, multilingual

search capabilities, and the ability to incorporate additional categories of legal information, such as court decisions. For fifteen countries, GLIN already provides timely access to primary sources of law, including born-digital primary sources. These nations send the Law Library digital versions of their official texts of laws together with a summary analysis and finding aids that help access this material and enable the Law Library to provide the Congress with quality service.

The Law Library will be seeking \$12.7 million over a five-year period to expand GLIN to a core of the fifty countries of most interest to the Congress, including retrospective materials for Latin American nations dating back to 1950. This is especially important for Law Library attorneys responsible for twenty-nine Spanish- and Portuguese-speaking jurisdictions of Latin America.

The Library is also requesting \$248,000 and two FTEs to increase the Law Library's capacity to meet the legal research needs of the Congress for Spanish-, Portuguese-, and English-speaking jurisdictions; \$213,000 and two FTEs to establish an Electronic Reference Unit to respond to the growing demand for digital services; \$124,000 and three FTEs to implement inventory management elements of the Law Library's collections security plan; and \$36,000 to establish a training center with specialized translation and vernacular language capabilities. Funding the full request of \$3,684,000 and thirteen FTEs will secure the Law Library's electronic future, and its ability to supply quality and timely service to the Congress.

INFRASTRUCTURE SUPPORT

The Library is requesting \$5.3 million and a four FTE increase to improve infrastructure support, which consists of four components:

- \$4,250,000 to replace the Library's central financial management system—The Library proposes to replace its aging mainframe-based financial management system with more modern server-based technology to maintain and improve financial management support, including program-based budgeting, access to financial information, and handling additional electronic transaction processes (e.g., the capability to receive and route documents electronically and expand electronic commerce). The Library proposes to proceed with a joint procurement effort with other legislative branch agencies during fiscal 2002 and to implement a cost-effective system over several years.

- \$504,000 for Educational Outreach—The Library has become a world leader in providing high-quality educational material free of charge online. These content-rich materials range from the papers of the founding fathers and other important historical figures, such as Frederick Douglass and Alexander Graham Bell, to the basic drafts of the Declaration of Independence and the Gettysburg Address. But there is a need to educate the public about the ready availability of these resources with broadcast-quality communications equipment and to support the expenses associated with projected special events in congressional districts that will involve members of Congress and representatives of the Library in highlighting constituent services that the Library is engaged in, such as the educational resources for all ages on our Web site. The astonishingly successful National Book Festival, led by Laura Bush, has created new possibilities for reading promotion. The first lady has expressed a willingness to extend the message to local libraries and schools. Possible events with the Librarian of Congress and members of Congress in local settings could include the first lady and/or local governmental and civic figures.

- \$190,000 for Inspector General Computer Security Audits—The Office of the Inspector General (OIG) is requesting an increase of two additional FTEs to provide oversight of the Library's information technology (IT) security program. With the additional resources, the OIG would perform a top-down audit of agencywide policies and the security management

structure for information technology. The OIG would conduct reviews of system-specific policies, procedures, and management, including operational (people) and technical (computer) controls. Four IT security reviews would be conducted annually.

- 308,000 and two FTEs for Safety Services Modernization and Training—The Library needs to upgrade its Safety Services Division to meet new legal and mission-critical requirements. The division is responsible for assessing the workplace for environmental health factors such as air and water quality, for ergonomic issues, and for chemical/biological exposure to anthrax and other potential pathogens. The division is also responsible for defining and coordinating required safety training for more than 4,300 employees. In its January 2001 report, the Office of Compliance reported weaknesses in the fire safety programs of both the Library and the Architect of the Capitol. The Library has made progress but needs additional resources to address both the many safety requirements of the Congressional Accountability Act and the new needs resulting from the September 11 terrorist attacks.

COPYRIGHT OFFICE

The Library's Copyright Office promotes creativity and effective copyright protection—annually processing more than 600,000 claims. The office annually transfers more than 700,000 works, with an estimated value of \$32 million, to the Library. The office also annually records approximately 15,000 documents with more than 300,000 titles and responds annually to more than 340,000 requests for information.

The Library requests an increase in the Copyright Office's Offsetting Collections Authority from \$21,880,000 to \$23,321,000. The \$1,441,000 increase in Offsetting Collections Authority is based on projected annual registration receipts of \$21,500,000 supplemented by \$1,821,000 from the Copyright Office no-year account.

The Copyright Office proposes that the increase in receipts be used to support information technology and business process reengineering initiatives. While the fee receipt forecast for fiscal 2003 is the same as for fiscal 2002, the recent anthrax incidents affecting the legislative branch mail operations have dramatically reduced Copyright Office deposits and service fees. Mail delivery has been disrupted for more than six months. Until mail delivery has been restored fully and delayed mail processed by the office, the Copyright Office's fee projection will be subject to wider fluctuations than in the past. Given the uncertainty of the situation, the Copyright Office is requesting a fiscal 2002 supplemental appropriation of \$7.5 million to make up for lost receipts. Depending on the ultimate outcome of the collection of fees, the Copyright Office may need to use more funds from the no-year account than previously planned, and the fiscal 2003 budget may also require amendment.

The Register of Copyrights delivered a revised schedule of fees and accompanying analysis to the Congress on February 28, 2002, to be effective July 1, 2002 (unless the Congress enacts a law objecting to the new fee schedule). The new fee schedule does not change the \$30 fee for a basic claim in an original work of authorship, but a number of other fees are increased. While the new fee schedule may ultimately generate a \$1 million increase in receipts, the Copyright Office is not recommending any change in the fiscal 2003 budgeted receipt level of \$21.5 million, because information is not available at this time to warrant a change.

CONGRESSIONAL RESEARCH SERVICE

As a pooled resource of nonpartisan analysis and information, CRS is a valuable and cost-effective asset to the Congress. To carry out its mission, CRS staff provide a great diversity of analytic and research services, including close support to the legislative process through

interdisciplinary reports and consultations, analyses of alternative legislative proposals and their impacts, assistance with hearings and other phases of the legislative and oversight processes, and analysis of emerging issues and trend data.

In order to continue serving the Congress at the highest level, CRS is requesting additional capacity in two critical areas that will affect the lives of almost every American: (1) terrorism and homeland security, and (2) issues resulting from the aging of the U.S. population.

CRS is requesting \$572,000 and five FTEs to acquire new analytical and informational capacity to assist the Congress in grappling with terrorism and broader homeland security issues that are likely to be at the center of congressional attention for years to come, and for which CRS does not presently have adequate resources and expertise.

This funding will support four senior analysts and one senior librarian to provide intellectual resources for the Congress in the areas of Islamic and Arabic Affairs, Public Health (Epidemiology), Infrastructure and Systems Analysis, Science and Technology (Biochemistry), and Comparative Religion. Given the profound effects the September 11 attacks have had on virtually all aspects of American government and society, this additional expertise is needed to support the Congress.

CRS is also requesting \$849,000 and seven FTEs for the salaries and benefits of seven senior analysts to build the service's capability to assist the Congress in issue areas affected by the aging of the United States population. These issues will have major effect on the economy, on the health care system, and on a wide range of social policies and services. This request would enable CRS to acquire new competencies in genetics, gerontology, the economics of aging, and the economics of health care—as well as actuarial and demographic expertise—and would allow CRS to build its overall capacity to support the Congress in science and technology. The added expertise we are requesting in epidemiology, biochemistry, genetics, bioethics, and pharmacology will better equip CRS to address a wide range of legislative issues, from global warming to stem cell research. The Library is the nation's leading scholarly repository, which this new expertise will be able to mine for the Congress.

NATIONAL LIBRARY SERVICE FOR THE BLIND AND PHYSICALLY HANDICAPPED

The Library administers a free national library program of braille and recorded materials for blind and physically handicapped persons through its National Library Service for the Blind and Physically Handicapped (NLS). Under a special provision of the U.S. copyright law and with the permission of authors and publishers of works not covered by the provision, NLS selects and produces full-length books and magazines in braille and on recorded disc and cassette. Reading materials are distributed to a cooperating network of regional and subregional (local, nonfederal) libraries, where they are circulated to eligible borrowers. Reading materials and playback machines are sent to borrowers and returned to libraries by postage-free mail.

Established by an act of Congress in 1931 to serve blind adults, the program was expanded in 1952 to include children, in 1962 to provide music materials, and again in 1966 to include individuals with other physical impairments that prevent the reading of standard print.

The fiscal year 2003 budget maintains program services by funding mandatory pay and price-level increases totaling \$1,954,000. Funding the fiscal year 2003 increase is necessary to ensure that all eligible individuals are provided appropriate reading materials and to maintain a level of sound reproduction machines able to satisfy basic users' requirements without developing waiting lines. The budget also supports the exploration of alternative digital technologies, which will ultimately lead to a new delivery system to replace the current analog cassette tape technology.

LIBRARY BUILDINGS AND GROUNDS

The Architect of the Capitol (AOC) is responsible for the structural and mechanical care and maintenance of the Library's buildings and grounds. In coordination with the Library, the AOC has requested a capital budget of \$15,163,000, an increase of \$4,263,000. The AOC capital budget includes funding totaling \$6,600,000 in appropriations for five projects that were requested by the Library.

The largest Library-requested project, amounting to \$5.5 million, is for the National Audio-Visual Conservation Center in Culpeper, Virginia. During fiscal years 2000–2002, the Congress approved the first three increments (\$11.6 million) of its matching appropriated share. The fiscal 2003 budget request continues to build toward the federal share of \$17.1 million (including an increase of \$600,000 needed for higher oversight and monitoring costs). Assurance of the government support is critical in leveraging the far larger amount (which has now increased to well over 75 percent of the total) that we are raising privately for this project.

The four other Library-requested projects support the preservation of the Library's collections and space modifications in the James Madison Building. Library-requested projects are given priority according to critical need and in accordance with both the security needs and strategic plan of the Library.

The Library has been seeking off-Capitol Hill storage for its growing collections for more than a decade. The availability of the first book storage module at Fort Meade, Maryland, is now far behind schedule. The Library's existing storage facilities are extremely overcrowded. Many books cannot be shelved, posing security, life safety, and preservation problems. In a letter dated April 12, 2002, the Architect states: "It is my expectation that the contractor will complete his work in May and that the remaining work will be complete in July." The Library will continue to work with the Architect to resolve remaining issues for Module 1 to ensure occupancy in an expeditious manner.

The Architect did not request fiscal 2003 funding for the construction of book storage Module 2 at Fort Meade, Maryland, and for the design of Modules 3 and 4. The Architect has now indicated, in his letter of April 12, 2002, that he intends to request funding for these critical items in his fiscal 2003 budget. The Library supports fully this change. A program of additional storage space at Fort Meade, Maryland, in regular, dependable increments is essential for adequate storage of the Library's collections.

AUTOMATED HIRING SYSTEM

To resolve outstanding motions pending in the District Court related to the Library's hiring and selection procedures for professional, administrative, and supervisory technical positions, the Library implemented a new hiring process, including an automated hiring system. The motions were resolved when the court adopted the Joint Report of the parties, which included the new automated competitive hiring process. The Joint Report stipulated that the new hiring process would be in place no later than March 1, 2001.

Implementation problems associated with the Library's automated hiring system, AVUE, prompted me to ask the Library's inspector general (IG), on July 30, 2001, to undertake a programmatic audit of the system. Prior to receiving the final IG report, the Library took steps to implement improvements, including appointing a new project manager. The IG report, dated February 12, 2002, covered only the initial period of implementation (March 2001 through October 2001) and made recommendations to improve the automated hiring process and to evaluate other alternative systems.

The Deputy Librarian, the Library's chief operating officer, has organized a project management team to address the IG's recommendations and has asked for an extensive review of

the Library's requirements for a content-valid, automated hiring system. In the short term, the project management team is working with the vendor to resolve processing issues and to improve the timeliness of recruitment actions. In the long term, the project management team's evaluation of alternatives will help guide further action. The Library will take the necessary steps to ensure that our hiring system meets both competitive selection requirements and timeliness goals. So far this fiscal year, the Library has made 165 selections using the new process. We believe the pace of recruitment is rapidly gaining momentum, and we expect to fill most of our remaining vacancies by the end of this fiscal year.

SUMMARY

"Every day in America is a new beginning," President Reagan used to say. "We are a nation that never becomes, but that is always becoming." With Congress's support, the Library of Congress has become the most universal collection of information and knowledge in the history of the world, far more comprehensive even than that of the ancient library of Alexandria. Its superbly qualified staff now serves the Congress with public policy research service and a Law Library that are the world's largest, the nation's libraries with cataloging data and material for the blind, the general public with twenty-one public reading rooms here and with online digital materials everywhere, and the nation's authors and creative artists with the administration of the copyright laws.

Now the Library faces a new challenge to extend its traditional function beyond artifactual to electronic collection and preservation. We will deliver a National Digital Information Infrastructure and Preservation Program plan later this year that builds a wide variety of new national and international networked relationships. These relationships will broaden the Library's reach and support in new ways America's role as a leader in the community of nations.

Maintaining our artifactual collections and at the same time building for a networked digital future requires additional resources. If America is to remain strong, free, and capable of growth and innovation, we must preserve the knowledge of the past, gather in the information of the present, and help develop wisdom for the future. The Library has an important catalytic role to play in the new, networked environment. We can and must fortify and stimulate the research and dissemination of knowledge as America becomes engaged in complex international issues and conflicts.

The Congress deserves great credit for supporting all the work that the Library of Congress is doing to preserve and make accessible the nation's creative heritage and the world's knowledge. Consistently for 202 years, on a bipartisan basis, our national legislature has been the greatest patron of a single library in the history of the world.

With congressional support of our fiscal 2003 budget, the Library of Congress will continue its dedicated service to the work of the Congress and to the creative life of the American people.

On behalf of the Library and all its staff, I thank this committee for its support, and look forward to working for and with the Congress in the Library's work of acquiring and transmitting knowledge for America.

APPENDIX C: ADVISORY BODIES

JAMES MADISON COUNCIL MEMBERSHIP

John W. Kluge, <i>Chairman</i> New York, New York	Nancy G. Brinker Palm Beach, Florida	Marjorie M. Fisher Bloomfield Hills, Michigan
Edwin L. Cox, <i>Vice Chairman</i> Dallas, Texas	Buffy Cafritz Bethesda, Maryland	Marjorie S. Fisher Franklin, Michigan
Leonard L. Silverstein, <i>Treasurer</i> Washington, D.C.	Janice Calloway Greenwich, Connecticut	Nancy Fisher Washington, D.C.
Mary Beth Adderley Bloomfield Hills, Michigan	Joan Challinor Washington, D.C.	J. B. Fuqua Atlanta, Georgia
Caroline Ahmanson Beverly Hills, California	Clarence J. Chandran Billerica, Massachusetts	Gay Hart Gaines Palm Beach, Florida
Paul A. Allaire Stamford, Connecticut	Illa Clement Kingsville, Texas	John K. Garvey Wichita, Kansas
Ruth S. Altshuler Dallas, Texas	John F. Cooke Beverly Hills, California	Thomas H. Glocer New York, New York
John and Teresa Amend Dallas, Texas	Lloyd E. Cotsen Los Angeles, California	Harry J. Gray North Palm Beach, Florida
C. Michael Armstrong Basking Ridge, New Jersey	Douglas N. Daft Atlanta, Georgia	Najeeb E. Halaby McLean, Virginia
Norma Asnes New York, New York	Norma Dana New Canaan, Connecticut	Brian J. Heidtke Wyckoff, New Jersey
Roger and Julie Baskes Chicago, Illinois	Gina Despres Washington, D.C.	John S. Hendricks Bethesda, Maryland
Conrad M. Black New York, New York	Diane Duggin Malvern, Pennsylvania	Robert J. Herbold Redmond, Washington
Michael Bloomberg New York, New York	Charles W. Durham Omaha, Nebraska	Leo J. Hindery Jr. San Francisco, California
Barbara Taylor Bradford New York, New York	James A. Elkins Jr. Houston, Texas	Caroline Rose Hunt Dallas, Texas
	George M. C. Fisher Rochester, New York	Nancy Glanville Jewell Indian Wells, California

Donald G. Jones Fond du Lac, Wisconsin	Mario Morino Reston, Virginia	L. Dennis Shapiro Chestnut Hill, Massachusetts
Glenn R. Jones Englewood, Colorado	William G. Myers Santa Barbara, California	Raja W. Sidawi New York, New York
Jerral W. Jones Irving, Texas	Raymond D. Nasher Dallas, Texas	Albert H. Small Washington, D.C.
Marion Jorgensen Los Angeles, California	Donald E. Newhouse Newark, New Jersey	Elizabeth Smith New York, New York
James V. Kimsey Washington, D.C.	Arthur Ortenberg New York, New York	Frederick W. Smith Memphis, Tennessee
Jay I. Kislak Miami Lakes, Florida	James G. Parkel Washington, D.C.	Henry J. Smith Dallas, Texas
David H. Koch New York, New York	Mrs. Jefferson Patterson Washington, D.C.	Raymond W. Smith Arlington, Virginia
Abraham Krasnoff Glen Cove, New York	Frank H. Pearl Washington, D.C.	Paul G. Stern Potomac, Maryland
H. Fred Krimendahl II New York, New York	Mitzi Perdue Salisbury, Maryland	Liener Temerlin Irving, Texas
Bruce Lauritzen Omaha, Nebraska	Shirley F. Phillips Ocean City, Maryland	John A. Thain New York, New York
H. F. Lenfest West Chester, Pennsylvania	Carol Price Kansas City, Missouri	John E. Velde Jr. Omaha, Nebraska
Irvin L. and Joan Levy Irving, Texas	Frederick Prince Washington, D.C.	Alan M. Voorhees Woodbridge, Virginia
Jon B. Lovelace Jr. Los Angeles, California	Ceil Pulitzer St. Louis, Missouri	Thorunn Wathne New York, New York
Tom Luce Dallas, Texas	Bernard Rapoport Waco, Texas	Joan Wegner West Chicago, Illinois
Peter S. Lynch Boston, Massachusetts	Catherine B. Reynolds McLean, Virginia	Bea Welters McLean, Virginia
Cary M. Maguire Dallas, Texas	Laurance S. Rockefeller New York, New York	John C. Whitehead New York, New York
Thomas and Kay Martin Leawood, Kansas	Lady Sainsbury of Turville London, England	Diane R. Wolf New York, New York
Alyne Massey Nashville, Tennessee	B. Francis Saul II Chevy Chase, Maryland	Michael B. Yanney Omaha, Nebraska
Edward S. and Joyce Miller Washington, D.C.	Walter Scott Jr. Omaha, Nebraska	

AMERICAN FOLKLIFE CENTER BOARD OF TRUSTEES

(Serving during Fiscal 2002)

Congressional Appointees

Janet Brown
Executive Director
South Dakotans for the Arts
Deadwood, South Dakota

John Penn Fix III
Businessman
Spokane, Washington

Mickey Hart
Musician
360 Degrees Productions
Sebastopol, California

Dennis Holub
Executive Director
South Dakota Arts Council
Pierre, South Dakota

James F. Hoy
Professor of English
Emporia State University
Emporia, Kansas

William L. Kinney Jr.
Publisher
Marlboro Herald-Advocate
Bennettsville, South Carolina

Marlene Meyerson
Arts supporter
Tesuque, New Mexico

Judith McCulloh
Assistant Director
and Executive Editor
University of Illinois Press
Urbana, Illinois

Kay Kaufman Shelemay
Professor of Music
Harvard University
Cambridge, Massachusetts

Charles E. Trimble
President
Charles Trimble Company
and President
Red Willow Institute
Omaha, Nebraska

Presidential Appointees

Maureen P. Cragin
Assistant Secretary of Public and
Intergovernmental Affairs
Department of Veterans Affairs

Fran Mainella
Director
National Park Service

Sonya E. Medina
Deputy Director of Projects
Office of the First Lady
The White House

Librarian's Appointees

Jane Beck
Director
Vermont Folklife Center
Middlebury, Vermont

Norma Cantú
Professor of English
University of Texas at San Antonio
San Antonio, Texas

Tom Rankin
Executive Director
Center for Documentary Studies
Duke University
Durham, North Carolina

William H. Wiggins Jr.
Professor of African American Studies
University of Indiana
Bloomington, Indiana

Ex Officio

James H. Billington
Librarian of Congress

Peggy A. Bulger
Director
American Folklife Center

Bruce Cole
Chairman
National Endowment for the Humanities

Michael Hammond
Chairman
National Endowment for the Arts

Ellen Koskoff
President
Society for Ethnomusicology

Jack Santino
President-elect
American Folklore Society

Lawrence M. Small
Secretary of the Smithsonian Institution

NATIONAL FILM REGISTRY IN THE LIBRARY OF CONGRESS

2001 Additions

Abbott and Costello Meet Frankenstein
(1948)

All That Jazz (1979)

All the King's Men (1949)

America, America (1963)

Cologne: From the Diary of Ray
and Esther (1939)

Evidence of the Film (1913)

Hoosiers (1986)

The House in the Middle (1954)

It (1927)

Jam Session (1942)

Jaws (1975)

Manhattan (1979)

Marian Anderson: The Lincoln Memorial
Concert (1939)

Memphis Belle (1944)

The Miracle of Morgan's Creek (1944)

Miss Lulu Bett (1921)

National Lampoon's Animal House (1978)

Planet of the Apes (1968)

Rose Hobart (1936)

Serene Velocity (1970)

The Sound of Music (1965)

Stormy Weather (1943)

The Tell-Tale Heart (1953)

The Thin Blue Line (1988)

The Thing from Another World (1951)

NATIONAL FILM PRESERVATION BOARD

Academy of Motion Picture Arts
and Sciences

Member: Fay Kanin
Alternate: Haskell Wexler

Alliance of Motion Picture
and Television Producers

Member: J. Nicholas Counter III
Alternate: Carol Lombardini

American Film Institute

Member: John Ptak
Alternate: Jill Sackler

American Society of Cinematographers
and the International Photographers
Guild

Member: Allen Daviau
Alternate: Robert Primes

Association of Moving Image Archivists

Member: Rick Prelinger
Alternate: Pam Wintle

Directors Guild of America

Member: Arthur Hiller
Alternate: Martin Scorsese

Motion Picture Association of America

Member: Jack Valenti
Alternate: Jon Leibowitz

National Association of Theater Owners

Member: Ted Pedas
Alternate: Mary Ann Grasso

National Society of Film Critics

Member: David Kehr
Alternate: Jay Carr

Department of Film and Television
of the Tisch School of the Arts
at New York University

Member: Robert Sklar
Alternate: Antonia Lant

Screen Actors Guild of America

Member: Richard Masur
Alternate: Melissa Gilbert

Society for Cinema Studies

Member: Ed Guerrero
Alternate: Ana López

Society of Composers and Lyricists

Member: David Raksin
Alternate: Alan Bergman

U.S. members of the International
Federation of Film Archives

Member: Mary Lea Bandy, Museum
of Modern Art
Alternate: Paolo Cherchi Usai, George
Eastman House

University Film and Video Association

Member: Ben Levin
Alternate: Betsy McLane

Department of Film and Television of the
School of Theater, Film, and Television at
the University of California–Los Angeles

Member: Bob Rosen
Alternate: Teshome Gabriel

Writers Guild of America

East Member: Richard Wesley
West Member: Del Reisman

At-Large

Member: Roger Mayer
Alternate: Edward James Olmos

Member: Gregory Nava
Alternate: Leonard Maltin

Member: Alfre Woodard
Alternate: Karen Ishizuka

Pro Bono Counsel

Eric Schwartz, Smith and Metalitz LLP

NATIONAL FILM PRESERVATION FOUNDATION
BOARD OF DIRECTORS

Roger Mayer, *Board Chair*
President and Chief Operating Officer
Turner Entertainment Company

Martin Scorsese
Filmmaker and President
The Film Foundation

Directors
Cecilia DeMille Presley
President
Cecil B. DeMille Foundation

Ex Officio
James H. Billington
Librarian of Congress

Laurence Fishburne
Actor/Producer

Foundation Staff
Annette Melville
Director

I. Michael Heyman
Professor Emeritus
Boalt School of Law
University of California–Berkeley

Jeff Lambert
Assistant Director

The Honorable Robert W. Kastenmeier
Former U.S. Representative (D-Wis.)

Rebecca Payne
Office Manager

John Ptak
Creative Artists Agency

David Wells
Programs Manager

Robert G. Rehme
President
Rehme Productions

Counsel
Kim J. Mueller

AMERICAN BAR ASSOCIATION STANDING COMMITTEE
ON THE LAW LIBRARY OF CONGRESS

Elizabeth A. Chifari
Richard Friedman
Gwyneth Hambley
Roger F. Jacobs
Roy Mersky
Tedson Meyers
Bill Orton
Matt Todd

Board of Governors Liaison
Blake Tartt

ABA Staff Director
Amy Horton-Newell

ABA Project Assistant
Justin Graf

 FRIENDS OF THE LAW LIBRARY OF CONGRESS
Board of Directors

Abe Krash, <i>President</i>	H. C. Buck Niehoff
Stanley N. Katz, <i>Vice President</i>	Roger H. Parent
Mark Ellenberg, <i>Secretary/Treasurer</i>	M. Kathleen Price
Kenneth B. Allen	Keith Ann Stiverson
William H. Allen	
John J. Curtin	<i>Ex Officio</i>
Kamla King Hedges	Rubens Medina
Robert Herzstein	Law Librarian of Congress
R. Michael James	
John A. Jenkins	Marie-Louise H. Bernal
Nathan Lewin	Law Library Liaison
Charles McC. Mathias	
Tedson Meyers	<i>Executive Director</i>
Betty Southard Murphy	Anne L. Mercer

PHILIP LEE PHILLIPS SOCIETY

*Friends of the Geography and Map Division, Library of Congress**Steering Committee*

Wesley A. Brown, <i>Cochair</i> Colorado	Joseph Fitzgerald Florida	Gary W. North Virginia
Arthur Holzheimer, <i>Cochair</i> Illinois	Jenkins and Virginia Garrett Texas	Seymour I. Schwartz New York
Roger S. Baskes Illinois	Robert A. Highbarger Maryland	George Tobolowsky Texas
Allen Carroll Washington, D.C.	Glen McLaughlin California	J. Thomas Touchton Florida
Barbara Adele Fine Washington, D.C.	Kenneth Nebenzahl Illinois	Eric W. Wolf Virginia

PHILIP LEE PHILLIPS SOCIETY

continued

Academic Advisers

Louis De Vorse University of Georgia	David Woodward University of Wisconsin–Madison	John A. Wolter Chief Geography and Map Division, 1978–1991 Library of Congress
Alice Hudson New York Public Library	Cordell D. K. Yee St. Johns College, Annapolis	Walter W. Ristow Chief Geography and Map Division, 1968–1978 Library of Congress
Mark Monmonier Syracuse University	<i>Ex Officio</i> John R. Hébert Chief Geography and Map Division, 1999– Library of Congress	<i>Executive Secretary</i> Ronald Grim Specialist in Cartographic History Geography and Map Division Library of Congress
Dennis Reinhartz University of Texas–Arlington	Ralph E. Ehrenberg Chief Geography and Map Division, 1991–1998 Library of Congress	
Richard W. Stephenson George Mason University		
Norman J. W. Thrower University of California– Los Angeles		

CENTER FOR GEOGRAPHIC INFORMATION

<i>Chair</i> Alan Voorhees Autometric Inc.	<i>Ex Officio</i> John R. Hébert Chief Geography and Map Division Library of Congress	<i>Executive Secretary</i> Gary L. Fitzpatrick Specialist Geography and Map Division Library of Congress
--	--	---

APPENDIX D: HONORS

STAFF AND GROUP AWARDS

In July, Jolande Goldberg, the Cataloging Policy and Support Office law classification specialist, received the Joseph Andrews Bibliographic Award, the American Association of Law Libraries' highest bibliographic honor, for her work on the Library's classification law schedules. Dr. Goldberg was also featured in the December *Washingtonian* magazine as one of the fifty "best and brightest" who are "among the finest in the world at what they do."

Jean Hirons, coordinator of the Cooperative Online Serials Program, was awarded the 2002 Margaret Mann citation on June 17 at the American Library Association's annual conference in Atlanta. The award recognizes "outstanding professional achievement in cataloging or classification."

The Library of Congress docents were called "the most enthusiastic and knowledgeable docents in Washington" by *National Geographic Traveler* in its May 2002 issue.

The Library of Congress exhibition booth received the Friendly Booth Award at the annual conference of the American Library Association June 15–18 in Atlanta.

Lynne K. McCay, assistant director for information research in the Congressional Research Service, was chosen as one of the "Best of the Information Profession" by the Special Libraries Association (SLA). This recognition was bestowed in June at the Ninety-Third Annual SLA Conference in Los Angeles.

Stephen Prine, head of Network Services in the National Library Service for the Blind and Physically Handicapped, received the Association of Specialized and Cooperative Library Agencies (ASCLA) Leadership Achievement Award and the ASCLA Service Award. He was honored on June 16 at the ASCLA President's Program and Awards Ceremony.

The Publishing Office continued to receive accolades for design excellence. *The Floating World of Ukiyo-e: Shadows, Dreams, and Substance*, published by the Library of Congress in association with Harry N. Abrams Inc., received an honorable mention for design excellence from the American Association of Museums.

Winston Tabb, associate librarian for library services, received the Ainsworth Rand Spofford President's Award from the District of Columbia Library Association (DCLA). The award was presented on May 22 at the DCLA Spring Banquet in Washington, D.C.

Mary Wolfskill, head of Reference and Reader Services in the Manuscript Division, received a Spirit of Margaret Mead award from the Institute for Intercultural Studies of New York on December 3 during the opening session of a symposium at the Library celebrating the Margaret Mead centennial.

WEB SITE RECOGNITION

The Library's Web site was cited for excellence throughout the year by a variety of computer, history, cultural, and educational organizations. Most notably, *The September 11 Web Archive*, a digital archive of Web sites relating to the events and immediate aftermath of the terrorist attacks, received the Site of the Year award from Yahoo! Inc. The following is a selection of additional awards received in fiscal 2002:

- The American Memory Web site was recognized in the following ways: (1) Web Feet Seal of Approval recognized American Memory as an outstanding Web site for research, teaching, and general use by students; (2) American Memory was included in the Brazilian Council for Scientific and Technological Development Web site Literature Virtual Library; and (3) BigChalk featured American Memory in its HomeworkCentral directory of exceptional educational sites on the Web.

- Several individual American Memory collections received recognition: (1) the Abraham Lincoln Papers and the Alexander Graham Bell Papers were listed as HotSites by *USA Today*; (2) The "American Variety Stage" collection of vaudeville-era entertainment materials received a Books Seal of Approval by MyReportLinks.com; (3) American Memory's Map Collections were selected from more than 475 nominated Web sites as one of the most important urban planning and development Web sites by PLANetizen; (4) "American Environmental Photographs" was selected for addition to SciLinks, a guide prepared by the National Science Teachers Association; (5) the following five collections were added to the University of Wisconsin's Internet ScoutReport, a guide for researchers, educators, and others interested in high-quality online material: "Woody Guthrie and the Archive of American Folk Song: Correspondence, 1940–1950," "The Samuel F. B. Morse Papers at the Library of Congress, 1793–1919," "Westward by Sea: A Maritime Perspective on American Expansion, 1820–1890," "The First American West: The Ohio River Valley, 1750–1820;" and "The Frederick Douglass Papers at the Library of Congress."

- The Learning Page lesson plan, "Nature's Fury," was added to the IDEAS Portal Web site, a searchable database of high-quality education resources for Wisconsin's prekindergarten through undergraduate education community.

APPENDIX E: SELECTED ACQUISITIONS

GIFTS OF THE MADISON COUNCIL

Our Country: Map of the United States, Canada, Mexico, West Indies, and Center America, by Humphrey Phelps, New York: Phelps & Watson, 1859. Gift of Marjorie M. Fisher.

The American Fireman: Always Ready, by Louis Maurer, New York: Currier and Ives, 1838. Gift of Abraham and Julienne Krasnoff.

Funds toward the purchase of the 1507 world map by Martin Waldseemüller. Gift of H. F. Lenfest.

More than 100 digital photographic prints documenting the September 11, 2001 (9/11), attacks on the World Trade Center. Gift of Thomas and Kay Martin.

James Buchanan archive of sixty-nine autograph letters. Gift of L. Dennis Shapiro.

Additions to the Jefferson Library Project to reconstruct the collection in the original catalog of Thomas Jefferson's library. Gift of Gene and Jerral Jones.

OTHER ACQUISITIONS

A manuscript from the 1720s containing selections from three operas by George Frideric Handel.

Significant new manuscript acquisitions including the papers of James Schlesinger, the former secretary of defense and energy.

Approximately 30,000 Web sites through the MINERVA Web preservation project, a collaboration of the Library of Congress, the Internet Archive, and WebArchivist.org. Event-based collections were developed, which included Web sites related to 9/11, the 2002 Olympics, and the 2002 midterm election.

Sixteen photographic prints of Ground Zero at the World Trade Center after the attacks of 9/11.

Fifty-eight documentary photographs of the destruction of 9/11 at the Pentagon and at the Shanksville, Pennsylvania, crash site taken by news agency photographers.

The Thomas Kane library of materials on Ethiopia. Regarded as the most important body of works on Ethiopia in private hands, the collection includes 200 Ethiopian manuscripts and 12 Ethiopian magic scrolls; some 2,500 works in Amharic, Tigrinya, Ge'ez, and other Ethiopian languages; and more than 3,500 titles in English and other European languages.

Takvim-ut-Tevarih, by Katip Chelebi. Published in Istanbul in 1733, this work is one of the first books printed by Muslims (Turks) using movable type.

Sisitan, the first newspaper issued in Afghanistan, beginning in 1902. Gift of noted Afghan studies scholar Professor Ludwig Adamec.

One thousand tapes of Arabic music and folklore, acquired on transfer from the Voice of America.

South African Studies. Issued by the National Information Services Corporation (NISC), this online anthology includes fifteen different databases, providing access to more than 914,400 records, from 1960 to the present.

“Senjika” no josei bungaku (“Wartime” Women’s Literature). This eighteen-volume set, published in 2002, brings together important wartime literature written by Japanese women to address the question, “What did war bring for women?” The set is important for scholars of modern Japanese literature and women’s literature, as well as scholars of women’s history and the history of wartime Japan.

5.18 Kwangju minjuhwa undong charyo chongso. The May 18 (5.18) uprising in 1980 was a unique historical event in South Korea. This collection is a great milestone in the democratization movement of Korea because most discourse on the event has been suppressed until now.

Sixty-seven North Korean movie videos from the Koryo Trading Co., Los Angeles. They are the first North Korean videos acquired by the Motion Picture, Broadcasting, and Recorded Sound Division and will strengthen the Library’s North Korean collections because of their rarity.

Two books of Sanskrit love poetry, bound as one and published by an anonymous but clearly Indian publisher in Calcutta in 1808. This volume is probably the earliest one in the Library that was published in an Indian language by Indians for a primarily Indian audience.

Confessio fidei ac religionis, baronvm ac nobilivm Regni Bohoemiae, Serenissimo ac Invictissimo Romanorum, Bohoemiae etc. Regi. Viennae Austriae, sub anno Domini 1535 oblata (1538). This historic work is the first Latin edition of the confession published by the Bohemian Brethren in Czech in 1535.

Historia de España vindicada. En que se haze mas exacta descripción la de sus excelencias y antiguas riquezas, by Pedro Peralta Barnuevo Rocha Benavides, Lima: F. Sobrino, 1730. With its twenty-three engravings, this item is one of the most important histories written in Peru during the colonial period and one of the greatest illustrated books produced in colonial South America.

“Memoire pour le roi...” This manuscript of thirty-two pages, written for Louis XIV, comes from the papers of Michel Bégon, French civil servant and colonial administrator. Bégon was governor of the French Leeward and Windward Islands and intendant of Saint Domingue. The document, dated Martinique, January 25, 1685, is a report by general officers of the king regarding missionaries and the judicial and governmental structure of the French colony of Saint Domingue.

The Katherine Dunham Collection (1,000 items); Andre Previn Collection (6,000 items, on deposit); Romberg Orchestra Library (33,000 items); and the Leonard P. Smith Collection (115,000 items). The Music Division added these four collections.

Prelinger Collection of 48,000 educational, industrial, and advertising films and independent productions from the 1930s to the 1960s.

One hundred rare titles from the Arthur Probsthain Collection. This London collection includes rare materials of the Ming (1368–1644) and Qing (1644–1911) dynasties of China, as well as Manchu and Mongolian books that Probsthain acquired from missionaries in China in the nineteenth century.

A collection of ninety-five rolls of microfilm of the *China Watch* newspaper clipping collection, compiled by the Union Press of Hong Kong and covering the period 1949–1979.

APPENDIX F: EXHIBITIONS

Margaret Mead: Human Nature and the Power of Culture (November 30, 2001–May 31, 2002). To commemorate the centennial of Margaret Mead’s birth, the Library of Congress presented a selection of materials from its extensive Margaret Mead Collection in the Northwest Pavilion. Donated to the Library after Mead’s death in 1978, the corpus of notes and other field materials that Mead carefully preserved totaling more than 500,000 items constitutes one of the largest collections for a single individual in the Library. Drawing on this important collection, the exhibition documented major themes in Mead’s life and work through manuscripts, diaries, letters, field notes, drawings, prints, photographs, sound recordings, and film footage.

The Thirtieth Annual Library of Congress Employee Arts and Crafts Exhibition (December 10, 2001–February 16, 2002). The exhibition featured paintings in oil, acrylic, and watercolors; needlework; photography; and a variety of other original works submitted by current and retired Library staff members and employees of the Architect of the Capitol who work in the Library.

Roger L. Stevens Presents (May 16, 2002–September 7, 2002). For almost half the twentieth century, Roger Lacey Stevens (1910–1998) was a dominant force as a theatrical producer, arts administrator, and real estate entrepreneur. On exhibition in the South Gallery of the Great Hall, *Roger L. Stevens Presents* examined Stevens’s career, focusing on the great number of stage productions that Stevens presented or fostered indirectly, for example, through the National Endowment for the Arts. The exhibition displayed items from the Roger L. Stevens Collection in the Library’s Music Division, complemented by photographs and several loan items from the Kennedy Center archives. An illustrated brochure and a catalog with essays on Stevens’s career accompanied the exhibition. Both the exhibition and catalog were made possible by a generous gift from Mrs. Roger L. Stevens and Mrs. Hugh Gough, daughter of Mr. and Mrs. Stevens.

American Beauties: Drawings from the Golden Age of Illustration (June 27, 2002–September 28, 2002). This exhibition featured nineteen early twentieth-century drawings of women selected from outstanding recent acquisitions and graphic art in the Library’s Cabinet of American Illustration and the Swann Collection of Caricature and Cartoon in the Prints and Photographs Division. Artists included in the exhibit were the creator of the “Gibson Girl,” Charles Dana Gibson; Coles Phillips; Wladyslaw Benda; Nell Brinkley; and John Held Jr. The images mirrored changing standards of beauty and highlighted transformations in women’s roles in the late nineteenth and early twentieth centuries. The exhibition was accompanied by a brochure with full-color illustrations and with brief essays on the items. Support for the exhibition came from the Swann Memorial Fund.

The Earth as Art (July 23, 2002–July 23, 2003). On display outside the Library’s Geography and Map Reading Room, this exhibition commemorates the thirtieth anniversary of the U.S. launch of the Earth Resources Technology Satellite (ERTS)—the first of its kind to record imagery of Earth’s surface. Mounted in collaboration with the National Aeronautics and Space Administration and the U.S. Geological Service, this exhibition features high-resolution prints of images from LANDSAT 7, the current successor to the original ERTS platform.

Witness and Response: September 11 Acquisitions at the Library of Congress (September 7, 2002–November 2, 2002). Within hours of the attacks in New York, Pennsylvania, and Washington, D.C., Library offices here and abroad mobilized to record and gather for posterity firsthand accounts and images of the horrific events of September 11, 2001 (9/11), and its aftermath. On display in the North Gallery of the Great Hall and in the Orientation Theater, the exhibition of more than 500 selections drawn from the tens of thousands of items in this massive archive revealed much about the Library of Congress as an institution, its astounding collections, and its equally remarkable staff. At its core, this exhibition is the story of how the 9/11 materials—including prints, photographs, drawings, poems, eyewitness accounts and personal reactions, books, magazines, songs, maps, films, and even physical remnants from two of the attack sites—arrived at the Library and today embody what America has experienced. The exhibit provides assurance that the record of the 9/11 events will be here in the future.

When They Were Young: A Photographic Retrospective of Childhood (September 26, 2002–March 22, 2003). On display in the South Gallery of the Great Hall, this photographic exhibition featured sixty-six compelling images of children that spanned the history of photography from daguerreotype to documentary. The exhibition, drawn from the Library's Prints and Photographs Division, examined the experience of childhood as it is connected across time, different cultures, and diverse socioeconomic backgrounds. Included in the exhibition were photographs by Edward Steichen, Lewis Hine, Edward Curtis, Toni Frissell, Alan Lomax, Jack Delano, John Vanchon, Gordon Parks, Dorothea Lange, and more.

American Treasures of the Library of Congress. One of the Library of Congress's permanent rotating exhibitions (Southwest Gallery and Pavilion), *American Treasures of the Library of Congress* began its fifth year with a celebration of women in American history. During the fiscal year, *American Treasures*, which also saluted firefighters, was seen by more than 200,000 visitors to the Library, and its accompanying Web site logged more than 2.4 million hits. The following changes were made in fiscal 2002:

- *Change no. 16* (December 2001–April 2002). The Library of Congress published the long-awaited *American Women: A Library of Congress Guide for the Study of Women's History and Culture in the United States* in fiscal 2001. To highlight this long-awaited publication, *Change no. 16* exhibited material by and about women throughout the exhibition. In addition, the Interpretive Programs Office sponsored a series of "Treasure Talks," drawing on the expertise of Library staff contributors to the publication. The exhibition featured items such as Elizabeth Cady Stanton's recasting of the Bible from a feminist perspective, as well as Malvina Harlan's memoir recounting the lone dissent of her husband, Supreme Court Justice John Harlan, to the *Plessy v. Ferguson* decision, which upheld "separate but equal" segregation. Other items included the 1632 *The Lawes Resolutions of Women's Rights: Or, the Lawe's Provision from Woemen*, a book from the library of Thomas Jefferson; lace made by Confederate spy Antonia Willard while she was incarcerated in a Washington, D.C., prison; and a poster featuring "The Black Patti, Mme M. Sissieretta Jones: The Greatest Singer of Her Race." During this change, a special display of patriotic icons was assembled, including Irving Berlin's printer's proof of *God Bless America*, the lyrics to the *Star Spangled Banner* in the hand of Francis Scott Key, Joseph Pennell's stunning drawing of a poster design for a World War I war bond drive, and Joe Rosenthal's world-famous photo of Americans raising the flag in Iwo Jima in 1945.

- *Change no. 17* (May 2002–November 2002) featured a salute to firefighters, with a look at the profession from the nineteenth century to the present. Items included John Rubens Smith's design for a certificate for the Philadelphia Association for the Relief of Disabled (ca. 1835), Frederick De Bourg Richard's rare salted paper print of a fireman from the Perseverance Hose Company (1855), and Bolivar Arellano's chilling photo of a fireman carrying a stretcher at the

site of the World Trade Center attack on 9/11. Those items were included among more than 300 artifacts from the various divisions of the Library of Congress.

World Treasures of the Library of Congress. This ongoing exhibition, which opened in 2001, is a companion to the *American Treasures* exhibition and presents dazzling treasures from the Library's international collections in the Northwest Gallery. To provide unity to its exploration of many and varied cultures, the exhibition will have changing themes, each lasting a year or more. The current theme is "Beginnings," an exploration of how world cultures have dealt with the creation of the universe and explained the heavens and the Earth. Underlying the sections of this exhibition are three key questions: Where does it—the universe, the cosmos—all come from? How can we explain and order the universe and cope with it? How can we record the experience?

The initial *World Treasures* installation presented the extraordinary record of answers to those fundamental questions as they are reflected in the collections of the Library of Congress. "Beginnings" explores, from the viewpoint of more than fifty cultures, accounts and depictions of the creation or the beginning of the universe; explanations of the earth and the heavens; fundamental or key myths and stories on the founding of civilizations, societies, and cities; and examples of early writing and printing. The visual material is complemented by an audio wand with selections of music, folk songs, and folk tales, some from places in which oral transmission is the primary means of preserving culture. In fiscal 2002, more than 157,000 visitors viewed the exhibition.

As the ongoing exhibition continued into its second year, some items were replaced for conservation reasons in February, June, and October 2002. Ninety-three new items went on display, and openings were changed for the other objects. The new materials were also added to the *World Treasures* Web site.

- *Change no. 2* (January 2002–June 2002). New items displayed in the second change included a rare copy from the Library's Rosenwald Collection of Ovid's *Metamorphosis*, printed in Lyon in 1557, with woodcuts attributed to Bernard Salomon; a 1509 woodcut by Lucas Cranach the Elder showing Adam and Eve; Bernard de Montfaucon's 1729 work *Les Monumens de La Monarchie Française*; William Blake's hand-colored engraving of Urizen contemplating the universe from a rare, eighteenth-century copy of the *Song of Los*; an illustration by Akseli Gallen-Kallela of the goddess of creation from the Finnish national epic, the *Kalevala*; a Moroccan image of Mecca and Medina, the two holiest cities of Islam; and a 1637 illuminated edition of the *Jónsbók*, the fundamental law code of Iceland.

- *Change no. 3* (June 2002–September 2002). New items entering "Beginnings" in the third change included a copy of Ptolemy's *Geographica* from 1486; Bartholomaeus Anglicus's *De proprietatibus rerum*, a medieval scientific work; *Leo Belgicus*, a 1611 map of the low countries showing them in the shape of a lion; an astronomical work from China's Ming Dynasty (1368–1644); a handwritten Ethiopian calendar; a rare medical book from 1690 that includes an illustration of the organs of the human body, with movable parts; a 1493 Latin translation of a ninth-century Arabic astronomical text by Alfraganus, by which the astronomical theories of Ptolemy were transmitted to the West; and *Bhagavata Purana Orissa*, an eighteenth-century ritual Asian book with sandalwood paste applied as a sign of worship.

- *Change no. 4* (September 2002–December 2002). In the fourth change, new items continued to cover a wide variety of cultures and time periods, ranging from a twelfth-century Chinese almanac to Wladyslaw Benda's charcoal drawing of Earth with the Milky Way and Moon (ca. 1918). Other new items included a nineteenth-century Persian Koran with exquisite calligraphy; a 1549 Old Testament with woodcut images by Hans Holbein; a map of the newly founded Mexico City by Hernando Cortés, published in 1524; *Selenographia*, the first atlas of the Moon, published in 1647; the earliest globe in the Library of Congress collections, dating from

1541; a nineteenth-century Indian scroll with colored, illuminated drawings of Vishnu; a colorful nineteenth-century Burmese world view; and a miniature version of the Russian law that freed the serfs in 1861.

Future installations of *World Treasures* will focus on other themes relevant to human history and civilization, including encounters among cultures, the history of written communication, and ceremonies and celebrations. *World Treasures of the Library of Congress* is accessible on the Library's Web site at <www.loc.gov/exhibits/world>. The exhibition, accompanying publications, and programs are made possible through a generous gift of the Xerox Foundation.

Bob Hope and American Variety. Two rotational changes refreshed the materials in the permanently dedicated exhibition space, the Bob Hope Gallery of American Entertainment in the Jefferson Building:

- *Change no. 4*. In November 2001, approximately twenty-five objects were removed for preservation purposes. They were replaced with objects of a similar nature. Those objects included letters between Bob Hope and President Richard Nixon; fan mail from soldiers; and correspondence with show business executives, agents, and writers. Materials expanding on the themes of the exhibit were also added—for example, Bob Hope's handwritten jokes on hotel stationery to enhance the "Bits and Sketches" case, and promotional materials featuring vaudevillians on radio to augment the Radio section.

- *Change no. 5*. In May 2002, some ninety-five of the objects were removed for preservation purposes and replaced with new objects that maintained the character of the themes represented in the exhibit. In the Radio section, some of the additions highlighted Bob Hope's *Pepsodent Show*, including Jack Benny's artist card and an autographed photo of Jack Benny and Bob Hope with the cast of the show. Additions made to the Vaudeville and Moving On sections included a censorship card for Bob Hope's vaudeville act and a program printed on fabric for a benefit performance featuring Bob Hope and some of his contemporary vaudevillians. A vaudeville collage was created for the light box at the entrance of the exhibit. This collage represents the full range of the vaudeville bill, including novelty acts, comedians, entertainers, dancers, magicians, and family acts.

DISPLAYS

Twenty-two displays were mounted during the year:

- Library Council of Scholars (October 11, 2001)
- Jackie Robinson (November 6, 2001)
- Putin Display (November 13, 2001)
- Marko Marulic (November 20, 2001)
- Islam in America (January 29, 2002)
- Brands Plucked from the Fire (February 1, 2002)
- Lajos Kossuth (March 14, 2002)
- Madison Council Spring Meeting—Patriotism Display (March 20, 2002)
- Cookbook Display (March 20, 2002)
- Pleasure in Common (March 29, 2002)
- Horatio Alger (April 2, 2002)
- Mainz Bible (April 2, 2002)
- Russian Treasures (April 16, 2002)
- Joint Committee for the Library Patriotism Display (April 16, 2002)
- Books & Beyond (May 1, 2002)
- Churchill Display (May 1, 2002)
- Society of Civil Engineers (May 7, 2002)
- Senate Spouses Luncheon (May 7, 2002)
- Veterans History Project (May 14, 2002)
- Silk Road (June 27, 2002)
- Kluge Scholar Display (September 24, 2002)
- Madison Council Fall Meeting—Children's Literature (September 25, 2002)

CONTINUING EXHIBITIONS

Here to Stay: The Legacy of George and Ira Gershwin. This ongoing exhibit in the Gershwin Room of the Library's Jefferson Building celebrates the legacy of the illustrious musical team. It displays items that relate the lives and work of the Gershwins to the traditions of American music, especially to musical theater history. A platform in the center of the room evokes the working studios of the two brothers and includes George's piano and desk, Ira's desk, and other historic memorabilia such as Ira's pen, George's metronome, congressional medals awarded to the pair, and self-portraits of the Gershwins. Letters, musical scores, lyric sheets, and other items from the Music Division's large Gershwin Collection are rotated on a regular basis. In fiscal 2001, a new brochure was produced for the exhibition.

The Gerry Mulligan Collection. Opened in April of 1999, this ongoing rotating exhibition is located in the Performing Arts Reading Room Foyer of the Madison Building. The exhibit features jazz musician Gerry Mulligan (1927–1996), who was a well-known saxophonist, jazz innovator, composer, and arranger. The exhibit's central focus is his gold-plated baritone saxophone, which was donated, along with his papers, to the Library of Congress. A recent addition to the exhibit is a clarinet once owned by Mulligan. Also on exhibit are photographs of Mulligan throughout his five-decade career, musical scores, and other items of interest from the Library's Music Division and its Motion Picture, Broadcasting, and Recorded Sound Division.

TRAVELING EXHIBITIONS

The Work of Charles and Ray Eames: A Legacy of Invention. This exhibition opened at the Vitra Design Museum in Berlin, Germany, March 8, 2002, and closed there on June 2, 2002. From there, it traveled to Milan, Italy, opening September 23, 2002, at the Triennale di Milano. It was scheduled to remain there until January 2003.

Sigmund Freud: Conflict and Culture. This exhibition opened at the Field Museum in Chicago on October 10, 2001, and closed there on December 9, 2001. From there it traveled to Tel Aviv, Israel, opening May 25, 2002, at Beth Hatefutsoth, the Museum of the Jewish Diaspora. Because of its success in Israel, the exhibition was extended to March 2003, when its tour will end.

Religion and the Founding of the American Republic. This exhibition opened on January 11, 2002, at the Harold B. Lee Library of Brigham Young University in Provo, Utah, and closed there on March 25, 2002, concluding its tour.

WHITE HOUSE EXHIBITS

The Interpretive Programs Office developed and produced four exhibitions that were displayed at the White House during 2002. Three of the exhibits—*Mark Twain*, *The Writers of the Harlem Renaissance*, and *The Literary Legacy of Women of the American West*—were featured in “The White House Salute to America's Authors” series. The fourth exhibit, *Lewis & Clark and the Voyage of Discovery*, commemorated the Lewis and Clark expedition and marked the signing of a proclamation by President George W. Bush designating 2003 through 2006 as the Lewis and Clark Bicentennial Commemoration. The items in this exhibition were drawn from the Library's upcoming exhibition *Rivers, Edens, and Empires: Lewis & Clark and the Revealing of America*.

APPENDIX G: ONLINE COLLECTIONS AND EXHIBITIONS

(Fiscal 2002 Additions)

ONLINE HISTORICAL COLLECTIONS

- “Chicago Anarchists on Trial: Evidence from the Haymarket Affair, 1886–1887” *
- “The Church in the Southern Black Community, 1780–1925” *
- “Emile Berliner and the Birth of the Recording Industry”
- “The First American West: The Ohio River Valley, 1750–1820” *
- “The Frederick Douglass Papers at the Library of Congress”
- “Music for the Nation: American Sheet Music, 1820–1860”
- “Pioneer Trails: Overland to Utah and the Pacific” *
- “Reclaiming the Everglades: South Florida’s Natural History, 1884–1934” *
- “Slaves and the Courts, 1740–1860”
- “‘Suffering under a Great Injustice’: Ansel Adams’s Photographs of Japanese-American Internment at Manzanar”
- “Washington during the Civil War: The Diary of Horatio Nelson Taft, 1861–1865”
- “Westward by Sea: A Maritime Perspective on American Expansion, 1820–1890” *
- “Woody Guthrie and the Archive of American Folk Song: Correspondence, 1940–1950”
- “Working in Paterson: Occupational Heritage in an Urban Setting”

ONLINE LIBRARY EXHIBITIONS

Al Hirschfeld—Beyond Broadway

Margaret Mead: Human Nature and the Power of Culture

Rivers, Edens, and Empires: Lewis & Clark and the Revealing of America

Roger L. Stevens Presents

The Water-Babies: Illustrations by Jessie Willcox Smith

When They Were Young: A Photographic Retrospective of Childhood

Witness and Response: September 11 Acquisitions at the Library of Congress

*LC/Ameritech Award winner

APPENDIX H: PUBLICATIONS

PUBLISHED BY THE LIBRARY OF CONGRESS

- Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2001.* Compiled by Audrey Fischer, 2002.
- Collectors and Special Collections: Three Talks.* Published by the Center for the Book and distributed by Oak Knoll Books, 2002.
- Motion Pictures, Broadcasting, and Recorded Sound: An Illustrated Guide.* Edited by Iris B. Newsom, 2002.
- The Origin of Species: Descent of a Text, with Modification.* By David Quammen, 2002.
- Performing Arts: Broadcasting.* Edited by Iris B. Newsom, 2002.
- Reflections: October 2001.* By Henry A. Kissinger. Distributed by the Office of Scholarly Programs, 2002.
- Roger L. Stevens Presents.* Essays by E. J. Kahn Jr., Walter Zvonchenko, Ruth Mayleas, Tom Prideaux, and David Richards. Edited by Iris B. Newsom, 2002.

COOPERATIVE PUBLISHING PROJECTS

- Beginnings: World Treasures of the Library of Congress.* Published in association with Third Millennium Publishing, 2002.
- Classical Music Illustrated Journal.* Published in association with Pomegranate Communications, 2002.
- Hiroshige's Sketchbooks: An Illustrated Journal.* Published in association with Pomegranate Communications, 2002.
- The Library of Congress Civil War Desk Reference.* Edited by Margaret E. Wagner, Gary W. Gallagher, and Paul Finkelman. Published in association with Simon and Schuster, 2002.
- A Shakespeare Journal.* Published in association with Pomegranate Communications, 2002.
- When They Were Young: A Photographic Retrospective of Childhood from the Library of Congress.* Text by Robert Coles. Published in association with Kales Press, 2002.

OTHER PRODUCTS

- The following calendars feature fifteen Library of Congress collections: *Women Who Dare* (wall and desk); *The Civil War* (wall and desk); *Edward S. Curtis: Portraits of Native Americans* (wall); *Classical Music* (wall); *The Movies: Preserving America's Film Treasures* (desk); *Shakespeare's Realm* (wall); *World War II* (wall); *The Moon and Imagination* (wall), with Pomegranate Communications; *Circus* (wall); *Americana* (wall); *Japanese Woodblocks* (wall); *Botanica* (wall); *Geisha and Other True Beauties* (wall); *Mother Goose* (wall); and *Excursions and World Capitals* (wall), with Cavallini and Company.
- Four posters: *The Hebrew Alphabet*, *Two Cats*, *Jewish Celebrations and Traditions*, and *William Shakespeare*, with Pomegranate Communications, 2002.

APPENDIX I: STAFF CHANGES

APPOINTMENTS

Peter Bartis was appointed program specialist on the Veterans History Project on September 23.

Tamara Belden was appointed administrative operations specialist, Planning and Financial Management Team, Operations Directorate, on April 1.

Gary Capriotti was appointed program specialist for Fort Meade, Collections Access, Loan, and Management Division, on August 26.

Daniel Cohen was appointed digital project coordinator, Network Development and MARC Standards Office, on December 17.

Christopher Cole was appointed systems planning analyst, Operations Directorate, on April 8.

Keith Corey was appointed digital project coordinator, Network Development and MARC Standards Office, on January 2.

Betty Culpepper was appointed public services coordinator for the Main Reading Room on September 23.

James M. Gallagher was appointed director of Information Technology Services on July 7.

Dennis Hawkes was appointed head of the Microform and Machine Readable Collections Reading Room on September 23.

Sandra Lawson was appointed chief of the Photoduplication Service on May 27.

Karl Lo served as acting chief of the Asian Division from March 18 to September 30.

Judith A. Mansfield was appointed acting director for cataloging on September 16.

Dianne McCutcheon was appointed systems planning analyst, Operations Directorate, on January 28.

Philip Melzer was appointed acting assistant chief of the Asian Division on March 25.

Debra Murphy was appointed special assistant to the director for operations, Library Services, on July 1.

Joseph Pagano was appointed digital project coordinator, Network Development and MARC Standards Office, on January 13.

Sarah Rouse was appointed program specialist for the Veterans History Project on September 23.

Stephen Short was appointed systems planning analyst, Operations Directorate, on February 4.

Ann Siebert was appointed head of the Preventive Conservation Section of the Conservation Division on March 10.

Jeffrey Smith was appointed project manager for digital initiatives, National Digital Library, on July 1.

David Terry was appointed director of the Development Office on October 25.

Nathan Trail was appointed digital project coordinator, Network Development and MARC Standards Office, on December 30.

Hallie Travis was appointed digital media project coordinator, National Digital Library, on July 1.

Carol Unger was appointed systems planning analyst, Operations Directorate, on January 28.

Dianne van der Reyden was appointed chief of the Conservation Division on June 2.

William Vernigor was appointed acting assistant chief of the Cataloging in Publication Division in August.

Beacher J. E. Wiggins was appointed acting associate librarian for library services on September 1.

Peter R. Young, former chief of the Cataloging Distribution Service, served as acting chief of the Asian Division from November 3 to March 17.

RETIREMENTS

Linda Arret, network development specialist, Network Development and MARC Standards Office, retired on March 9.

Charles Fenly, assistant chief of the Cataloging in Publication Division, retired on May 3.

Larry Fitzgerald, head of ITS Development Group 3, retired on January 11.

Gerald Gibson, preservation specialist, Preservation Research and Testing Division, retired on June 1.

Robert J. Harriman, coordinator of the U.S. Newspaper Program, retired on June 28.

Judith Herrick, serials selection librarian, retired on May 3.

Geraldine "Frankie" Hunter, cataloging technician, History and Literature Cataloging Division, retired on May 3.

Lucinda Leonard, ILS program manager, retired on December 31.

Ichiko Morita, chief of the Social Sciences Cataloging Division, retired on April 19.

Ruta Penkiunas, Cooperative Cataloging Team leader, retired on June 15.

Linda Pletzke, assistant chief of the European and Latin American Acquisitions Division, retired on January 12.

Helen Poe, chief of the Asian Division, retired on November 2.

Abdul Kohar Rony, area specialist for Indonesia, retired on July 31.

Irene Schubert, chief of the Preservation Reformatting Division, retired on May 3.

Francis Seidlinger, Anglo-American I Team leader, retired on June 15.

David A. Smith, chief of the Decimal Classification Division, retired on May 3.

Winston Tabb, associate librarian for Library Services, retired on September 1.

Joan C. Van Blake, senior labor relations specialist, retired on March 22.

Susan Vecchia, project manager, National Digital Library, retired on January 12.

Susan Wolfe, Human Resources Team leader, Operations Directorate, retired on June 28.

Bohdan Yasinsky, area specialist for Ukraine and Belarus, retired on January 4.

RESIGNATIONS

Jean Parker, federal women's program manager, resigned on March 7.

David Terry, director of the Development Office, resigned in September.

Peter R. Young, chief of the Cataloging Distribution Service and acting chief of the Asian Division, resigned on March 17 to become director of the National Agricultural Library.

DEATHS

Geraldine "Frankie" Hunter, a cataloging technician in the History and Literature Cataloging Division, died on May 21.

Gail Maniscalco, a cataloger on the Business and Economics Team, Social Sciences Cataloging Division, died on March 28.

Bohdan Yasinsky, area specialist for Ukraine and Belarus, died on July 28.

APPENDIX J: STATISTICAL TABLES

Table 1. Library of Congress Appropriations Available for Obligation—Fiscal 2002^a

Salaries and Expenses	\$338,267,000
Congressional Research Service	81,454,000
Copyright Office	48,396,000
Books for the Blind and Physically Handicapped	49,788,000
Furniture and Furnishings	7,932,000
Total	\$525,837,000

a. The Library of Congress received a total of \$525,837,000 in appropriations, which was approved by four different public laws. The Legislative Branch Appropriations Act of 2002 (Public Law [PL] 107-68), signed by the president on November 12, 2001, appropriated \$486,762,000. The 2001 Consolidated Appropriations Act (PL 106-554), signed by the president on December 21, 2000, transferred \$1,390,000 from the Architect of the Capitol to enhance physical security. The 2002 Department of Defense and Emergency Supplemental Appropriations for Recovery from and Response to Terrorist Attacks on the United States (PL 107-117), signed by the president on January 10, 2002, appropriated \$30,185,000 to respond to the terrorist attacks and the Capitol Hill anthrax incident. The 2002 Supplemental Appropriations Act for Further Recovery from and Response to Terrorist Attacks on the United States (PL 107-206), signed by the president on August 2, 2002, appropriated \$7,500,000 to the Copyright Office to defray the lost receipts resulting from the anthrax incident.

Table 2. Library of Congress Appropriations Available for Obligation for Fiscal 2003^a

Salaries and Expenses	\$356,143,919
Congressional Research Service	86,386,812
Copyright Office	38,971,031
Books for the Blind and Physically Handicapped	50,631,740
Total	\$532,133,502

a. The Consolidated Appropriations Resolution of 2003 (PL 108-7), signed by the president on February 20, 2003, provided a fiscal 2003 appropriation for the Library of \$535,615,000 less a 0.65 percent rescission of \$3,481,498 for a net appropriation available of \$532,133,502.

Table 3. Comparison of Appropriations, Staff, and Workload Statistics for Fiscal (FY) 1998, 1999, 2000, 2001, 2002, and 2003

	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003 Budget	Change 1998-2003	Percentage Change
Library Appropriations—Actual	\$377,207,000	\$391,660,000	\$427,457,610	\$550,347,401	\$525,837,000	\$532,133,502	+\$154,926,502	+41.1
Full-Time Equivalent (FTE) Positions (appropriated)	3,958	3,923	3,919	3,938	3,947	4,241	+283	+7.2
Size of Library Collections	115,505,695	118,993,629	120,976,339	124,247,602	126,060,980	128,000,000	+12,494,305	+10.8
<i>Workload Statistics</i>								
Unprocessed Library Arrearages	19,090,657	19,793,689	19,215,629	21,142,980	20,095,008	20,000,000	+909,343	+4.8
CRS—Requests and Services Provided Congress	560,423	545,663	584,384	711,612	811,467	900,000	+339,577	+60.6
Loans of Collections to Congress	30,614	26,193	29,276	25,713	25,099	26,000	-4,614	-15.1
Copyright Claims Registered	558,645	594,501	515,612	601,659	521,041	570,000	+11,355	+2.0
Copyright Inquiries	395,456	436,627	385,513	339,658	358,604	365,000	-30,456	-7.7
Services to the Blind and Physically Handicapped (BPH)—Readership	761,600	764,600	759,000	742,000	695,907	762,000	+400	+0.1
BPH—Books and Magazines (total circulated)	22,553,100	22,665,000	22,825,000	23,100,000	23,464,309	23,464,000	+910,900	+4.0
BPH—New Braille and Audio Book and Magazine Titles	2,764	2,647	2,729	2,638	2,663	2,700	-64	-2.3
Print Materials Cataloged	274,890	205,893	224,544	273,534	310,235	300,000	+25,110	+9.1
National Coordinated Cataloging Operation—LC Contribution	186,515	80,176	80,066	90,542	88,475	89,000	-97,515	-52.3
National Coordinated Cataloging Operation—Outside Contribution	173,721	133,011	128,160	143,031	162,363	165,000	-8,721	-5.0
Exhibits, Displays, and Publications (funded by appropriations)	25	25	32	35	37	37	+12	+48.0
Regular Tours	60,465	64,489	59,536	105,988	112,423	110,000	+49,535	+81.9
Reference Service	1,101,717	967,387	912,120	828,533	775,115	800,000	-301,717	-27.4
Main Reading Room and Five Other Reading Rooms (hours per week)	65	65	65	65	65	65	0	0.0
Items Circulated	2,105,278	1,767,565	1,694,582	1,580,162	1,362,724	1,400,000	-705,278	-33.5
Preservation Treatment—Original Format	354,027	472,027	263,817	326,623	666,422	575,000	+220,973	+62.4
Mainframe Computer Transactions ^a	270,259,005	331,103,221	85,217,677	63,913,258	109,008,458	119,909,000	-150,350,005	-55.6
Integrated Library System Input/Update Transactions ^a	0	0	59,319,648	65,663,286	91,834,274	101,018,000	+101,018,000	+100.0
Machine-Readable Cataloging (MARC) Records	28,093,497	28,890,000	29,633,607	31,103,700	31,638,841	34,803,000	+6,709,503	+23.9
Internet Transactions (i.e., Locis, Marvel, World Wide Web, and THOMAS public transactions)	615,149,938	728,226,616	931,256,160	1,283,747,169	2,039,268,542	2,243,195,000	+1,628,045,062	+264.7

a. The integrated library system (ILS) number is a measure of input/update activity for the ILS database. Because of the integrated nature of the ILS, each input/update transaction represents more than one change to tables in the database. Mainframe computer transactions declined at a greater rate than ILS input/update transactions increased because duplicate data entry transactions were eliminated when the ILS replaced multiple nonintegrated systems.

Table 4. Financial Statistics: Summary Statement

A condensed version of the Library of Congress Financial Statements for fiscal 2002 and fiscal 2001 follows, including these five principal financial statements: the Condensed Balance Sheet, the Condensed Statement of Net Costs, the Condensed Statement of Changes in Net Position, the Condensed Statement of Budgetary Resources, and the Condensed Statement of Financing. The Condensed Balance Sheet provides users with information about the Library's assets, liabilities, and net position. The Library's assets as of September 30, 2002, and September 30, 2001, total \$1,156.7 million and \$1,034.6 million, respectively. The Condensed Statement of Net Costs provides users with information about the net costs for the Library's six programs. Net costs include allocated management support costs. For the fiscal years ended September 30, 2002, and September 30, 2001, the net cost of the Library's six programs was \$563.6 million and \$522.6 million, respectively. The Condensed Statement of Changes in Net Position provides users with information about the Library's financing sources and the components of the changes in net position. The Library's financing sources totaled \$559.3 million and \$556.9 million for the fiscal years ended September 30, 2002, and September 30, 2001, respectively. The Condensed Statement of Budgetary Resources provides users with information about how budgetary resources were made available, as well as their status at the end of the fiscal year. For the fiscal years ended September 30, 2002, and September 30, 2001, the Library's budgetary resources were \$1,591.5 million and \$1,602.6 million, respectively. The Combined Statement of Financing is presented to explain how budgetary resources obligated during the fiscal year (presented on the Combined Statement of Budgetary Resources) relate to the net costs of operations of the Library (presented on the Consolidated Statement of Net Costs). For the seventh consecutive year, the independent auditors issued an unqualified "clean" opinion on the Library's Financial Statements.

Statement of the Inspector General

The independent firm of Kearney & Company, retained by the Office of the Inspector General, audited the Library of Congress's fiscal year 2002 financial statements taken as a whole, internal controls over financial reporting, and compliance with laws and regulations. The firm issued a separate report addressing the Library management's assertion about the effectiveness of internal control over safeguarding collection assets.

The auditor issued an unqualified opinion that the financial statements, including the accompanying notes, present fairly, in all material respects, the financial position of the Library of Congress in conformance with U.S. generally accepted accounting principles. There are no material weaknesses in internal control over financial reporting, although there are two reportable information technology-related deficiencies that could adversely affect the Library's ability to meet its financial management objectives, a reportable instance of noncompliance with the Congressional Accountability Act concerning specific safety standards, and limitations in internal control over collection assets.

The Library of Congress Condensed Balance Sheet as of September 30, 2002,
and September 30, 2001 (*Dollars in Thousands*)

	2002	2001
Assets		
Intragovernmental Assets	\$1,034,229	\$ 904,986
Investments	49,365	59,432
Pledges Receivable—Donations	11,064	10,591
Property and Equipment	58,073	56,504
Other Assets	4,015	3,092
Total Assets	\$1,156,746	\$1,034,605
Liabilities		
Intragovernmental Liabilities	\$ 29,975	\$ 31,448
Accounts Payable	29,482	24,857
Custodial Liability	657,665	556,147
Accrued Funded Payroll, Benefits	7,144	15,549
Accrued Unfunded Liabilities	28,305	27,834
Other Liabilities	10,676	9,300
Total Liabilities	\$ 763,247	\$ 665,135
Net Position		
Unexpended Appropriations	\$ 230,690	\$ 202,329
Cumulative Results of Operations	162,809	167,141
Total Net Position	\$ 393,499	\$ 369,470
Total Liabilities and Net Position	\$1,156,746	\$1,034,605

The Library of Congress Condensed Statement of Net Costs for the
Fiscal Year Ended September 30, 2002, and the Fiscal Year Ended
September 30, 2001 (*Dollars in Thousands*)

	2002	2001
Net Costs by Program Area		
National Library	\$ 341,520	\$ 313,860
Law Library	16,576	14,634
Copyright Office	33,186	29,721
Congressional Research Service	108,365	99,743
National Library Service for the Blind and Physically Handicapped	51,538	50,109
Reimbursable and Revolving Funds	12,456	14,539
Net Costs of Operations	\$ 563,641	\$ 522,606

The Library of Congress Condensed Statement of Changes in Net Position
for the Fiscal Year Ended September 30, 2002, and the Fiscal Year Ended
September 30, 2001 (*Dollars in Thousands*)

	2002		2001	
	Cumulative Results of Operations	Unexpected Appropriations	Cumulative Results of Operations	Unexpected Appropriations
Net Position, Beginning	\$ 167,114	\$ 202,329	\$ 132,792	\$ 78,690
Budgetary Financing Sources				
Appropriations Received		459,548		512,921
Appropriations Transferred—In/Out		31,075		6,600
Other Adjustments (Recession, Canceled Auth., etc.)		(3,611)		(4,906)
Appropriations Used	458,651	(458,651)	390,976	(390,976)
Donations—Cash or Securities	10,738		73,272	
Other Financing Sources with Budgetary Impact	(9,011)		3,161	
Other Financing Sources				
Donations—Property and Services	52,060		58,861	
Imputed Financing from Costs Absorbed by Others	59,803		53,672	
Other	(12,932)		(22,987)	
Total Financing Sources	\$ 559,309	\$ 28,361	\$ 556,955	\$ 123,639
Net Cost of Operations	(563,641)		(522,606)	
Net Position, Ending	\$ 162,809	\$ 230,690	\$ 167,141	\$ 202,329

The Library of Congress Condensed Statement of Budgetary Resources
for the Fiscal Year Ended September 30, 2002, and the Fiscal Year Ended
September 30, 2001 (*Dollars in Thousands*)

	2002	2001
Budgetary Resources		
Budget Authority	\$ 725,797	\$ 818,823
Unobligated Balances—Beginning of Period	743,624	680,374
Spending Authority from Offsetting Collections and Adjustments	122,108	103,458
Total Budgetary Resources	\$1,591,529	\$1,602,655
Status of Budgetary Resources		
Obligations Incurred, New	\$ 738,054	\$ 849,666
Unobligated Balance	853,475	752,989
Total, Status of Budgetary Resources	\$1,591,529	\$1,602,655
Outlays		
Obligations Incurred, New	\$ 738,054	\$ 849,666
Spending Authority from Offsetting Collections	(126,600)	(109,325)
Obligated Balance, Net—Beginning of Period	135,614	137,719
Obligated Balance, Net—End of Period	\$ (149,652)	\$ (135,614)
Total Outlays	\$ 597,416	\$ 742,446

The Library of Congress Condensed Statement of Financing
for the Fiscal Year Ended September 30, 2002, and the Fiscal Year Ended
September 30, 2001 (*Dollars in Thousands*)

	2002	2001
Obligations and Nonbudgetary Resources		
Obligations Incurred, New	\$ 738,054	\$ 849,666
Spending Authority from Offsetting Collections and Adjustments	(126,600)	(109,325)
Donations Not in the Budget	52,060	58,861
Imputed Financing	59,803	53,672
Other Nonbudgetary Resources	(17,425)	(10,410)
Total Obligations as Adjusted and Nonbudgetary Resources	<u>\$ 705,892</u>	<u>\$ 842,464</u>
Resources Not Funding Net Cost of Operations		
Increase in Budgetary Resources for Undelivered Orders	\$ (24,864)	\$ (1,406)
Increase in Unfilled Customer Orders, Excluding Unearned Refunds	6,348	2,015
Costs Capitalized on the Balance Sheet	(26,828)	(73,895)
Refunds of Nonexchange Revenue and Copyright Licensing Royalties	(118,089)	(269,137)
Other Resources	(14,566)	(163)
Total Resources Not Funding Net Costs of Operations	<u>\$(177,999)</u>	<u>\$(342,586)</u>
Costs That Do Not Require Resources		
Depreciation and Amortization	\$ 22,581	\$ 22,379
Revaluation of Assets and Liabilities	12,824	0
Other Costs	(82)	349
Total Costs That Do Not Require Resources	<u>\$ 35,323</u>	<u>\$ 22,728</u>
Financing Sources Yet to Be Provided		
Increase in Unused Annual Leave and Actuarial Liability	425	0
Net Cost of Operations	<u>\$ 563,641</u>	<u>\$ 522,606</u>

Table 5. Additions to the Collections—Items

<i>Print Collections</i>	<i>Added</i>	<i>Withdrawn</i>	<i>Total</i>
Classified Collections			
Class A (General Works)	3,377	0	433,358
Class B–BJ (Philosophy)	8,056	0	327,891
Class BL–BX (Religion)	17,617	1	716,217
Class C (History, Auxiliary Sciences)	4,795	0	266,633
Class D (History, Except American)	40,983	0	1,309,065
Class E (American History)	3,592	0	282,440
Class F (American History)	7,816	0	458,781
Class G (Geography, Anthropology)	9,629	420	453,599
Class H (Social Sciences)	44,407	0	2,897,851
Class J (Political Science)	9,193	0	817,897
Class K and LAW (Law)	57,117	989	2,335,833
Class L (Education)	6,200	0	529,492
Class M (Music)	11,587	0	656,914
Class N (Fine Arts)	13,033	0	531,915
Class P (Language and Literature)	49,349	1	2,558,940
Class Q (Science)	23,568	0	1,187,074
Class R (Medicine)	10,791	0	507,021
Class S (Agriculture)	4,517	0	436,660
Class T (Technology)	23,294	0	1,336,196
Class U (Military Science)	3,382	0	210,939
Class V (Naval Science)	800	0	108,109
Class Z (Bibliography)	9,593	0	630,449
Total Classified Collections	362,696	1,411	18,993,274
Other Print Materials or Products			
Books in Large Type	3	0	8,684
Books in Raised Characters	1,437	0	77,033
Incunabula	0	0	5,706
Minimal-Level Cataloging (monographs and serials)	41,113	0	660,218
Newspapers (bound)	14	0	30,874
Pamphlets	1,434	21	271,182
Technical Reports	8,723	2,357	1,450,791
Other	17,574	0	7,191,397
Total Other Print Materials	70,298	2,378	9,695,885
Total Print Collections	432,994	3,789	28,689,159
Other Collections			
Audio Materials	69,770	7,936	2,614,253
Talking Books	2,402	0	62,319
Manuscripts	916,912	14,000	56,107,162
Maps	43,389	87,793	4,863,681
Microforms	193,940	976	13,532,501
Music	90,168	33,226	5,108,553
Visual Material			
Moving Images	26,555	4,585	899,561
Photographs (negatives, prints, and slides)	103,204	0	12,257,813
Posters	588	0	87,090
Prints and Drawings	75,454	0	495,859
Other (broadsides, photocopies, nonpictorial material, etc.)	31	0	1,262,979
Machine-Readable Material	10,398	122	80,050
Total Other Collections	1,532,811	148,638	97,371,821
Total (items)	1,965,805	152,427	126,060,980

Table 6. Additions to the Collections—Titles

<i>Classified Collections</i>	<i>Added</i>	<i>Withdrawn</i>	<i>Total^a</i>
Class A (General Works)	497	0	89,733
Class B–BJ (Philosophy)	5,594	0	197,317
Class BL–BX (Religion)	14,879	1	537,226
Class C (History, Auxiliary Sciences)	3,376	0	128,021
Class D (History, Except American)	23,157	0	918,951
Class E (American History)	2,542	0	133,557
Class F (American History)	4,987	0	253,260
Class G (Geography, Anthropology)	13,223	0	511,532
Class H (Social Sciences)	31,523	0	1,446,148
Class J (Political Science)	5,393	0	281,526
Class K and LAW (Law)	16,695	0	672,064
Class L (Education)	4,583	0	255,366
Class M (Music)	6,241	0	443,892
Class N (Fine Arts)	10,431	0	379,870
Class P (Language and Literature)	42,933	1	2,144,585
Class Q (Science)	12,659	0	631,891
Class R (Medicine)	6,930	0	286,150
Class S (Agriculture)	2,927	0	204,521
Class T (Technology)	12,909	0	672,698
Class U (Military Science)	1,545	0	81,213
Class V (Naval Science)	478	0	37,560
Class Z (Bibliography)	2,465	0	228,076
Total	225,967	2	10,535,157

a. Totals adjusted to reflect an automated count of titles in the integrated library system of the Library of Congress.

Table 7. Unprocessed Arrearage

<i>Total Items in Arrearage</i>	<i>FY 2001</i>	<i>FY 2002</i>	<i>Change</i>	<i>Percentage Change</i>
Print Materials				
Books	204,991	220,006	15,015	7.3
Microforms	0	0	0	0.0
Serials (pieces)	<u>1,085,424</u>	<u>357,957</u>	<u>-727,467</u>	-67.0
Total	1,290,415	577,963	-712,452	-55.2
Special Materials				
Machine-Readable ^a	0	444	444	N/A
Manuscripts	11,045,550	11,399,817	354,267	3.2
Maps	346,807	31,264	-315,543	-91.0
Moving Images	345,298	224,220	-121,078	-35.1
Music	2,558,070	2,592,776	34,706	1.4
Pictorial Materials	4,417,318	4,207,758	-209,560	-4.7
Rare Books	98,458	96,666	-1,792	-1.8
Sound Recordings	<u>1,041,064</u>	<u>964,100</u>	<u>-76,964</u>	-7.4
Total	19,852,565	19,517,045	-335,520	-1.7
Grand Total	21,142,980	20,095,008	-1,047,972	-5.0

a. New category. N/A = not applicable.

Table 8. Cataloging Workload

New Titles Fully Cataloged	206,879
Cooperative New Titles Fully Cataloged	112,174
Titles Recataloged or Updated	133,707
Cooperative Titles Recataloged or Updated	4,865
Minimal-Level Cataloging Titles	65,641
Copy Cataloging	49,576
Collection-Level Cataloging	4,259
Name and Series Authorities Established	90,915
Cooperative Name and Series Authorities Established	162,363
Name and Series Authorities Updated	44,877
Cooperative Name and Series Authorities Updated	46,115
Subject Headings Established	7,626
Cooperative Subject Headings Established	3,165
Subject Headings Updated	7,574
Cooperative Subject Headings Updated	442
Class Numbers Established	1,837
Cooperative Class Numbers Established	2,551
Class Numbers Updated	192
Cooperative Class Numbers Updated	4
Titles Classified with Decimal Classification	110,290

Table 9. MARC Records in the Library of Congress Database

	<i>Net Increase</i>	<i>Total</i>
JACKPHY (Japanese, Arabic, Chinese, Korean, Persian, Hebrew, Yiddish)	26,236	465,513
Books ^a	196,958	10,239,831
Computer Files	1,312	13,632
Manuscripts	149	11,206
Maps	7,148	263,702
Music	58,298	376,416
Serials	14,349	1,112,903
Visual Materials	34,072	292,222
Name Authorities	269,789	5,460,037
Subject Authorities	6,647	271,880
Holdings	534,178	13,076,349
Total	1,149,136	31,583,691

a. Includes full-level and minimal-level records.

Table 10. Preservation Treatment Statistics

Treatment	
Volumes Treated	5,179
Unbound Paper-Based Items Treated	4,459
Photographs Treated	52
Commercial Library Binding (volumes)	225,635
Mass Deacidification (volumes)	150,000
Housing/Rehousing	
Protective Boxes Constructed for Paper-Based Materials	12,070
Paper-Based Items Rehoused	9,465
Photographs Rehoused	250,000
Discs, Film (reels), Magnetic Tape (reels/cassettes) Cleaned/Packaged	9,562
Copying/Reformatting	
Preservation Photocopying	67
Paper-Based Materials Converted to Microfilm (items)	22,667
	(2,334,737 exposures)
Paper-Based Materials Converted to Digital Format	5,300
Audio Materials Converted to Magnetic Tape (titles)	4,396
Video Materials Converted to Magnetic Tape (titles)	2,177
Motion Picture Films Converted (reels)	2,591
	(1,350,430 feet)
General Preservation of the Collections	
Items Surveyed, Paper-Based	5,009
Items Surveyed, Photographs	250,000
Pieces Labeled	167,939

Table 11. Number of Copyright Registrations by Subject Matter, Fiscal 2002

<i>Category of Material</i>	<i>Published</i>	<i>Unpublished</i>	<i>Total</i>
Nondramatic Literary Works			
Monographs and Computer-Related Works	146,449	52,776	199,225
Serials			
Serials (nongroup)	49,055	—	49,055
Group Daily Newspapers	1,901	—	1,901
Group Serials	9,886	—	9,886
Total Literary Works	207,291	52,776	260,067
Works of the Performing Arts, Including Musical, Dramatic, Choreography, and Pantomime Works, and Motion Pictures and Filmstrips	46,444	77,649	124,093
Works of the Visual Arts, Including Two-Dimensional Works of Fine and Graphic Art, Sculptural Works, Technical Drawings and Models, Photographs, Cartographic Works, Commercial Prints and Labels, and Works of Applied Arts	51,003	28,988	79,991
Sound Recordings	14,053	23,126	37,179
Total Basic Registrations	318,791	182,539	501,330
Renewals			19,169
Mask Work Registrations			508
Vessel Hull Design Registrations			34
Grand Total All Registrations			521,041
Documents Recorded			10,506

Table 12. Copyright Business Summary Fees Recorded, Fiscal 2002

<i>Fees</i>	<i>Receipts</i>
Copyright Registration	\$15,534,672
Mask Works	32,625
Vessel Hull Design	7,180
Renewal Registration	1,001,685
Total	<u>\$16,576,162</u>
Recordation of Documents	\$1,291,827
Certifications	226,980
Searches	200,917
Expedited Services	1,311,005
Other Services	196,210
Total	<u>\$3,226,939</u>
Grand Total	<u>\$19,803,101</u>
Fees Applied to the Appropriation, Fiscal 2002	\$19,683,801

Table 13. Services to Individuals Who Are Blind and Physically Handicapped

	<i>Items Circulated</i>	<i>Number of Readers</i>
Regional and Subregional Libraries		
Recorded Discs	65,022 ^a	26,130
Recorded Cassettes	22,346,073	445,997
Braille (Including Web-Braille)	662,683	18,465
NLS Service to Overseas Patrons		
Recorded Discs	6	178
Recorded Cassettes	15,198	609
Braille	129	58
NLS Service to Music Patrons		
Recorded Discs	—	8
Recorded Cassettes	3,445	492
Braille	2,476	384
Large Print	623	170
Interlibrary Loan—Multistate Centers		
Recorded Discs	1,344	N/A
Recorded Cassettes	99,538	N/A
Braille	3,509	N/A

a. Items circulated included containers, volumes, and magazines. Recorded discs are being phased out.

NLS = National Library Service for the Blind and Physically Handicapped.

N/A = not applicable.

Table 14. Reader Services^a

	<i>Circulation of Items for Use Within the Library</i>	<i>Direct Reference Service</i>			<i>Total</i>
		<i>In Person</i>	<i>Correspondence^b</i>	<i>Telephone</i>	
African and Middle Eastern Division	3,950	7,655	9,953	3,831	21,439
American Folklife Center	1,608	3,249	1,938	2,490	7,677
Asian Division	11,437	5,671	1,766	3,798	11,235
Children's Literature Center	—	112	1,459	810	2,381
Collections Access, Loan, and Management Division ^c	485,346	16,824	76,132	29,153	122,109
European Division	32,264	7,232	1,858	4,216	13,306
Geography and Map Division	139,010	15,764	2,261	4,116	22,141
Hispanic Division	9,618	13,197	2,892	12,477	28,566
Humanities and Social Sciences Division	41,612	70,163	22,119	26,840	119,122
Law Library ^d	108,097	66,057	38,414	11,539	116,010
Manuscript Division	52,688	45,583	4,333	7,596	57,512
Motion Picture, Broadcasting, and Recorded Sound Division	23,297	3,693	8,160	9,293	21,146
Music Division	107,086	7,037	4,265	4,234	15,536
National Library Service for the Blind and Physically Handicapped ^e	—	307	8,928	5,719	14,954
Prints and Photographs Division	122,886	22,495	4,764	5,285	32,544
Rare Book and Special Collections Division	21,013	2,560	978	4,793	8,331
Science, Technology, and Business Division	906	51,890	9,819	5,439	67,148
Serial and Government Publications Division	122,279	89,386	2,418	2,154	93,958
Totals	1,283,097	428,875	202,457	143,783	775,115

a. Not included here are statistics for the Congressional Research Service, which completed 811,467 responses to requests and service transactions for members and committees of Congress in fiscal 2002; for the Copyright Office, which answered 358,604 inquiries; and for the Preservation Directorate, which responded to 846 information requests.

b. Includes electronic mail.

c. Created by the merger of the Collections Management Division and Loan Division.

d. Not included here are 1,120 research reports that the Law Library prepared for Congress and other government agencies.

e. See table 13 for additional NLS statistics.

Table 15. Cataloging Distribution Service: Financial Statistics, Fiscal 2002

<i>Source of Income</i>	
General	\$ 3,944,093
U.S. Government Libraries	101,961
Foreign Libraries	942,379
Total Gross Sales	\$ 4,988,433
<i>Analysis of Total Income</i>	
Book Catalogs	
Map Cataloging	\$ 512
Genealogies	110
Alert Services	294,050
Class Web	335,982
CD-ROM	
Octavo	398
CDT-C Teaching Copy	5,100
CD Cataloger's Desktop	362,850
Classification Plus	175,420
Class Plus and Desktop	599,135
MARC Files and MARC Publications	1,497,739
Microfiche Catalogs	
NUC Books	84,622
NUC Audiovisual Materials	8,675
NUC Cartographic Materials	10,293
Name Authorities	35,081
Subject Headings	51,275
Music	21,596
Miscellaneous Publications	23,140
Technical Publications	1,482,455
Total Gross Sales	\$ 4,988,433
Adjustments	(418,117)
Total Net Sales	\$ 4,570,316
Transfers	
Fees Transferred to Appropriation	\$ 4,543,824
Fees Transferred to Miscellaneous Receipts	0
Total Fees Transferred	\$ 4,543,824

Table 16. Human Resources (as of September 30, 2002)

<i>Library Employees by Service Unit</i>	
Office of the Librarian (includes Office of the Librarian and Deputy Librarian; Communications; Congressional Relations; Development; General Counsel; Inspector General; Internal University; Planning, Management, and Evaluation)	88
Financial Services Directorate	48
Human Resources Services	67
Integrated Support Services	151
Office of Security	154
Total for the Office of the Librarian	508
Congressional Research Service	668
Copyright Office	493
Law Library	74
Library Services	
Office of the Associate Librarian	15
Operations	86
Acquisitions	291
Area Studies Collections	88
Cataloging	513
National Services	123
National Library Service for the Blind and Physically Handicapped	105
Preservation	117
Public Service Collections	733
Total for Library Services	2,071
Office of Strategic Initiatives	
Office of Strategic Initiatives	46
Information Technology Services	225
Total for the Office of Strategic Initiatives	271
Total Permanent Library Employees	4,085 ^a
<i>Demographics</i>	
Average Years of Library of Congress Service	17
Average Years of Federal Service	19
Average Age	48
Males	1,853
Females	2,232
American Indian	17
Asian	226
Black	1,640
Hispanic	75
White	2,127
Total Permanent Library Employees	4,085

a. Does not include temporary employees or those in indefinite/not-to-exceed positions. Includes employees funded by appropriated and nonappropriated sources. The Library's attrition rate for permanent employees was 5.9 percent in fiscal 2002.

INDEX

Page numbers in **boldface type** denote an illustration or photograph.

A

- A Is for American: Letters and Other Characters in the Newly United States* (Lepore), 172
- AACR2. *See* *Anglo-American Cataloguing Rules*, 2nd ed.
- Aaron Ziegelman Foundation Collection, 103–4
- AARP, Veterans History Project patron, 60, 116, 119
- ABA. *See* American Bar Association
- Abraham Lincoln Bicentennial Commission, 127
- Abraham Lincoln Institute, 168, 173
- Accounting Operations Office, viii, 138
- acquisitions
- gifts of Madison Council, 5, 199
 - Law Library, 50–51
 - major acquisitions, 5–6, 66–67, 180, 199–201
 - statistics on additions, 218–19 (tables)
 - See also* collections
- Acquisitions Directorate, 60–65
- Cooperative Acquisitions Program (CAP), 62
 - Digital Acquisitions Project (DAP), 61
 - Exchange Business Process Improvement project (XBPI), 60
 - field office acquisitions, 61–62
 - organization chart, ix
- Ad Council, 118
- Adams, Ansel, of Manzanar cemetery (California), photo by, **159**
- Adamson, Jeremy, 176
- Adventure of the American Mind Summer Institute, 161
- Affirmative Action and Special Programs Office (AASPO), 146–47
- Affirmative Action Tuition Support Program, 147
- Afghanistan
- bin Laden memoir about, 2, 56–57
 - cartographic materials of, 104
 - first newspaper in, 6
 - funds for war in, 19
 - laws of, in Library collection, **45**
 - legal source materials in, 50
 - and military tribunals, 20
 - rare publications from, 62, 67
 - requests for information about, 2, 68
- African American History Month, 122, 147, 172
- African and Middle Eastern Division (AMED)
- acquisitions, 67
 - cuneiform inscriptions transcribed, 67
 - Islamic Studies symposia, 57, 170, 171
 - organization chart, ix
 - Thomas Kane Library [Ethiopian collection], 6, 67, 199
- African/Asian Acquisitions and Overseas Operations Division (AfA/OvOp), ix, 61–62
- Albert H. Small Charitable Remainder Unitrust, 119
- Allard, Dorothy J., 120
- Altaffer, Mary, photo by, **10**
- Alternate Computing Facility (ACF), 1, 166
- Ambrose, Stephen, 60
- AMED. *See* African and Middle Eastern Division (AMED)
- American Association of Law Libraries, 53
- Advisory Committee for LC Law Classification, 74–75
- American Bar Association (ABA), Standing Committee on the Law Library of Congress, 48–49, 53, 174, 194
- American Bar Foundation, 50th anniversary celebration, 53
- American Beauties: Drawings from the Golden Age of Illustration* (exhibition), 85, 175, 202
- American Federation of State, County, and Municipal Employees (AFSCME), 143
- American Folklife Center
- acquisitions, 103–4
 - Board of Trustees, 191–92

- “Homegrown 2002: The Music of America” series, 174–75, 176
- “Living the Lore: The Legacy of Benjamin A. Botkin” program, 170
- online projects, rights clearance for, 126
- organization chart, ix
- “Save Our Sounds” audio project, 59, 119
- September 11, 2001, Documentary Project (oral histories), 2, 16, 56, 116
- Veterans History Project, 59–60
- American Folklore Society, Veterans History Project, 59
- American Institute for Contemporary German Studies, 176
- American Memory Fellows Program, 161
- American Memory Web site, vi, 4, 126, 158, 160, 162, 163–64
- American National Standards Institute (ANSI), digital talking-book standard, 85
- American Treasures of the Library of Congress* (exhibition), 85, 163, 203–4
- America’s Library Web site, vi, 4, 118, 161
- Ameritech Corp., 160
- Amy and Emily Rapoport Trust Fund, 123
- Anglo-American Acquisitions Division (ANAD), ix, 61, 62–63
- Anglo-American Cataloguing Rules*, 2nd ed. (AACR2), revision, 73, 75
- Ann and Cary Maguire Chair in American History and Ethics, 70
- Annan, Kofi, Fulbright Award recipient, 122, 170
- Annual Program Performance Plans (AP³s), 136
- The Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2001* (Fischer, comp.), 89–90, 117, 208
- anthrax incidents, 21–22
- closing of Library during testing, 43, 57
 - congressional response, 179
 - effect on Copyright Office, 31–32
 - effect on Law Library, 43
 - effect on Library Services, 57
 - environmental testing and monitoring plan, 1, 151, 169
 - Health Services Office response, 153
 - irradiation damage, 32, 57, 152
 - ITS response, 165
 - Library response, 178
 - mail handling and delays. *See* U.S. postal mail and handling
 - Office Systems Services response, 150
- Anthrax Remediation Task Force, 151
- anthrax testing, 153, 165
- Appropriations committees, members of, x–xi
- appropriations for the Library
- fiscal 1998 to 2003, 213 (table)
 - fiscal 2002, 137, 139, 212 (table)
 - emergency supplemental appropriations, 1, 3, 32, 109, 130–31, 137–38, 150
 - fiscal 2003, 110, 138, 212 (table)
 - fiscal 2004, 139
- Librarian’s testimony, 110, 178–88
- NDIIPP funding, 4, 157
- Architect of the Capitol
- capital budget request, 187
 - Capitol Visitor Center (CVC), 111
 - and the environmental monitoring project, 99
 - fire systems and life safety equipment, 152
 - relationship with the Library, 127
- Area Studies Collections Directorate, 65–71
- arrearage reduction, 72
 - digital collections, 158
 - Islamic Studies project, 57
 - organization chart, ix
- Arkoun, Mohammed, 57, 174
- arrearage
- reduction, 71–72, 102–3
 - statistics on unprocessed, 220 (table)
- Arret, Linda, retirement, 210
- Asch Collection, 160
- Asian Division, ix, 67–68
- Asian Pacific American Heritage Month, 123, 147
- Ask a Librarian service, 58
- Association for Asian Studies, 78
- AT&T, National Book Festival sponsor, 119
- The Atlantic World: America and the Netherlands* (digital collection), 159
- Audio Home Recording Act of 1992, 37
- audits of the Library
- “clean” audit opinion, 5, 129
 - financial statistics, 214–17 (tables)
- Automation Planning and Liaison Office (APLO), ix, 92–93
- awards. *See* honors and awards

B

- Baker, James A. III, Wickersham Award recipient, 52
- Barnett, E. William, 52
- Barnum's Bird* (Larsen), 171
- Bartholomew (Ecumenical Patriarch), visit to Library, 68
- Bartis, Peter, appointment, 209
- Basbanes, Nicholas, 169
- Baseline Inventory Project, 55, 59, 65, 72, 92, 149
- Battles of the Lion Den of the Arab Partisans in Afghanistan* (bin Laden), 2, 15, 57
- BEAT. *See* Bibliographic Enrichment Advisory Team (BEAT)
- Beaux Arts Trio, 173
- BECites+ project, 76
- Beckwith, Tamara, photo by, 9
- Beginnings: World Treasures of the Library of Congress* (Roth), 88–89, 208
- Belden, Tamara, appointment, 209
- Bennett, Robert F., Sen. (R-Utah), x
- Berlin (Irving) Collection, 103
- Berman, Wayne L., xi
- Beveridge, Charles E., 171
- BIBCO (bibliographic record unit), 73
- BIBCO Participants' Manual*, 79
- Bibliographic Control for the New Millennium, Bicentennial Conference, 75
- “Bibliographic Control of Web Resources: A Library of Congress Action Plan,” 75
- Bibliographic Enrichment Advisory Team (BEAT), 76
- Bilgere, George, 173
- Billington, James H., vii, xi
- acquisitions from Victor Kamkin bookstore, 124
- congressional testimony, 178–88
- Great Libraries of the World tour to Russia (5th), 121, 121
- letter to Congress, v–vi
- at National Book Festival, 112
- remarks at Wickersham Award, 52
- bin Laden, Osama, 2, 15, 15, 56–57
- Bin-Chung Huang, 49
- Binding and Collections Care Division (BCCD), ix, 73, 100
- Bipartisan Trade Promotion Authority Act of 2002, 25
- Blind Boys of Alabama, 175
- Bob Hope and American Variety* (exhibitions), 85, 164, 205
- Bolm (Adolph) Collection, 104
- Books & Beyond author series, 169, 171, 172, 173, 174
- Boorstin Center for the Book Award, 82
- Boorstin, Daniel J., vii, 82
- Border and Transportation Security Division, 21
- Botella de Aznar, Ana, 68
- Botkin, Benjamin A., 100th anniversary of birth, 170
- Bracken, Jonathan, 52
- Bradley Lecture series, 89
- Brazil
- Brazil's Evolving Culture: Mirror of the World Web site, 159
- historical documents project, 66
- Luiz Corrêa de Azevedo folk music collection, 67
- Brazil's Evolving Culture: Mirror of the World Web site, 159
- Brokaw, Tom, 60
- Brown, Chuck, 176
- Browne, Robert, 131
- Bryant, Thomas, vii
- Buchanan (James) Collection, 5, 120, 199
- budget for the Library. *See* appropriations for the Library
- Budget Office, viii, 138–39
- budget process, 138–39
- Bush, Laura
- National Book Festival host, 109, 112, 115, 116, 184
- “Telling America's Stories” chair, 81
- Business Continuity Contingency Plan Team, 28
-
- C**
- Caesar, Shirley, 177
- Cairo field office, 61
- Calendar of Events*, 117
- campaign finance reform, 23–24
- Campbell Brothers, 176
- Campbell, Laura E., vii
- Capitol InfoSec Technology Exchange, 135
- Capitol Preservation Commission (CPC), 139
- Capitol Visitor Center (CVC), 111, 152
- CAPNET, and information security, 27
- Capriotti, Gary, appointment, 209
- Cardiac Arrest Survival Act, 152

- CARPs. *See* Copyright Arbitration Royalty Panels (CARPs)
- Carroll, Andrew, 174
- Cataloger's Desktop* (CD-ROM product), 79
- Cataloging Concepts: Descriptive Cataloging*, 80
- Cataloging Directorate, 71–78
 cataloging policy, 74–75
 classification schedules
 BL–BQ (Religion [General], Hinduism, Judaism, Islam, and Buddhism), 80
 H (Social Sciences), 80
 K (Law), 51, 74–75
 KBM (Jewish law), 51
 collection-level cataloging (CLC), 71
 cooperative cataloging programs, 73–74
 copy cataloging, 71
 core-level original cataloging, 71
 electronic resources cataloging, 75
 minimal-level cataloging (MLC), 71
 organization chart, ix
 outreach programs, 77–78
 Pinyin Task Force disbanded, 74
 production and arrearage reduction, 71–72
 staffing and personnel management, 74
 workload statistics, 221 (table)
- Cataloging Distribution Service (CDS), 78–81
 centennial celebration, 78, 170, 175
 Customer Information Management System (CIMS 21), 81
 financial statistics, 228 (table)
 organization chart, ix
- Cataloging in Publication (CIP) program, 71, 76–77
- Cataloging Policy and Support Office (CPSO), ix, 72
- Center for Geographic Information, 196
- Center for German and European Studies (University of California), 176
- Center for Russian Leadership Development, 125, 148
- Center for the Book, ix, 81–82, 120, 169
 “River of Words” project, 82, 174
 See also Books & Beyond author series
- Central Intelligence Agency, restructuring for homeland security, 21
- A Century of Lawmaking for a New Nation
 Web site, 46, 50
- Charles, Sandra, 131
- Chelebi, Katip, 6
- Chief Operating Officers and Executive Committee, vii
- Children of the Depression* (Thompson and MacAustin, eds.), 172
- China Watch*, newspaper clipping collection, 201
- Classical Music Illustrated Journal*, 208
- Classification Plus* (CD-ROM product), 79
- Classification Web*, 79
- Clifton Gunderson LLP, 5, 84, 129
- Clifton, Lucille, 173
- Clyburn, James, Rep. (D-South Carolina), 114
- Cochran, Thad, Sen. (R-Mississippi), x
- Cohen, Clifford T., vii
- Cohen, Daniel, appointment, 209
- Cole, Christopher, appointment, 209
- Collaborative Digital Reference Service (CDRS), 166
- collections, 5–6
 inventory management, 182
 size of, vi, 5
 See also acquisitions; storage facilities
- Collections Access, Loan, and Management Division, 59, 106
- collections development. *See* acquisitions
- collections security, 106, 129–30, 132, 182–83
- Collections Security Oversight Committee, 97
- Collectors and Special Collections: Three Talks*, 89, 208
- Collins, Billy, poet laureate, vii, 70–71, 117, 125–26, 170, 171, 174
- Communications, Office of, viii, 115–18
- Community Emergency Response Teams, 153
- Computer Operations Group, 162
- computer security
 awareness training for Library staff, 3, 155, 167
 interagency meetings, 27
 for Library's network, 3, 167
 OIG audits, 184–85
- Computer Security Awareness Day, 167, 170
- Computer Security Awareness Training (CSAT), 3, 155, 167
- Computer Security Coordination Group, 130, 135, 167
- computer training. *See under* training
- Computers for Learning Program, 149
- Confessio fidei ac religionis, baronvm ac nobilivm Regni Bohoemiae ...*, 200

- Congress
- Appropriations Committees, x–xi
 - Capitol Grounds Resolution, National Book Festival, 111–12
 - events at the Library, 114–15
 - House of Representatives history project, 113, 120
 - Joint Committee on the Library members, x
 - Law Library services, 44–45
 - letter from James H. Billington, v–vi
 - seminars, 120
 - tours of the Library, 90–91
 - See also* appropriations for the Library
- Congressional Alert Service (CAS), 166
- Congressional Legal Instruction Program seminars, 45
- Congressional Relations Office (CRO), viii, 110–15, 127
- Congressional Research Employees Association (CREA), 28, 142
- Congressional Research Service (CRS), 19–29
- appropriations for fiscal 2002, 212 (table)
 - appropriations for fiscal 2003, 212 (table)
 - budget request, 180, 185–86
 - computer security, 26–27
 - Congressional Web Advisory Group, 26
 - emergency planning, 29
 - ILS database, 165
 - internal communication initiative, 29
 - legislative assistance, 19–25
 - Legislative Information System (LIS), 27
 - management initiatives, 27–29
 - Office of Workforce Development, viii, 29
 - online access to CRS analysts, 26
 - organization chart, viii
 - outreach programs, 29
 - Products system, 166
 - recruitment and selection programs, 29–30
 - research responses, 19
 - technology initiatives, 25–27
 - Web site services, 26
- Conklin, Judith, **131**
- Connor, Rosalee, **145**
- CONSER. *See* Cooperative Online Serials (CONSER) programs
- Conservation Division, ix, 99–100
- Consolidated Appropriations Act, 137
- Contracting Officer Technical Representative (COTR), 130
- Contracts and Logistics Services Division, viii, 148–49
- contracting services, 141
 - COTR training, 130
- Cooperative Acquisition Program Revolving Fund (CAPRF), 139
- Cooperative Acquisitions Program (CAP), 62
- Cooperative Cataloging Team (Coop), 73
- Cooperative Online Serials (CONSER) programs, 65–66, 80
- Cooperman, Bernard Dov, 174
- copyright, rights clearance, 126–27
- Copyright Arbitration Royalty Panels (CARPs), 35, 36, 37–38
- Webcasting, 114, 117
- Copyright Awareness Week, 174
- Copyright Office, 31–41
- appropriations for fiscal 2002, 212 (table)
 - appropriations for fiscal 2003, 212 (table)
 - budget request, 185
 - business process reengineering activities, v, 39–41, 130, 167
 - claims, 33
 - copyright law administration, 33–34
 - copyright term extension litigation, 37
 - distance education, 36–37
 - fee receipts shortfall, 1, 32
 - fee revisions, 33, 34
 - international activities, 38–39
 - legislation and legal activity, 35–38
 - Licensing Division System (LDS), 167–68
 - NewsNet* (newsletter), 34
 - organization chart, viii
 - reference services, 33
 - Register's congressional testimony, **34**, 35–36
 - registrations, 33, 225 (table)
 - regulatory activity, 34–35
 - ReNews* (reengineering newsletter), **40**, 40
 - sound recordings and the Internet, 37–38
 - U.S. postal delays, 31–32, 179
 - Web site, 33
- Copyright Office Electronic Registration, Recordation, and Deposit System (CORDS), 33, 167
- Copyright Office In-process System (COINS), 167
- Copyright Royalty Tribunal (CRT), eliminated, 36
- Corcos, Christine, Law Day panelist, **53**, 53

- CORDS. *See* Copyright Office Electronic Registration, Recordation, and Deposit System (CORDS)
- Corey, Keith, appointment, 209
- corporate governance and accountability, 23
- Corporation for National Research Initiatives, 167
- correspondence control system (ccmMercury), 151, 164
- Correspondence Control Unit, 151
- Cortés, Miguel Angel, 68
- COTR. *See* Contracting Officer Technical Representative (COTR)
- Council on East Asian Libraries, 78
- Cox, Edwin L., xi
- Coyle, Marcia, Law Day panelist moderator, 53, 53
- “Creating Commercial Connections: Trade Laws of Latin America,” 48
- CRS. *See* Congressional Research Service
- Culpepper, Betty, appointment, 209
- D**
- Daillier, Patrick, 172
- Daschle, Linda Hall, 115
- Daschle, Thomas, Sen. (D-South Dakota), 115
- Davis, Jim, Rep. (D-Florida), x
- Davis, Thomas M. III, Rep. (R-Virginia), 83, 173
- Dayton, Mark, Sen. (D-Minnesota), x
- de Hamel, Christopher, 173
- Deaf Association, 145
- Debt Collection Improvement Act of 1996, 139
- Deeb, Mary-Jane, 57
- Department of Defense and Emergency Supplemental Appropriations Act of 2002, 137
- Department of Homeland Security (DHS), 21
- Development Office, viii, 119–21
- Dewey Decimal Classification System, 71, 72, 77
- Digital Acquisitions Project (DAP), 61
- Digital Audio Development (DAD) Committee, 87
- Digital Audio Recording Technology (DART) system, 34, 167
- Digital Futures Initiatives, budget request, 179
- Digital Library. *See* National Digital Library (NDL) program
- See also* Strategic Initiatives, Office of
- Digital Millennium Copyright Act Section 104 Report, 35–36
- Webcasting royalty rates, 114
- Digital Sanborn Maps, 1867–1970*, 104
- Digital Scan Center, 158, 163
- digital talking books (DTBs)
- playback machine design competition, 85–86, **86**
- standards, 85
- Digital Talking Books: Planning for the Future*, 85
- Digital Talking Books: Progress to Date—May 2002*, 85
- digital technology
- General Counsel Office advice on, 125
- Metadata Encoding and Transmission Standard (METS), 93
- Metadata Object Description Schema, 93
- storage options, 165
- strategic planning for the Library, 157
- See also* computer security; electronic resources; Internet resources; National Digital Library (NDL); Strategic Initiatives; Web sites
- Dinh, Viet, 83, 173
- Disability Employment Awareness Month, 147
- Disability Employment Program and Selective Placement Program, 147
- Disbursing Office (DO), viii, 140
- Dispute Resolution Center (DRC), 146
- distance education, and copyright, 36–37
- Dixie Hummingbirds, 177
- Dizard, Robert Jr., vii
- Dodd, Christopher J., Sen. (D-Connecticut), x–xi
- Dole, Bob (former Sen.), 174
- Dominican Republic and Haiti: Country Studies* (Federal Research Division), 69
- Donaldson, Sam, 174
- Donley, Daryl, photo by, 11
- “Dook” (digital talking-book playback machine), 85–86, **86**
- Drake (Sir Francis) Collection, 66, 159
- D’Rivera, Paquito, 175
- Dunham (Katherine) Collection, 104, 201
- Durbin, Richard J., Sen. (D-Illinois), x
- Dutch Osiris Trio, 171

E

- E-Government legislation, 113
The Earth as Art (exhibition), 176, 202
economic impacts, post-9/11 attacks, 22
education
 distance education, 36–37
 elementary and secondary education, 23–24
 teacher training projects, 128, 160–61
 See also Library of Congress Internal University; training
Education and Research Consortium of the Western Carolinas (ERC), 161–62
educational outreach, 161–62, 184
Eight Blackbird, 169
Ehlers, Vernon J., Rep. (R-Michigan), x, xi
Eldred v. Ashcroft, 37
Eldred v. Reno, 37
elections reform, 22–23
electronic briefing books
 elections reform, 23
 farm bill, 24
 military operations in Iraq, 20
Electronic Cataloging in Publication (ECIP), 76–77
Electronic Government, Office of (OEG), 113
Electronic Preassigned Card Number (EPCN) program, 77
electronic resources
 Alternate Computing Facility (ACF), 1, 166
 cataloging action plan, 75
 electronic journals, TDNet management system, 61
 publications collection of the Organization for Economic Cooperation and Development, 61
 South African Studies (online collection), 67, 200
 World Bank publications, 63
 See also digital technology; Internet resources; National Digital Library (NDL); Strategic Initiatives; Web sites
Ella Fitzgerald Collection, 174
Emergency Management Center, 131, 165
Emergency Management Information for Staff Web site, 164
Emergency Management Team (EMT), 97, 130–31, 131, 144, 148, 165
emergency planning, for Congressional Research Service, 28
Employee Assistance Program (EAP), 143
Employee Relations Office, 143
Encoded Archival Description (EAD)
 Technical Group, 92
energy legislation, 24
Enron collapse, 23, 151
Equal Employment Opportunity Complaints Office (EEOCO), 146
“Establishing Standards for Reliable Legal Information in a Digital World” (ABA panel presentation), 48
Ethics, Library of Congress, Web site, 164
Ethiopia, Thomas Kane library, 6, 67, 199
European and Latin American Acquisitions Division (ELAD), ix, 61, 63–64
European Division, 65, 66, 176
Evans, Angela, vii
Evans, Rachel, photos by, 16
Exchange Business Process Improvement (XBPI) project, 60
Executive Committee, hiring process, 142
exhibitions and displays, 84–85, 121, 158, 183, 202–6, 207
 American Beauties: Drawings from the Golden Age of Illustration, 85, 175, 202
 American Treasures of the Library of Congress, 85, 163, 203–4
 Bob Hope and American Variety, 85, 164, 205
 The Earth as Art, 176, 202
 The Floating World of Ukiyo-e: Shadows, Dreams, and Substance, 122, 169, 197
 The Gerry Mulligan Collection, 206
 Here to Stay: The Legacy of George and Ira Gershwin, 206
 Lewis & Clark and the Voyage of Discovery (White House exhibit), 206
 Library of Congress Professional Association Employee Arts and Crafts Exhibition, 170, 202
 The Literary Legacy of Women of the American West (White House exhibit), 206
 Margaret Mead: Human Nature and the Power of Culture, 84, 122, 170, 202
 Mark Twain (White House exhibit), 206
 Religion and the Founding of the American Republic (traveling exhibition), 206
 Rivers, Edens, and Empires: Lewis & Clark and the Revealing of America, 206
 Rogers L. Stevens Presents, 84–85, 89, 122, 175, 202

- Sigmund Freud: Conflict and Culture* (traveling exhibition), 206
- When They Were Young: A Photographic Retrospective of Childhood*, 85, 89, 163, 177, 203, 208
- Witness and Response: September 11 Acquisitions at the Library of Congress*, v, 3, 5, 16, 34, 57, 62, 84, 120, 122, 176, 203
- The Work of Charles and Ray Eames: A Legacy of Invention* (traveling exhibition), 206
- World Treasures of the Library of Congress*, 85, 88–89, 163, 204–5
- The Writers of the Harlem Renaissance* (White House exhibit), 206
- Exum, Barbara, vii
- Eyskens, Mark, 170
- F**
- Facility Design and Construction Unit (FD&C), 149
- Facility Services, viii, 149
- farm bill, 24
- Farm Security and Rural Investment Act of 2002, 24
- Federal Bureau of Investigation (FBI)
- computer security, 27, 135
 - restructuring for homeland security, 21
 - sharing information, 21
- Federal Employees Group Life Insurance Program (FEGLI), 144
- Federal Employees Health Benefits Program (FEHBP), 145–46
- federal financial system (FFS), 140, 141
- Federal Library and Information Center Committee (FLICC), ix, 82–84
- Federal Library and Information Network (FEDLINK), 82, 127
- contracts, 148
- Federal Research Division (FRD), 68–69
- Area Handbook/Country Studies, 69
 - organization chart, ix
 - Prisoner of War/Missing in Action (POW/MIA) database, 69
 - report on terrorism, 2, 57
- Fenly, Charles, retirement, 210
- film. *See* Motion Picture, Broadcasting, and Recorded Sound (MBRS) Division; National Film Preservation Board; National Film Preservation Foundation; National Film Registry
- financial management. *See* management of the Library
- Financial Reports Office (FRO), viii, 139–40
- Financial Services Directorate (FSD), viii, 137–41
- Financial Systems Office (FSO), viii, 140–41
- Fiscal Operations Improvement Act of 2000, 84
- Fischer, Audrey, 89
- Fitzgerald, Larry, retirement, 210
- Fleischer, Ari, 115
- FLICC. *See* Federal Library and Information Center Committee
- The Floating World of Ukiyo-e: Shadows, Dreams, and Substance* (exhibition), 122, 169, 197
- Founder's Day, 169
- Franklin and Eleanor Roosevelt Institute, 126
- FRD. *See* Federal Research Division
- Free Trade of the Americas, Intellectual Property (IP) Negotiating Group, 38
- Freedom of Information Act, 151
- Freud, Sigmund, papers, 103
- Friedberg, Aaron, 70
- Friends of the Law Library, 52, 195
- Fulbright (J. William) Prize for International Understanding, 122, 170
- Funaro, Elaine, 172
- G**
- Gallagher, James M., appointment, 162, 209
- Gazette* (Library staff newsletter), 117, 118
- General Accounting Office (GAO), profit potential report, 87–88
- General Counsel, Office of the (OGC), 123–28
- Cook* litigation, 123
 - ethics handbook for employees, 123
 - interagency cooperation, 128
 - Library legislative initiatives, 127
 - organization chart, viii
 - rights clearance, 125–26
 - tracking system, 128, 166
- Geography and Map Division
- acquisitions, 104
 - arrears reduction, 102
 - Digital Sanborn Maps, 1867–1970*, 104
 - The Earth as Art* exhibit, 176, 202
 - LIDAR (light detection and ranging) World Trade Center models, 17

- National Imagery and Mapping Agency collection, 102–3
Phillips Society, 120, 195–96
responses after 9/11, 2
Gephardt, Richard, Rep. (D-Missouri), 115
“German–American Relations One Year after September 11” colloquium, 176
The Gerry Mulligan Collection (exhibition), 206
Gershwin (George and Ira) Collection, 120
Gibson, Gerald, retirement, 210
Glassner (Lester) Collection (movie posters), 104
Global Gateway (*formerly* International Horizons program), 110
Global Legal Information Network (GLIN), 46–49, 183–84
budget request, 183–84
Directors Meeting, 49
“GLIN–Americas” initiative, 48, 49
members, 47, 49
training session, 47
Goldberg, Jolande, Joseph Andrews Bibliographic Award recipient, 197
Goodman, Charles M., papers, 104
Government Documents Section, 63
Graham, Katharine, papers, 124–25
Graham (Martha) Collection, 103
Gray, Virginia K., for Waldseemüller Map ... Gift Fund, 119
Guide to Law Online, 46, 49
- H**
Hagel, Chuck, Sen. (R-Nebraska), 174
Halaby, Najeeb E., xi
Hammond, Donald V., xi
Handbook of Latin American Studies, 65
Handel, George Frideric, manuscripts, 6, 199
Hans P. Kraus Spanish American Documents, 159
Hardin, James, photo by, 16
Harissios Papmarkou Chair in Education, 70
Harriman, Robert J., retirement, 210
Hawkes, Dennis, appointment, 209
Health Services Office (HSO), viii, 151, 152–53
Hein-On-Line, 51
Henry Alfred Kissinger Lecture in Foreign Policy and International Relations, 70, 89, 120–21, 122, 169, 170
Henry, John, xi
Henry Luce Foundation, 120
Herb Block Foundation, 123, 124
Herb Block Trust Fund, 123
Here to Stay: The Legacy of George and Ira Gershwin (exhibition), 206
Herman, Steven, 131
Herrick, Judith, retirement, 210
High Technology Crime Investigative Association, 27
Highsmith, Carol M., photo by, 8
Hindery, Leo Jr., xi
Hirons, Jean, Margaret Mann citation recipient, 197
Hiroshige’s Sketchbooks: An Illustrated Journal, 208
Hirsch, Steven, “Golgotha” (World Trade Center carnage), photo by, 10
Hirshon, Robert, 53
Hispanic Division, ix, 65, 66, 67, 68
Hispanic Heritage Month, 122, 147, 177
Historia de España vindicada. En que se haze mas exacta descripción la de sus excelencias y antiguas riquezas, 200
Historias Paralelas. *See* Parallel Histories, or Historias Paralelas (Spanish-English Web site)
Historic American Building Survey/Historic American Engineering Record, 103
Historic Events Newspaper Collection, 2, 56
historical collections online, 207
See also American Memory Web site
Hoffman, Josef, 104
Holm, Jeanne, 60
“Homegrown 2002: The Music of America” series, 174–75, 176
homeland security, 21
“Homeland Security: Impact of Policy Changes on Government Information Access” (information policy forum), 83
Honda, Mike, Rep. (D-California), 175
honors and awards
Ainsworth Rand Spofford President’s Award, 197
American Association of Museums design award, 197
American Memory Web site, 198
Association of Specialized and Cooperative Library Agencies (ASCLA) Leadership Achievement Award, 197

- Boorstin Center for the Book Award, 82
 Fulbright Prize for International Understanding, 170
 GLIN Model Station award, 49
 International Environmental Poetry and Arts Award (“River of Words”), 82, 174
 Joseph Andrews Bibliographic Award, 197
 Learning Page, 198
 Library of Congress docents, 197
 Library of Congress exhibition booth (Friendly Booth Award from American Library Association), 197
 Library of Congress Web sites, 198
 Margaret Mann citation, 197
 September 11 Web Archive, 2–3, 56
 Special Libraries Association “Best of the Information Profession” award, 197
 Spirit of Margaret Mead award, 197
 staff and group awards, 197–98
 Wickersham Award, 52
- Hoyer, Steny H., Rep. (D-Maryland), x, xi
- Hull, Akasha Gloria, 173
- human resources
 appointments, 209–10
Cook class action litigation, 123
 deaths, 211
 ethics handbook, 123
 hiring process, 142
 hiring system, automated (AVUE), 142, 187–88
 lost-time injury rate, 152
 merit process, 142
 officers and consultants, vii
 police hiring and training, 3
 resignations, 211
 retirement counseling, 142–43
 retirements, 210–11
 senior-level compensation, 145
 statistics, 229 (table)
 Workers’ Compensation Program, 152–53
See also internship programs
- Human Resources Services (HRS), 141–47
 classification activities, 142
 competitive selections, 142
 Merit Selection Plan Task Force, 142
 online classification and application system (AVUE), 142, 187–88
 organization chart, viii
 Retirement and Benefits, 143–44
 Senior-Level Executive System Work Group, 145
 Technical Service Group, 145–46
 Humanities and Social Science Division, 169
 Hungary, acquisitions, 63
 Hunter, Geraldine “Frankie”
 death, 211
 retirement, 210
 Hurston, Zora Neale, 117
- I**
- ILS. *See* Integrated Library System (ILS) Office
 Image Permanence Institute, 99
 Immigration and Naturalization Service (INS), 46
 Industrial Designers Society of America (IDSA), 85
 Information Technology Services (ITS), 162–68
 computer security, 3, 26–27, 155, 167, 184–85
 deaf and hearing-impaired services, 145
 digital projects, 4, 157
 Digital Scan Center, 158, 163
 General Counsel Office tracking system, 128, 166
 hotline for Library staff, 164
 organization chart, ix
 security issues, 26
 Information Technology Technical Review Board, 41
 infrastructure of the Library, budget request, 180, 184–85
 Inspector General, Office of the (OIG), viii, 129–30
 computer security, 167, 184–85
 Integrated Field Office System (IFOS), 92
 Integrated Library System (ILS) Office, 94–96, 165, 182
 Integrated Support Services (ISS) Directorate, viii, 147–53
 Intellectual Property Protection Restoration Act, 34, 35
 Inter-American Development Bank (IDB), “GLIN-Americas” initiative, 48, 49
 Internal University. *See* Library of Congress Internal University (LCIU)
 international affairs
 news reporting on 9/11, attacks, 14
 overseas offices collection, 9/11 news, 2
 International Children’s Digital Library (ICDL), 160

- International Copyright Institute (ICI), 39
international field offices
 acquisitions, 2, 61–62
 evacuations of, 61–62
 Integrated Field Office System, 92
International Horizons program, 66–67,
 109–10, 158–59
 Web sites, 4, 110, 164
“International Symposium on the Effect of
 Technology on Copyright and Related
 Rights” (2001), 39
International Union Catalog (for braille and
 audio materials), 87
Internet resources
 number of transactions, 1, 4
 September 11 Web Archive, 2–3, 56
 sound recordings and copyright issues,
 37–38
 See also digital technology; electronic
 resources; National Digital Library
 (NDL); Strategic Initiatives; Web sites
internship programs
 Affirmative Action Intern Program, 147
 deaf and hearing-impaired model intern
 program (MIP), 144
 Law Library, 52
Interpreting Services Program (ISP), 144–45
Interpretive Programs Office, ix, 84–85
 White House exhibits, 206
Investigations, Office of, ix, 135–36
Ira and Lenore Gershwin Trusts, 120
Iraq
 U.S. military operations, 20, 21
 weapons threat, 21
Islamabad field office, 61–62
ITS. See Information Technology Services (ITS)
- J**
Jackie’s Nine: Jackie Robinson’s Values to Live
 By (Robinson), 169
Jagiello, Michal, visit to Library, 68
James Madison Council
 gifts to the Library, 120
 and International Horizons program, 109
 Jefferson Library Project, 5, 199
 meeting at the Library, 122
 members, 121, 189–90
 National Book Festival patron, 119, 120
James Madison Council Trust Fund
 (JMCTF), 139
Jazz Appreciation Month, 174
Jazz Masterworks Orchestra, 174
Jefferson Library Project, 5, 199
Jenkins, Jo Ann C., vii
 at Library’s holiday party, 145
 visit to Spain and Italy, 109
John W. Kluge Center, 65, 69, 69–70, 123, 149
Johnson, Dan, 171
Johnson, Tim, Sen. (D-South Dakota), x
Joint Committee on the Library, x
 NDIIPP plan, 112
 security of the Library, 111
Jones, Donald G., xi
Joseph Andrews Bibliographic Award, 197
Judith P. Austin Memorial Lecture, 173
Julliard String Quartet, 170, 171
Junior Fellows Program, 124
Justice (Reynolds), 170
- K**
Kahn, Paul, Law Day panelist, 53, 53
Kapovich, Katia, 173
Kaptur, Marcy, Rep. (D-Ohio), xi
Kendrick, Dolores, 173
Kerckhove, Derrick de, 70
Khodorkovsky, Mikhail, visit to Library, 68
Kissinger Endowment Fund, 121
Kissinger, Henry Alfred, 70, 89, 169, 170, 208
Kissinger Lecture. See Henry Alfred Kissinger
 Lecture in Foreign Policy and
 International Relations
Kluge, John W., xi
Kluge Library of Congress Staff Fellowships
 program, 70
Kniffel, Leonard, 116
Kocian String Quartet, 173
Koninklijke Bibliotheek (National Library of
 the Netherlands), 159
Kroll, Lucy, papers, 103
Krug, Judith, 175
- L**
Labor Management Relations Office (LMR), 143
LaHood, Ray, Rep. (R-Illinois), xi
Larcher, Lee, 60
Larres, Klaus W., 70
Larsen, Libby, 171
LaTourette, Steve, Rep. (R-Ohio), 111
Law Library, 43–53
 arrearage reduction, 72, 148

- Basic Activities Tracking System, 166
 budget request, 183–84
 collection management, 50–51
 Congressional Legal Instruction Program
 seminars, 45
 congressional services, 44–45
 electronic resources, 46–50
 Friends of the Law Library, 52, 195
 “Fundamentals of Legal Research” lecture
 series, 52
 Global Legal Information Network
 (GLIN), 46, 47–49, 184
 Guide to Law Online, 49
 internship programs, 52
 K (Law) classification schedule, 51
 KBM (Jewish law) classification schedule,
 51
 Law Day (May 1), 52–53, 174
 Multinational Collections Database, 47, 50
 noncongressional services, 45–46
 organization chart, ix
 outsourcing of research services, 44
 response to 9/11 attacks, v, 44
 scholar-in-residence program, 52
 security procedures, 43
 Web site, 43, 46–50
 Lawson, Sandra, appointment, 209
 LCIU. *See* Library of Congress Internal
 University
 Learning Center
 programs, 162
 videoconferences, 161, 162
 Learning Page, 161, 162
 Leary, Helen F. M., 173
 Legislative Branch Appropriations Act, 137
 Legislative Information System (LIS), 27
 Lehman, David, 171
 Lemmon, Michael C., 174
 Leon Jaworski Public Program Series, 52–53
 Leonard, Lucinda, retirement, 211
 Lepore, Jill, 172
 Letters about Literature (student essay
 contest), 82
Lewis & Clark and the Voyage of Discovery
 (White House exhibit), 206
 Lewis and Clark expedition, exhibit
 planning, 183
 Lewis, Anthony, papers, 124
 Lewis, Bernard, 57, 174
 Lewis, Jerry, Rep. (R-California), xi
 Librarian of Congress, Office of the
 activities, 109–55
 organization chart, viii
 testimony on Library’s budget, 109
 See also Billington, James H.
The Library of Congress Civil War Desk
 Reference, 208
 Library of Congress Fiscal Operations
 Improvement Act of 2000, 69
Library of Congress Information Bulletin
 (LCIB), 117, 118
 Library of Congress Internal University
 (LCIU), 94, 153–55
Library of Congress Professional Association
 Employee Arts and Crafts Exhibition,
 170, 202
Library of Congress Rule Interpretations
 (LCRI), 80
 25th edition, 80
 workshop for Librarians from Latin
 America, 74
Library of Congress Subject Headings, 73
Library of Congress Telephone Directory, 168
 Library of Congress Web sites. *See* Web sites
 Library Services
 Acquisitions Directorate, 60–65
 Area Studies Collection Directorate, 65–71
 Baseline Inventory Project, 55, 59, 65, 72, 92
 Cataloging Directorate, 71–78
 digital highlights, 58–59
 integrated library system, 55
 National Services Directorate, 78–91
 online reference services, v
 Operations Directorate, 92–96
 organization chart, ix
 program performance goals, 5
 Preservation Directorate, 96–102
 Public Service Collections Directorate,
 102–7
 response to 9/11 terrorist attacks, 56–58
 Veterans History Project, 55, 59–60, 102,
 103, 111, 116
 workload, 55, 56
 Library Services/Copyright Office Serials
 Joint Issues Group, 64
 LIS. *See* Legislative Information Service
 literacy programs
 “Children and Literacy” program for
 Senate spouses, 114–15

- Letters about Literature (student essay contest), 82
- Viburnum Foundation projects, 82
- See also reading programs
- The Literary Legacy of Women of the American West* (White House exhibit), 206
- Lo, Karl, appointment, 209
- Logistics Section, 149
- Long, Jane, 177
- Look magazine archives, 103
- Lopez, Kenneth E., vii, **131**
- Lopez, William C., photo by, **11**
- Luce, Tom, xi
- M**
- MacAustin, Hilary, 172
- Madison Council. See James Madison Council
- mail, handling and distribution. See anthrax incidents; U.S. postal mail and handling
- Mail and Distribution Section, 150
- Major, David C., 173
- Major, John S., 173
- management of the Library
 - budget process, 138–39
 - central financial management system (CFMS), 140–41, 184
 - Consolidated Financial Statements, 138–39
 - financial management, 5
 - financial statistics, 214–17 (tables)
 - Papercheck Conversion Project, 140
 - Planning and Financial Management Team, 96
 - Reports Management System (RMS), 141
 - See also audits of the Library; Strategic Planning and Automation
- Maniscalco, Gail, death, 211
- Mansfield American-Pacific Lecture, 169
- Mansfield, Judith, appointment, 74, 209
- Manuscript Division, arrearage reduction, 103
- maps, atlases, and globes
 - Our Country: Map of the United States ...* (Humphrey Phelps, 1859), 120, 199
 - Waldseemüller Map of the World (*Cosmographia Mundi*, 1507), 5, **98**, 99, 104, 119, 180, 199
 - World Trade Center, LIDAR (light detection and ranging) model, **17**
- MARC Content Designation, 80
- MARC Distribution Service (MDS), 80–81
- MARC (Machine-Readable Cataloging)
 - MARC 21 format
 - international agreements, 93–94
 - standard extensible markup language (XML) version, 93
 - records in Library database, 222 (table)
 - See also Network Development and MARC Standards Office (NDMSO)
- Margaret Mead: Human Nature and the Power of Culture* (exhibition), 84, 122, 170, 202
- Marín, Rosario, 177
- Mark Twain* (White House exhibit), 206
- mass deacidification program, 55, 96–97, 101–2, 183
- Maurer, Louis, 120, 199
- McCay, Lynne K., Special Libraries Association “Best of the Information Profession” award recipient, 197
- McCutcheon, Dianne, appointment, 209
- Medicare legislation, 25
- Medina, Rubens, vii
 - ABA panel presentation, 48
 - at “Creating Commercial Connections” workshop, **48**
 - DCLA keynote speaker, 172
 - Law Day, 53
- Melzer, Philip, appointment, 209
- “*Memoire pour le roi ...*”, 200
- Metadata Encoding and Transmission Standard (METS), 93
- Metadata Object Description Schema, 93
- Metadata Policy Group, 75
- military tribunals, 20
- Miller, Lee, 169
- MINERVA Web preservation projects, 6, 58–59, 199
- Mineta, Norman, 59
- Model Secondary School for the Deaf
 - Internship Program (MIP), 144
- Moran, James P., Rep. (D-Virginia), xi
- Morelli v. Tiffany*, 37
- Morita, Ichiko, retirement, 211
- Motion Picture, Broadcasting, and Recorded Sound (MBRS) Division
 - acquisitions, 104
 - arrearage reduction, 103
 - See also National Audio-Visual Conservation Center (NAVCC)

- Motion Picture, Broadcasting, and Recorded Sound Working Group, preservation efforts, 98–99
- Motion Pictures, Broadcasting, and Recorded Sound: An Illustrated Guide*, 90, 208
- Moynihan, Daniel Patrick
papers, 103
video collection, 104
- Mulhollan, Daniel P., vii
- Multinational Collections Database (Law Library), 47, 50
- Murphy, Debra, appointment, 209
- Museum of American and the Sea (Mystic Seaport, Connecticut), 87
- music, Luiz Corrêa de Azevedo folk music collection, 67
- Music and Sound Recordings Team, arrears reduction, 72
- Music Division
acquisitions, 104
arrears reduction, 103
organization chart, ix
- N**
- name authority component (NACO), 73–74
- National Aeronautics and Space Administration, 176
- National American Indian Heritage Month, 169
- National Archives and Records Administration, digital media testing, 97
- National Audio-Visual Conservation Center (NAVCC) (Culpeper, Virginia), vi, 5, 40, 55, 98, 102, 105, 134, 152, 182, 183
budget request, 182, 187
- National Book Festival
first (September 8, 2001), 90, 111, **112**, 117
second (October 12, 2002)
Bush, Laura, hosting, 109, 116, 184
Capitol Grounds Resolution, 111–12
contracts, 148
General Counsel Office legal advice, 126–27
planning for, 81, 109, 122
publicizing, 116
Putin, Lyudmila, participant at, 121
special needs accommodations, 147
sponsorship of, 119, 120
- National Children's Book Week, 160
- National Digital Information Infrastructure and Preservation Program (NDIIPP), v–vi, 4, 97, 112, 125
objective of, 181
program goals, 157
Web site, 157, **158**
- National Digital Library (NDL)
budget request, 181–82
building support, 179
collaborative initiatives, 158–60
educational outreach, 161–62
organization chart, ix
program, 4, 157–62
See also American Memory Web site; digital technology; Strategic Initiatives (Office of)
- National Digital Library Trust Fund (NDLTF), 139
- National Digital Strategy Advisory Board, 122
- National Endowment for the Humanities, 69, 102
Junior Fellows Program, 124
- National Film Preservation Board, 122, 193
- National Film Preservation Foundation, Board of Directors, 194
- National Film Registry, 117, 192
- National Information Standards Organization (NISO), digital talking books, 85
- National Institute of Standards and Technology
computer security meetings, 27
digital media testing, 97
- National Institutes of Health (NIH)
multiagency agreement, 148
- National Library of Brazil, 66, 159
- National Library of Medicine (NLM), microfilm project, 88
- National Library of Russia, 66, 158
- National Library of Serbia, 63
- National Library of Spain, 66, 159
- National Library of the Netherlands. *See* Koninklijke Bibliotheek (National Library of the Netherlands)
- National Library Service for the Blind and Physically Handicapped (NLS), 85–87
appropriations for books, 212 (tables)
budget request, 186
digital audio playback devices, 85–86, **86**
digital talking books (DTBs), 84–85

- gift support for, 120
International Union Catalog (for braille and audio materials), 87
 Life-Cycle Cost Model (program costs spreadsheet), 87
 organization chart, ix
 statistics on services, 226 (table)
 Voyager database, 95
 Web-Braille program, 86
 National Recording Preservation Board, 122
 National Serials Data Program, 64
 National Services Directorate, 79–91
 Cataloging Distribution Service, 78–81
 Center for the Book, 81–82
 FLICC, 82–84
 Interpretive Programs Office, 84–85
 NLS, 85–87
 organization chart, ix
 Photoduplication Service, 87–88
 Publishing Office, 88–90
 Retail Marketing, 90
 Visitor Services Office, 90–91
 National Symphony Orchestra, 169
The Native Americans, 169
 NDIIPP. *See* National Digital Information Infrastructure and Preservation Program
 Near East Section, response to 9/11 terrorist attacks, 2
 Network Development and MARC Standards Office (NDMSO), ix, 93–94
 New Delhi field office
 40th anniversary celebration, 62
 acquisitions, 61–62
NewsNet (Copyright Office newsletter), 34
 Ney, Robert W., Rep. (R-Ohio), x
 No Child Left Behind Act of 2001, 23
 Noonan, John T., 70
- O**
- O'Connor, Sandra Day, at Wickersham
 Award ceremony, 52
 Office Systems Services (OSS), viii, 149–51
 Olson, Theodore B., 52
100 One-Night Reads: A Book Lover's Guide (Major and Major), 173
 online collections and exhibitions, 4, 85, 207
 Online Information eXchange (ONIX)
 Descriptions project, 76
 Online Public Access Catalog (OPAC), 4, 95, 164
- Open Archives Initiative (OAI) Protocol for Metadata Harvesting, 160
 Open Russia Foundation, National Book Festival patron, 119
 Open Society Institute (Soros Foundation—Russia), 82, 159
 Open World Program (Russian visitors to the Library), 116, 125
 Operations Committee, vii
 Operations Directorate, 92–96
 Automation Planning and Liaison Office, 92–93
 Integrated Library System (ILS) Office, 94–96
 Network Development and MARC Standards Office, 93–94
 organization chart, ix
 Technical Processing and Automation Instruction Office (TPAIO), 80, 94
 Oral History Association, Veterans History Project, 59
 organization chart, viii–ix
 Organization for Economic Cooperation and Development, electronic publication collection, 61
The Origin of the Species: Descent of a Text, with Modification (Quammen), 89, 208
 Outsell Inc., 83
- P**
- Packard Humanities Institute, 105
 Pagano, Joseph, appointment, 209
 Paper Facsimile Copy Program, 101
 Paperwork Reduction Act, 140
 Parallel Histories, or Historias Paralelas (Spanish-English Web site), 66, 110, 159
 Parker, Jean, resignation, 211
Patience & Fortitude: A Roving Chronicle of Book People, Book Places, and Book Culture (Basbanes), 169
 Paxton, Tom, 176
 Pelosi, Nancy, Rep. (D-California), 115
 Penkiunas, Ruta, retirement, 211
 Pennington, Eddie, 174
 Pentagon, 9/11 terrorist attack, 11, 12
 Pera, Marcello, visit to Library, 68
Performing Arts: Broadcasting, 89, 208
 Personnel Security Office, ix, 134–35
 Peters, Marybeth, vii
 congressional testimony, 34

- Pew Internet & American Life Project, 2
- Phelps, Humphrey, 120, 199
- Philip Lee Phillips Society (Friends of the Geography and Maps Division), 120, 195–96
- Photoduplication Service, ix, 87–88
- Pickford, Mary, 172
- Pinyin Task Force disbanded, 74
- Planning and Financial Management Team, 96
- Planning, Management, and Evaluation Directorate (PMED), ix, 136–37. *See also* management of the Library
- Pletzke, Linda, retirement, 211
- PMED. *See* Planning, Management, and Evaluation Directorate (PMED)
- Poe, Helen, retirement, 211
- poet laureates. *See names of individual poet laureates, e.g.,* Collins, Billy
- poetry
- “The Names,” poem by Billy Collins, 71, 117
 - National Poetry Month, 174
 - Poetry 180: A Poem a Day for American High Schools (Web site), 70–71, 117, 125–26, 171
 - Poetry at Noon program, 171, 174, 176
 - River of Words project, 82, 174
 - Witter Bynner Fellows reading, 70
 - “Young Voices from the Nation’s Capitol,” 174
- Poetry and Literature Center, 70–71, 126
- Police Communications Center (Jefferson Building), 3, 131
- Police, Fraternal Order of, 143
- Police, Library of Congress, 131–32, 134, 144–45
- police appointments, 135
 - and U.S. Capitol Police, 127, 131
- Portals to the World project, 66, 111
- Postal Service (U.S.), mail delay crisis, 31–32, 139
- See also* U.S. postal mail and handling
- Preassigned Card Number (PCN) program, 77
- Prelinger Associates Collection (film archive), 104, 124, 201
- prescription drug legislation, 24–25
- preservation
- archival image format JPEG 2000, 101
 - archival or permanent document standards, 100
 - of “at-risk” collections, 98, 99
 - biohazard remediation, 97
 - compact disc (CD), life expectancy project, 97
 - digital preservation, 97
 - environmental monitoring project, 99
 - mass deacidification program, 55, 96–97, 101–2, 183
 - microfilming program, 101
 - MINERVA Web preservation project, 6, 58–59, 199
 - Paper Facsimile Copy Program, 101
 - paper standards, 100
 - “Save America’s Treasures” program, 59
 - “Save Our Sounds” audio project, 59, 119
 - treatment statistics, 223 (table)
 - White House Millennium Council programs, 59
- Preservation Directorate, 96–102
- Binding and Collections Care Division (BCCD), ix, 73, 100
 - Conservation Division, 99–100
 - organization chart, ix
 - Preservation Reformatting Division (PRD), ix, 101
 - Preservation Research and Testing Division, ix, 100–101
- Preservation Reformatting Division (PRD), ix, 101
- Preservation Research and Testing Division, ix, 100–101
- Previn (Andre) Collection, 104
- Prine, Stephen, Association of Specialized and Cooperative Library Agencies (ASCLA) Leadership Achievement Award recipient, 197
- Printing Management Section, 150
- Prints and Photographs Division
- acquisitions, 104–5
 - arrears reduction, 103
 - collection about 9/11 events, 2
 - organization chart, ix
 - See also* American Memory Web site
- Prisoner of War/Missing in Action (POW/MIA) database, 69
- Probsthain (Arthur) Collection, 201
- Processing and Reference Section, 65
- professional development. *See* training

- Program for Cooperative Cataloging (PCC), 73–74, 80
- Protective Services Division, ix, 132, 133–34
- public access catalog. *See* Online Public Access Catalog (OPAC)
- Public Affairs Office (PAO), viii, 114, 115–18
- Public Broadcasting Service, National Book Festival patron, 119
- Public Health Improvement Act of 2000, 152
- Public Health Security and Bioterrorism Preparedness and Response Act, 22
- Public Services Collections Directorate, 102–7
- acquisitions, 103–5
 - arrears reduction, 72, 102–3
 - “Celtic Roots: Stories, Songs, and Traditions from Across the Sea” program, 172
 - collections security, 106
 - digital collections, 158
 - off-site storage facilities, 102, 105
 - organization chart, ix
 - QuestionPoint system (online reference service), 58, 166, 168
 - reference, research, and outreach, 106–7
- Publishing Office, 88–90
- calendars, 208
 - cooperative publishing projects, 88, 208
 - organization chart, ix
 - posters, 208
 - publications of the Library, 88–90, 208
- Pulitzer, Ceil, xi
- Putin, Lyudmila, visit to Library, 68, 121, 122
- Q**
- Qin, Liwei, 171
- Quammen, David, 89, 208
- QuestionPoint system (online reference service), 58, 166, 168
- R**
- Rand (Ayn) Collection, 124
- Rapoport, Bernard, xi
- Rare Book Forum, 89
- reader services statistics, 227 (table)
- reading programs, “Telling America’s Stories” (national program), 81
- Records Management Division, 164
- Records Management Unit, 151
- Reed, Jack, Sen. (D-Rhode Island), x
- Reflections: October 2001* (Kissinger), 208
- Reger, Lawrence, 177
- Regional and Cooperative Cataloging Division (RCCD), 73
- Rehnquist, William H., 174
- Religion and the Founding of the American Republic* (traveling exhibition), 206
- Remedy-based systems, 166
- Remini, Robert, 113, 120
- ReNews* (Copyright Office reengineering newsletter), 40, 40
- Report on Copyright and Digital Distance Education*, 36
- Research Libraries Group, Cultural Materials Initiative, 160
- Retail Marketing, ix, 90
- retirement
- benefits, 144
 - counseling services, 143–44
 - death benefits, 144
- Retirement and Benefits, 143–44
- Reynolds, Roger, 170
- RIA Checkpoint (tax materials), 51
- Rich, Giles, papers, 103
- Richey, Alex, 145
- River of Words project, 82, 174
- Rivers, Edens, and Empires: Lewis & Clark and the Revealing of America* (exhibition), 206
- Roanoke: Solving the Mystery of the Lost Colony* (Miller), 169
- Robinson, Jackie, papers, 116, 122, 124
- Robinson, Jackie (Mrs.), 122
- Robinson, Sharon, 169
- Rockefeller Foundation, 119
- Roemer, Tim, Rep. (D-Indiana), 114
- Rogan, James, 34
- Roger L. Stevens Presents* (essays), 208
- Roger L. Stevens Presents* (exhibition), 84–85, 89, 122, 175, 202
- Romberg Orchestra Library, 104
- Rony, Abdul Kohar, retirement, 211
- Roosevelt, Theodore, on Library of Congress, v, 115
- Ross, John (Cherokee Nation Chief), 104
- Rossetti String Quartet, 173
- Roth, Michael, 89, 208
- Rouse, Sarah, appointment, 210
- Rubio String Quartet, 172
- Rudolph (Paul) Archive, 104
- Rural Access to Emergency Devices Act, 152

- Russia
- acquisitions, 63–64
 - Center for Russian Leadership
 - Development, 125
 - fellowship program, 65, 119
 - Great Libraries of the World tour to
 - Russia (5th), 121
 - Meeting of Frontiers project (English-Russian Web site), 66, 110, 158
 - Open World Program, 116, 125
 - Russian-U.S. librarians exchange
 - program, 82
 - Victor Kamkin bookstore collection, 124
- Russian State Library (Moscow), 66, 158
- Rustmann, Frederick W. Jr., 175
- S**
- Safety Services Modernization and Training, 185
- Safety Services Office, viii, 151–52, 185
- See also* security
- Saldivar, Mingo, 176
- Sales Shop
 - online sales, 127
 - strategic business plan, 88
- “Save America’s Treasures” preservation
 - program, 59
- “Save Our Sounds” audio preservation
 - project, 59, 119
- Schissel, Loras John, 176
- Schlesinger, James, papers, 6, 124, 199
- Scholarly Programs, Office of (OSP), 69–70
 - Islamic Studies symposia, 57, 170, 171, 174
 - organization chart, ix
 - symposia, 170
 - See also* John W. Kluge Center
- Scholars’ Council, 122, 123
- Schubert, Irene, retirement, 211
- Schumer, Charles E., Sen. (D-New York), x
- Scott, Donald L., vii, 131
- security
 - collections security, 106, 129–30, 132, 182–83
 - E-Government legislation, 113
 - emergency supplemental appropriation, 1, 3, 32, 109, 130–31, 137–38
 - enhancement implementation plan, 3
 - environmental testing and monitoring
 - plan, 1, 151, 169
 - facilities security, 133–34
 - information security, 26–27, 167
 - Law Library procedures, 43
 - perimeter security upgrades, 111, 132, 152
 - Police Communications Center, 3
 - security awareness campaign, 133
 - response to 9/11 terrorist attacks, 1–3
 - See also* computer security; preservation; Protective Services Division
- Security Enhancement Implementation Plan, 109, 131–32, 135
- Security Initiative Project, 149
- Security, Office of, ix, 109, 130–36
- Seidlinger, Francis, retirement, 211
- “*Senjika*” *no josei bungaku* (“Wartime” *Women’s Literature*), 200
- September 11, 2001 (9/11), terrorist attacks
 - American Folklife Center’s Documentary
 - Project (oral histories), 2, 16, 56, 116
 - CRS response, 19–20
 - documentary photographs, 6, 8–17, 199
 - economic impacts of, 22
 - events canceled, 122
 - field office evacuations, 61–62
 - Historic Events Newspaper Collection, 2, 56
 - “The Impact of September 11 on Cultural Heritage,” 177
 - ITS response, 165
 - Library acquisitions, 63
 - Library response to tragedy, v, 1–3, 122, 178
 - Library Services response, 56–58
 - “The Names,” poem by Billy Collins, 71, 117
 - Pentagon site, 11–12
 - pictorial, 7–17
 - “Portraits of Grief” (*New York Times* series), 176
 - Shanksville, Pennsylvania, site, flag
 - honoring, 13
 - Vigil Project (songs honoring the victims of), 176
 - Witness and Response* exhibition, v, 3, 5, 16, 34, 57, 62, 84, 120, 122, 176, 203
 - World Trade Center site, 9–12
- Serial and Government Publications Division
 - acquisitions, 105
 - news collection about 9/11, 2, 56
 - organization chart, ix
 - See also* Cooperative Online Serials (CONSER) programs
- Serial Record Division (SRD), ix, 64–65
- serials control
 - backlog elimination, 182

- conversion project, 65
 - decentralization of check-in, 61, 64
 - serials cataloging workshop, 80
 - Serials Cooperative Cataloging Training Program (SCCTP), 80
 - Serials Holdings Conversion Project, 65
 - Sessions, William, 53
 - A Shakespeare Journal*, 208
 - Sherwood, Don, Rep. (R-Pennsylvania), xi
 - Shimada, Haruo, 169
 - Short, Stephen, appointment, 210
 - Siebert, Ann, appointment, 210
 - Sigmund Freud: Conflict and Culture* (traveling exhibition), 206
 - Sisitan* (Afghanistan newspaper), 6, 200
 - Slatkin, Leonard, 169
 - Smith, David A., retirement, 211
 - Smith, Jeffrey, appointment, 210
 - Smith (Leonard P.) Collection, 104
 - Smith, Teresa A., vii
 - Smithsonian Institution, “Save Our Sounds” audio project, 59, 119
 - Social Sciences Cataloging Division, 72
 - The Sociology and Psychology of Terrorism ...* (Federal Research Division), 2, 57
 - Sondheim, Stephen, “Six by Sondheim” series, 171, 172, 173
 - Sonny Bono Copyright Term Extension Act of 1998, 37
 - Soul Talk: The New Spirituality of African American Women* (Hull), 173
 - South African Studies* (online collection), 67, 200
 - South Asia Literary Recordings Project, 62
 - Spain, the United States, and the American Frontier: Parallel Histories. *See* Parallel Histories, or Historias Paralelas (Spanish-English Web site)
 - Special Events and Programs, Office of (OSEPP), viii, 121–23
 - Staats- und Universitäts-Bibliothek (SUB) of Göttingen, Germany, 160
 - staff of the Library. *See* human resources
 - Standing in the Shadows of Motown* (documentary film), 170
 - Stanhope, Charles V., vii
 - Stevens, Roger L. *See* Roger L. Stevens Presents (exhibition)
 - Stevens, Ted, Sen. (R-Alaska), x, 113
 - Veterans History Project Council member, 60
 - storage facilities
 - computer facilities for digital storage, 165
 - Culpeper, Virginia, vi, 5, 40, 55, 98, 102, 105, 134, 152, 182
 - Fort Meade, Maryland, vi, 5, 51, 55, 67, 98, 102, 105, 127, 134, 152, 165
 - budget request, 182–83, 187
 - security controls, 134
 - Temporary Audio-Visual Storage Center (Elkwood, Virginia), 105
 - Strand, Mark, 170
 - Strategic Initiatives, Office of (OSI), 157–68
 - digital projects, 4
 - organization chart, ix
 - Strategic Plan for the Library, 136–37
 - Strategic Planning and Automation, Office of, viii, 141
 - Subject Cataloging Manual: Subject Headings*, 80
 - Supplemental Appropriations Act of 2002 ..., 138
 - symposia
 - “Globalization and Civil Society in the Muslim World,” 170
 - “The Interplay of Cultures: Whither the U.S. in the World?” 170
 - “Islam in America,” 171
 - “Luminary Lectures @ Your Library” series, 175
- T**
- Tabb, Winston
 - Ainsworth Rand Spofford President’s Award recipient, 197
 - retirement, 211
 - Taiwan, GLIN Model Station award recipient, 49
 - Takvim-ut-Tevarih* (Chelebi), 6, 67, 200
 - Target, National Book Festival patron, 119
 - Tatel, David, Law Day panelist, 53, 53
 - Taylor, Charles H., Rep. (R-North Carolina), x–xi
 - TDNet system for electronic journals management, 61
 - Technical Processing and Automation Instruction Office (TPAIO), 80, 94
 - Technology, Education, and Copyright Harmonization (TEACH) Act, 36–37

- Technology Office, CRS technical infrastructure upgrades, 25–26
- Teglborg, Per, 52
- Telecommunications Administration Team, 165
- Telecommunications Team, 164
- “Telling America’s Stories” (national reading promotion program), 81
- Temporary Assistance for Needy Families (TANF), 25
- Temporary Audio-Visual Storage Center (Elkwood, Virginia), 105
- terrorism
- bioterrorism, 21–22
 - FRD report on, 2
 - Terrorism Studies Web site, 69
 - war on
 - CRS legislative assistance, 19–20
 - Library research and analysis on, v
 - See also* security; September 11, 2001 (9/11), terrorist attacks
- Terry, David
- appointment, 210
 - resignation, 211
- Theodore Presser Music Company Archives, 103
- Thibaudet, Jean-Yves, 173
- Thomas, Augusta Read, 169
- Thomas Jefferson Building, John W. Kluge Center, 65, 69, 69–70
- Thomas Kane library [Ethiopian collection], 6, 67, 199
- THOMAS (public legislative information system), 4, 163
- Thompson, Kathleen, 172
- Thrift Savings Plan (TSP), 144
- Today in History Web site, 161
- TPAIO. *See* Technical Processing and Automation Instruction Office
- trade
- Free Trade of the Americas Agreement, 38–39
 - legislation, 25
- Trade-Related Aspects of Intellectual Property Rights (TRIPS), 38
- Trail, Nathan, appointment, 210
- training
- for call number labeling, 100
 - cataloging integrating resources, 73
 - Computer Security Awareness Training (CSAT), 3, 155, 167
 - conservation techniques, 100
 - of Contracting Officer Technical Representatives (COTRs), 130
 - federal financial system (FFS), 141
 - Global Legal Information Network (GLIN), 47
 - ITS customized computer training, 165
 - Joint Advisory Committee on Professional Development and Training, 155
 - LCIU programs, 94, 154
 - for literacy programs, 82
 - of police staff, 3
 - “Remembrance: Recording Veterans’ Oral Histories” (online course), 59–60
 - serials cataloging, 80
 - teacher training projects, 128, 160–61
 - TPAIO support, 94
 - Webmaster Technical Training Curriculum, 154
 - See also* education
- Transportation Services Unit, 150–51
- Travis, Hallie, appointment, 210
- TRIPS. *See* Trade-Related Aspects of Intellectual Property Rights (TRIPS)
- TRIPS Council. *See under* World Trade Organization
- Trust Fund Board
- General Council Office advice, 123
 - members, xi
- U**
- Unger, Carol, appointment, 210
- Universidad Central de Venezuela, 67
- University of Washington, 120
- “Use and Misuse of Religious Concepts: War and Jihad in Islam” (public program), 57
- U.S. Military Academy Library, 128
- U.S. Newspaper Program (USNP), 57–58, 64, 102
- U.S. postal mail and handling
- delays and disruptions of, 31–32, 34, 57, 64, 78–79
 - effects on service, 32, 33, 61, 76, 80, 87, 90, 112, 151
 - irradiation of, 31–32, 60, 151–152
 - supplemental appropriations, 1, 138, 179
 - tests for anthrax, 43, 57, 150, 151–152, 153
 - See also* anthrax incidents

V

Vafai, Gholam, 45
Van Blake, Joan C., retirement, 211
van der Reyden, Dianne, appointment, 210
Vardanants Day Lecture, 174
Vecchia, Susan, retirement, 211
Vega, Suzanne, 176
Venezuela, acquisitions, 67
Vergnes, M., architectural drawing by, 104
Vernigor, William, appointment, 210
Vertosick, Frank T. Jr., 175
Veterans History Project, 55, 59–60, 102, 103, 111, 116, 122, 183
 AARP patron of, 119
 budget request, 183
 Five-Star Council, 60
Viburnum Foundation, family literacy projects, 82, 120
Virtual Private Network (VPN), 92–93
Visitor Services Office (VSO), ix, 90–91
Voice Systems Web site, 164
Voyager software, 92, 94–95

W

Waldseemüller, Martin, world map (1507), 5, 98, 99, 104, 119, 180, 199
Walks, Ivan, 172
Wamp, Zach, Rep. (R-Tennessee), xi
Wanser, Heather, 98
War Letters: Extraordinary Correspondence from American Wars (Carroll), 174
Warner, John, Sen. (R-Virginia), 60
Washington, Linda J., vii, 131
Washington Post
 Katharine Graham papers, 124–25
 National Book Festival sponsor, 119
Watts, J. C., Rep. (R-Oklahoma), 114
Web sites
 African American Odyssey, 99
 American Memory, vi, 4, 126, 158, 160, 162, 163–64
 America's Library, vi, 4, 118, 161
 Ask a Librarian Web page, 58
 Brazil's Evolving Culture: Mirror of the World, 159
 A Century of Lawmaking for a New Nation, 46, 50
 Classification Web, 79

Commerce Clearing House online database, 51
computer security, 167
Congressional Research Service, 26
“Contact Experts” at CRS, 26
Copyright Office redesign, 33–34
Digital Sanburn Maps, 102
Emergency Management Information for Staff, 164
Freedom's Fortress, 99
Global Legal Information Network (GLIN), 46–49
Guide to Law Online, 46
Hein-On-Line, 51
historical collections online, 207
International Horizons to Global Gateway, 4, 66–67, 109–10, 158–59, 164
Law Library, 43, 46–50
Learning Page, 161, 162
Library Calendar of Events page, 117
Library exhibitions online, 207
Library of Congress, 4, 93, 117, 126, 163, 168, 180–81
Library of Congress Ethics, 164
Library Today page, 117
MARC 21, Spanish interface, 93
Meeting of Frontiers project (English-Russian Web site), 66, 110, 158
MINERVA Web preservation project, 6, 58–59, 199
Multinational Collections Database, 50
NDIIPP, 157, 158
NLS redesign, 86
Parallel Histories, or Historias Paralelas (Spanish-English Web site), 66, 110, 159
PMED, 136
Poetry 180: A Poem a Day for American High Schools, 70–71, 117, 125–26, 171
Portals to the World, 66, 111
POW/MIA, 69
Program for Cooperative Cataloging (PCC), 80
QuestionPoint, 58
Retail Marketing, 90
security Web page, 130
September 11 Web Archive, 2–3, 56
South Asia Literary Recordings Project, 62
Terrorism Studies, 69
THOMAS (public legislative information system), 4, 163

- Today in History, 161
 Voice Systems, 164
 Wise Guide, 118
See also digital technology; electronic resources; National Digital Library (NDL); Strategic Initiatives
- Web-Braille program, 86
 Webcasting (radio programs), 114, 117
 Webster, John D., vii
 Webster, Katie, 176
 Weiner, Joshua, 171
 welfare reform, 25
 West, Ruth, 52
When They Were Young: A Photographic Retrospective of Childhood (exhibition), 85, 89, **163**, 177, 203, 208
 Wickersham Award [for exceptional public service ... to the legal profession], 52
 Wiggins, Beacher J. E., vii
 appointment, 74, 210
 at Cataloging Distribution Service's 100th anniversary celebration, **78**, 78
 Wilderode, Anton van, 170
 Williams, Jett, 172
 Winner, Robert W., 53
Witness and Response: September 11 Acquisitions at the Library of Congress (exhibition), v, 3, 5, **16**, 34, 57, 62, 84, 120, 122, 176, 203
 Witter Bynner Fellows, 70, 173
 Wolfe, Susan, retirement, 211
 Wolfskill, Mary, Spirit of Margaret Mead award recipient, 197
 Women's History Month, 122–23, 147, 172
 Work Life Services Center, Office of, viii, 142
The Work of Charles and Ray Eames: A Legacy of Invention (traveling exhibition), 206
 WorkDynamics Technologies Inc., 164
 Workers' Compensation Program, 152–53
 Workforce Acquisition, Office of, viii, 141
 Workforce Diversity and Accommodations, Office of, viii, 142
 Workforce Management, Office of, viii, 142
 Workplace USA, National Book Festival sponsor, 119
 World Bank, as electronic repository for published reports of, 63
 World Intellectual Property Organization (WIPO), 38, 39
World Law Bulletin, 46
 World Trade Center (New York City)
 attack on September 11, 2001, **9**
 beam salvaged from wreckage, **16**
 evacuation after collapse, **10**
 firefighters and emergency workers, **11**
 “Golgotha” by Steven Hirsch, **10**
 LIDAR (light detection and ranging) models of, 17
 panoramic view of lower Manhattan, **8**
 photographic prints of Ground Zero, 199
 World Trade Organization, Council on Trade-Related Aspects of Intellectual Property Rights (TRIPS), 38
World Treasures of the Library of Congress (exhibition), 85, 88–89, 163, 204–5
 WorldCom collapse, 23
 Wright, Kenneth R., 172
The Writers of the Harlem Renaissance (White House exhibit), 206
- Y**
- Yasinsky, Bohdan
 death, 211
 retirement, 211
 Young, Jeremy, 171
 Young, Peter R.
 appointment, 210
 resignation, 211
 Yugoslavia, acquisitions on collapse of, 63
 YUKOS Oil Company, Russian fellowship program, 65, 119