

ANNUAL REPORT

*of the Librarian of Congress
for the fiscal year ending September 30, 2004*





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OF THE
LIBRARIAN OF CONGRESS
2004



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Front cover: The emblematic Torch of Learning atop the lantern of the Thomas Jefferson Building's dome.

Inside front cover: "Law," a finely wrought mosaic by Frederick Dielman over the mantle of a marble fireplace in the Members of Congress Room of the Jefferson Building.

Frontispiece (page ii): The Main Reading Room in the Thomas Jefferson Building.

Inside back cover: A marble fireplace by Herbert Adams in the Jefferson Congressional Reading Room.

Back cover: The Jefferson Building's quoins, or blocks of stone forming the corners of the building.

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CONTENTS

A Letter from the Librarian of Congress ... vii	H. Exhibitions ... 192
Library of Congress Officers and Consultants ... xi	I. Online Collections, Exhibitions, and Cooperative Digital Projects ... 196
Organization Chart ... xii	J. Publications ... 198
Library of Congress Committees ... xiv	K. Staff Changes ... 199
HIGHLIGHTS OF 2004 ... 1	L. Statistical Tables ... 201
CONGRESSIONAL RESEARCH SERVICE ... 7	1. Appropriations for 2004 ... 201
COPYRIGHT OFFICE ... 17	2. Appropriations for 2005 ... 201
LAW LIBRARY OF CONGRESS ... 29	3. Appropriations, Staff, and Workload Comparison Chart ... 202
LIBRARY SERVICES ... 39	4. Financial Statistics: Summary Statement ... 204
OFFICE OF THE LIBRARIAN ... 99	5. Additions to the Collections—Items ... 210
OFFICE OF STRATEGIC INITIATIVES ... 151	6. Additions to the Collections—Titles ... 212
APPENDIXES	7. Unprocessed Arrearages ... 213
A. Major Events at the Library ... 161	8. Cataloging Workload ... 214
B. The Librarian's Testimony ... 167	9. Records in the MARC Database ... 215
C. Advisory Bodies ... 176	10. Preservation Treatment Statistics ... 216
D. Kluge Center Scholars ... 184	11. Copyright Registrations ... 217
E. National Book Festival Sponsors and Participants ... 186	12. Copyright Business Summary ... 218
F. Honors ... 189	13. Services to Individuals Who Are Blind and Physically Handicapped ... 219
G. Selected Acquisitions ... 190	14. Reader Services ... 220
	15. Cataloging Distribution Service: Financial Statistics ... 221
	16. Human Resources ... 222
	Index ... 224



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 2004. With generous support from Congress, the Library further developed its security in a climate of heightened alert while continuing to carry out its mission of sustaining, preserving, and making accessible 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, homeland security, and many other issues of national and international concern.

Congress entrusted the Library of Congress with leading the effort to preserve the nation's digital resources. On September 30, 2004, the Library's National Digital Information Infrastructure and Preservation Program (NDIIPP) advanced the goals of this cooperative digital preservation program by announcing awards totaling \$13.9 million to eight lead institutions and their partners for identifying, collecting, and preserving historically important digital material. As the first formal NDIIPP partners, those institutions have agreed to identify, collect, and preserve at-risk "born-digital" materials that are of significant cultural and historical value to the nation.

Thomas Jefferson's diverse and wide-ranging personal library, pictured in the Library's Rare Book and Special Collections Division, is the core of the Library of Congress's collections.

The Library made history on November 5, 2003, when it presented the inaugural John W. Kluge Prize for Lifetime Achievement in the Human Sciences to Polish philosopher and historian Leszek Kolakowski. Made possible by President John W. Kluge of Metromedia, the \$1 million Kluge Prize recognizes lifetime achievement in the humanities and is comparable to the Nobel Prizes in literature and economics.

Our Library Services continued to perform the many functions of a national library—collection development, cataloging, preservation, and outreach—as well as an international leadership role in developing online reference services. As part of a State Department effort, a Library Services team visited Baghdad in October 2003 to assess war damage to the National Library of Iraq and the House of Manuscripts. The team—consisting of the Library’s Arab area specialist, the chief of the Anglo-American Acquisitions Division, and a preservation specialist—documented its findings in a report that is accessible on the Library’s Web site at <http://www.loc.gov/rr/amed/iraqreport/iraqreport.html>.

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. During the year, the Copyright Office registered more than 660,000 copyright claims and transferred more than 1 million items to the Library’s collections.

The Library—the world’s largest and most comprehensive repository of human knowledge—shares its 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 9.2 million items of American history and culture for scholars and researchers, as well as for children and families, the Library continued to enhance its Global Gateway site with a growing number of links to its unparalleled international resources. Use of the system has increased exponentially over the past decade, with more than 3.3 billion hits recorded last year.

In fiscal 2004, the size of the Library’s collection grew to more than 130 million items, including more than 29.5 million cataloged books and other printed materials, 58 million manuscripts, 14 million microforms, 4.8 million maps, more than 5 million items in the music collection, nearly 14 million visual materials, 2.7 million audio materials, and more than 1 million items in miscellaneous formats.

With the generous support of Congress, the Library continued to fill new storage units at Fort Meade, Maryland, and Culpeper, Virginia. By year’s end, more than 1 million items had been transferred to the Fort Meade facility, filling Module 1 nearly



to capacity. Construction on Module 2 began during the year, with completion expected in the spring of 2005. Planning continued for the National Audio-Visual Conservation Center in Culpeper, Virginia. Generously funded by the Packard Humanities Institute and supported by Congress, the facility will eventually house the Library's recorded sound, videotape, safety film, and nitrate film collections.

While sustaining the Library's unparalleled collection for the benefit of current and future generations of lawmakers and their constituents, the Library's permanent staff of 4,120 employees—its most valuable asset—accomplished the many initiatives described in this report.

Respectfully, James H. Billington, the Librarian of Congress



LIBRARY OF CONGRESS OFFICERS AND CONSULTANTS

CHIEF OPERATING OFFICERS AND EXECUTIVE COMMITTEE

(as of September 30, 2004)

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
Deanna Marcum, Associate Librarian
for Library Services
Marybeth Peters, Register of Copyrights
Rubens Medina, Law Librarian of Congress
Laura E. Campbell, Associate Librarian
for Strategic Initiatives

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Operations Management and Training
Robert Dizard Jr., Deputy Associate Librarian
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Angela Evans, Deputy Director,
Congressional Research Service
Julia Huff, Acting Chief Operating Officer,
Copyright Office
Molly H. Johnson, Director,
Digital Resource Management and Planning,
Office of Strategic Initiatives
Mary Levering, Director, Integrated Support Services
Ken Lopez, Director, Office of Security and
Emergency Preparedness
Shawn Morton, Special Assistant to the Chief of Staff
Teresa Smith, Director, Human Resources Services
John Webster, Chief Financial Officer
Harry Yee, Director of Workforce Development,
Law Library

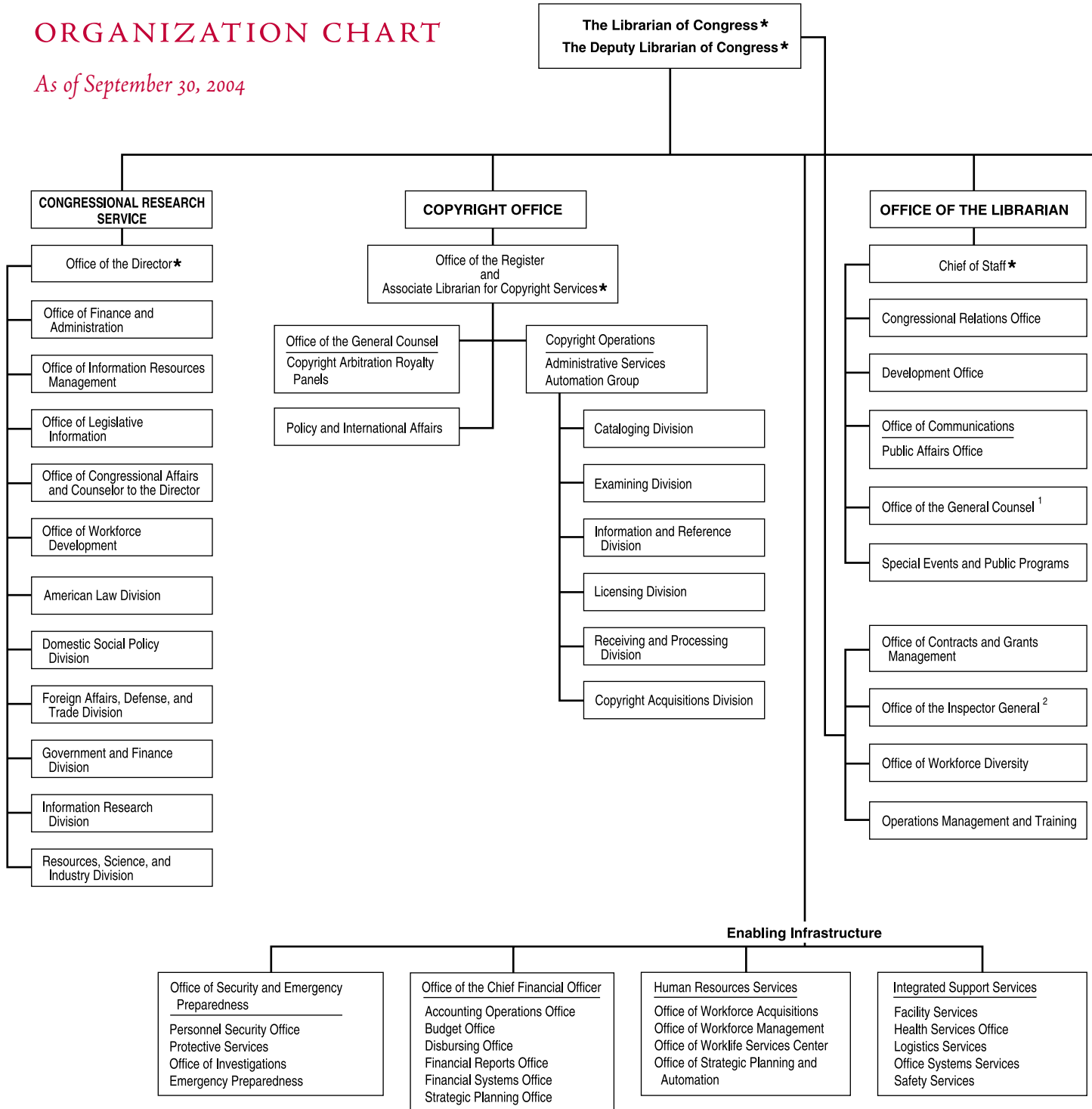
POET LAUREATE CONSULTANT IN POETRY

Louise Glück, 2003–2004

Commemorating the completion of the Jefferson Building in 1897, the richly decorated arch in the Great Hall is adorned by sculptor Olin Warner's The Students.

ORGANIZATION CHART

As of September 30, 2004

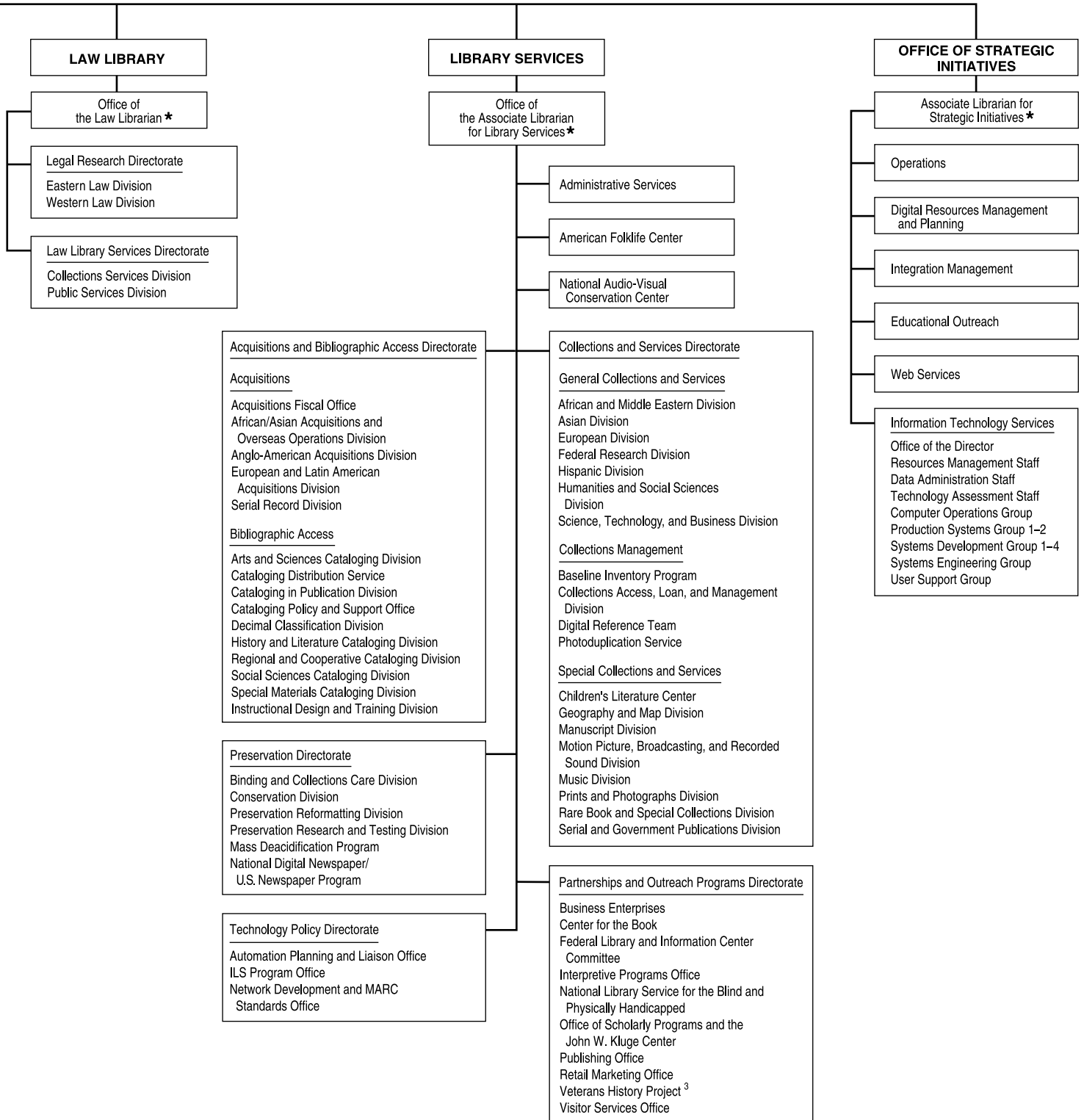


* Members of the Executive Committee of the Library of Congress

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

2. The Inspector General reports independently to the Librarian.

3. The Veterans History Project reports independently to the American Folklife Center.



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 *

Administrative Services

American Folklife Center

National Audio-Visual Conservation Center

Acquisitions and Bibliographic Access Directorate

Acquisitions

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

Bibliographic Access

Arts and Sciences Cataloging Division
Cataloging Distribution Service
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
Instructional Design and Training Division

Preservation Directorate

Binding and Collections Care Division
Conservation Division
Preservation Reformatting Division
Preservation Research and Testing Division
Mass Deacidification Program
National Digital Newspaper/ U.S. Newspaper Program

Technology Policy Directorate

Automation Planning and Liaison Office
ILS Program Office
Network Development and MARC Standards Office

Collections and Services Directorate

General Collections and Services

African and Middle Eastern Division
Asian Division
European Division
Federal Research Division
Hispanic Division
Humanities and Social Sciences Division
Science, Technology, and Business Division

Collections Management

Baseline Inventory Program
Collections Access, Loan, and Management Division
Digital Reference Team
Photoduplication Service

Special Collections and Services

Children's Literature Center
Geography and Map Division
Manuscript Division
Motion Picture, Broadcasting, and Recorded Sound Division
Music Division
Prints and Photographs Division
Rare Book and Special Collections Division
Serial and Government Publications Division

Partnerships and Outreach Programs Directorate

Business Enterprises
Center for the Book
Federal Library and Information Center Committee
Interpretive Programs Office
National Library Service for the Blind and Physically Handicapped
Office of Scholarly Programs and the John W. Kluge Center
Publishing Office
Retail Marketing Office
Veterans History Project ³
Visitor Services Office

OFFICE OF STRATEGIC INITIATIVES

Associate Librarian for Strategic Initiatives *

Operations

Digital Resources Management and Planning

Integration Management

Educational Outreach

Web Services

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
User Support Group

LIBRARY OF CONGRESS COMMITTEES

JOINT COMMITTEE ON THE LIBRARY, 108TH CONGRESS, SECOND SESSION

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Senator Thad Cochran (Mississippi)
Senator Christopher J. Dodd (Connecticut)
Senator Charles E. Schumer (New York)

Representative Vernon J. Ehlers (Michigan),
Vice Chairman
Representative Robert W. Ney (Ohio)
Representative Jack Kingston (Georgia)
Representative John B. Larson (Connecticut)
Representative Juanita Millender-McDonald
(California)

SUBCOMMITTEE ON LEGISLATIVE BRANCH, COMMITTEE ON APPROPRIATIONS, UNITED STATES SENATE, 108TH CONGRESS, SECOND SESSION

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Chairman
Senator Robert F. Bennett (Utah)
Senator Ted Stevens (Alaska)
Senator Richard J. Durbin (Illinois)
Senator Tim Johnson (South Dakota)

SUBCOMMITTEE ON LEGISLATIVE,
COMMITTEE ON APPROPRIATIONS, UNITED
STATES HOUSE OF REPRESENTATIVES,
108TH CONGRESS, SECOND SESSION

Representative Jack Kingston (Georgia),
Chairman
Representative Ray LaHood (Illinois)
Representative Todd Tiahrt (Kansas)
Representative John Culberson (Texas)
Representative Mark Steven Kirk (Illinois)
Representative James P. Moran (Virginia)
Representative David E. Price (North Carolina)
Representative James E. Clyburn (South Carolina)

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 J. Ehlers (Michigan), Vice Chairman
of the Joint Committee on the Library
Ted Stevens (Alaska), Chairman of the Joint
Committee on the Library
Ruth Altshuler (term expires March 2005),
Dallas, Texas
Edwin L. Cox (term expires March 2005
or until House reappoints him), Dallas, Texas
Elisabeth (Betsy) De Vos (term expires
October 2008), Grand Rapids, Michigan
J. Richard Fredericks (term expires September
2009), San Francisco, California
Leo Hindery Jr. (term expires June 2005),
New York, New York
John W. Kluge (term expires March 2008),
New York, New York
Tom Luce (term expires June 2006), Dallas, Texas
Bernard Rapoport (term expires March 2007),
Waco, Texas
B. F. Saul II (term expires March 2008),
Chevy Chase, Maryland



LIBRARY OF CONGRESS

HIGHLIGHTS OF 2004

The John W. Kluge Center at the Library of Congress officially opened in May 2003 with a mission of bringing together the world's leading scholars on a rotating basis to use the Library's collections and to interact with makers of public policy. On November 5, 2003, the inaugural John W. Kluge Prize for Lifetime Achievement in the Human Sciences was presented to Polish philosopher and historian Leszek Kolakowski by the Librarian of Congress. The selection process for the \$1 million Kluge Prize involved wide-ranging consultation with the international scholarly community.

The Library's Chinese Section celebrated its seventy-fifth anniversary in October with an all-day symposium on the historical development and use of the Library's Chinese collections. Secretary of Labor Elaine Chao delivered the keynote address.

On March 4, the papers of Supreme Court Justice Harry A. Blackmun were opened to the pub-

lic. Anticipating high demand for access to the Blackmun papers, the Library set up a temporary media center equipped with eighteen workstations on which to view a digitized finding aid to the collection, to eight of the most controversial Supreme Court cases, and to thirty-eight videotapes containing oral interviews with Blackmun.

Several of the Library's major exhibitions in 2004 commemorated historic events, including "With an Even Hand": *Brown v. Board at Fifty*, which marked the fiftieth anniversary of the Supreme Court's decision to end school segregation, and *From Haven to Home*, which celebrated 350 years of Jewish life in America.

As part of a State Department effort, a Library of Congress team visited Baghdad from October 27 through November 3 to assess war damage to the National Library of Iraq and the House of Manuscripts. The team—consisting of the Library's area specialist for the Arab world, the chief of the Anglo-American Acquisitions Division, and a Preservation Directorate specialist—found that some of the archival records documenting Saddam Hussein's regime since 1977 were methodically incinerated, whereas bound volumes in the library remained intact. The group documented its findings

The stairway to the Visitor's Gallery climbs from the second floor through a forest of columns and ornately decorated vaulting. It turns on the landing below Elihu Vedder's mosaic of Minerva, with weapons aside, representing righteous victory.

in a report that is accessible on the Library's Web site at <http://www.loc.gov/rr/amed/iraqreport/iraqreport.html>.

The 9/11 Commission Report. The Congressional Research Service supported Congress in its review of *The 9/11 Commission Report: Final Report of the National Commission on Terrorist Attacks upon the United States*. Upon release of the commission's report, an interdisciplinary team from the Congressional Research Service assisted Congress by analyzing the report's recommendations and by providing seventy written products about the report, the subjects it highlighted, and the legislative response to the report's recommendations. Those products were made accessible to members of Congress on the Congressional Research Service Web page. In addition, experts from the Congressional Research Service were available to Congress for consultation and briefing.

Security. In the aftermath of 9/11 and the anthrax attacks on Capitol Hill, security of the Library's staff, visitors, collections, and facilities remained the Library's highest priority throughout the year. The Library continued to provide Congress with timely information on important issues concerning homeland security.

In coordination with other agencies on Capitol Hill, the Library continued upgrading its perimeter security, its entrance and exit screening procedures, its emergency-preparedness capabilities, and the internal controls safeguarding the Library's priceless collections. The Library's Office of Security and Emergency Preparedness moved forward on the Library's Security Enhancement Implementation Plan while focusing on emergency preparedness.

Digital Preservation. In 2000, the U.S. Congress asked the Library to lead the effort to preserve the nation's digital resources. On September 30, 2004, the Library's National Digital Information Infra-

structure and Preservation Program advanced this goal by announcing awards totaling \$13.9 million to eight lead institutions and their partners for identifying, collecting, and preserving historically important digital material. Those institutions—the first formal National Digital Information Infrastructure and Preservation Program partners—have agreed to identify, collect, and preserve at-risk “born-digital” materials of significant cultural and historical value to the nation. The Library's awards will be matched dollar for dollar by the winning institutions in the form of shared costs of executing the cooperative preservation program.

Internet Resources. At the end of fiscal 2004, more than 9.2 million items from the Library of Congress and other partner institutions were available online or in digital archives. During the year, three new multimedia historical collections were added to the American Memory Web site, bringing the total to 126. Eight existing collections were expanded with new content, including the George Washington, Thomas Jefferson, and Alexander Bell Family papers. Seven new Library exhibitions were mounted on the Library's Web site. Digital content was added to the Library's Global Gateway Web site, a portal to the Library's unparalleled international resources, and to <http://www.americaslibrary.gov>, the Library's popular Web site for families.

During the year, the Law Library began planning for a major upgrade of the Global Legal Information Network, a network of government agencies and international institutions that contribute official texts of laws and related legal materials to a database that is accessible over the Internet. At year's end, the Global Legal Information Network could provide access to the laws of forty-eight of the world's governing bodies.

Use of the Library's online computer resources continued to increase. During fiscal 2004, more than 3.3 billion hits were recorded on all of the

Library's computer systems—an increase of nearly 0.8 billion over those recorded in fiscal 2003. Use of the Library's American Memory Web site was up by more than 50 million hits, and the America's Library Web site for children and families handled more than 30 million more hits in fiscal 2004 than in fiscal 2003. The THOMAS public legislative information system and online Library exhibitions remained popular sites on the Library's Web, receiving 150 million and 130 million hits, respectively.

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 130 million items, an increase of nearly 2.5 million over fiscal 2003. The figure included more than 29.5 million cataloged books and other printed materials, 58 million manuscripts, 14 million microforms, 4.8 million maps, 5 million items in the music collection, and 13.9 million visual materials (photographs, posters, moving images, prints, and drawings). The Library circulated nearly 1.3 million items throughout the institution in response to patron requests.

The Library continued to build new storage facilities at Fort Meade, Maryland, and Culpeper, Virginia. During the year, 567,990 items were transferred to Fort Meade. This move brought the total number of items transferred to Module 1 since the program's inception to 1.2 million, or 90 percent of its capacity. Nearly 9,000 items were requested from the facility during the year—with a 100 percent success rate for retrieval. Construction on Module 2 began in December 2003, with completion expected in the spring of 2005.

Planning continued for the National Audio-Visual Conservation Center in Culpeper, Virginia, which is scheduled to open in 2005. The forty-five-acre campus is being built with private-sector support from the Packard Humanities Institute and

will consist of four buildings, totaling 420,000 square feet of space for the Library's recorded sound, videotape, safety film, and nitrate film collections.

Significant acquisitions made possible by the Madison Council during the fiscal year included a 1762 edition of the Old Testament in Hebrew and Spanish, retrospective Iraqi publications (previously unavailable because of sanctions that have prevailed for twelve years), a powder horn from the American Revolution era, a George Gershwin letter, and forty-five additional titles to reconstruct Thomas Jefferson's library. By year's end, the Library's Veterans History Project had received more than 80,000 items documenting the experience of the nation's veterans and their families.

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

❶ The Jay I. Kislak Collection of rare books, manuscripts, maps, and art of the Americas, including the first printed navigational chart of the world (*Carta Marina*), prepared by cartographer Martin Waldseemüller in 1516; manuscript documents by famed explorers Hernando Cortes and Francisco Pizarro; and letters by and about the founding fathers

❷ The Alan Lomax Collection, an unparalleled assemblage of ethnographic documentation collected by the legendary folklorist over sixty years, coupled with the material acquired by his father, John Lomax, during the latter's tenure at the Library's Archive of American Folk Song during the 1930s and 1940s, bringing the entire collection together for the first time at the Library of Congress

❸ Additions to the papers of political cartoonist Herbert Block, work comprising 175,000 items of the cartoonist's manuscript (nongraphic) collection of correspondence, notes, drafts of writings, photographs, and other papers

❹ The papers of conductor-composer Isaac Stern from the Stern Estate, culminating a ten-year effort to bring Stern's papers to the Library

© Two rare children's books: *ABCs of Great Negroes* by Charles C. Dawson (Chicago: Dawson Publishers, 1933) and *The Alphabet annotated for Youth and Adults . . .* (London: Ackermann & Co., 1853)

Copyright Office of the Future. The Copyright Office continued to make progress on its multiyear plan to reengineer its processes and services, with a goal of full implementation in 2006. When complete, the reengineering program will affect the organizational structure of the office, its information technology systems, and its facilities. During the year, more than 180 position descriptions were reviewed and revised. A contractor was selected to develop the new systems infrastructure. In addition, plans were made to relocate the staff of 500 people to off-site rental space while the existing office space is reconfigured.

Financial Management. In February 2004, the accounting firm of Kearney & Company issued an unqualified "clean" audit report on the Library's fiscal 2003 Consolidated Financial Statements, which was the Library's eighth consecutive "clean" audit opinion. In addition, Kearney & Company issued unqualified audit opinions on the 2003 financial statements of the Madison Council, National Digital Library, and Cooperative Acquisitions Program.

National Book Festival. The Library sponsored a third annual National Book Festival on October 4, again hosted by First Lady Laura Bush. Held on the National Mall, the festival drew a crowd of about 70,000.

The event, which was free and open to the public, featured more than eighty award-winning authors, illustrators, poets, and storytellers. This year, a Poetry Pavilion and a Home and Family Pavilion were added. The Poetry Pavilion featured thirteen ethnically diverse poets; the Home and Family Pavilion presented chefs, gardeners, and home-improvement specialists.

In addition to author discussions, the festival featured presentations by storytellers, book sales and book signings, appearances by children's storybook characters, and performances representing a wide range of America's musical traditions. Players from the National Basketball Association and the Women's National Basketball Association's "Read to Achieve" campaign participated, including all-star-turned-author Bob Lanier.

At a press conference, young journalists under the age of twelve had the opportunity to interview the actor and children's book author Julie Andrews, as well as the Librarian of Congress. Pulitzer Prize-winning author Robert Caro, biographer of Lyndon B. Johnson, delivered the festival's closing remarks.

A vivid life-size bronze of Father Time by sculptor John Flanagan appears to float above Flanagan's handsome clock in the Main Reading Room. Figures representing the seasons flank left and right; two more bronzes lean against the clock itself.





CONGRESSIONAL RESEARCH SERVICE

Congress faced a number of unusual and difficult challenges in fiscal year 2004. On issues ranging from the war in Iraq to intelligence reform, Congress called on the Congressional Research Service (CRS) for objective and authoritative research and analysis. As the year progressed, the pace of legislative consideration increased. In relation to Iraq, CRS addressed the level and sufficiency of military funding, as well as military justice and international law requirements for treatment of prisoners. As Congress focused on the recommendations of *The 9/11 Commission Report: Final Report of the National Commission on Terrorist Attacks upon the United States*, CRS supported both the House and the Senate by producing and making available a large body of research and analysis within stringent time frames and by providing numerous expert consultations. CRS also continued to provide analyses of all current legislative issues through its Web site. During fiscal 2004, CRS delivered 899,284 research responses to Congress.

Polished marble pilasters line the south corridor of the first floor outside the Members of Congress Room. Overhead, the richly embellished domes are coffered with gold rosettes.

This fiscal year saw significant progress in implementing management and technology initiatives, including restructuring organizations to optimize the contributions of information professionals, improving internal communications, enhancing CRS Web services, and improving the reliability and security of the CRS technological infrastructure.

LEGISLATIVE ASSISTANCE

Congress requested assistance from CRS as it addressed numerous public policy issues arising from the war in Iraq, terrorism, and related matters.

War in Iraq. CRS analyzed spending issues associated with regular, as well as supplemental, Department of Defense funding requests for military operations in Iraq and Afghanistan, including assessments of a historical perspective on how Congress has funded wars back to World War II. CRS reports assessed funding levels by war mission, adequacy of funding for the army, war-related benefits available to military personnel, and flexibility of funding available to the Department of Defense. CRS worked with analysts from the Congressional Budget Office and the Government



CRS analysts work collaboratively as they respond to urgent congressional requests for research and analysis.

Accountability Office to estimate the cost of military operations in Iraq and to track Department of Defense spending on its Iraqi support contracts.

The transfer of sovereignty from the Coalition Provisional Authority to the Iraqi interim government gave rise to many legal questions regarding the law of occupation, the sovereign debt, and the status of coalition forces in Iraq. The Abu Ghraib prison scandal was a matter of intense interest among members and was the subject of numerous hearings. CRS attorneys—who fielded numerous questions about military justice, courts martial, international law, and contractor liability—prepared products to enhance consideration of legislative measures that were part of the Defense Authorization bill.

Terrorism. Analysts continued to provide Congress with policy analysis and information on the global war on terrorism. They prepared an assessment of the controversial State Department report *Patterns of Global Terrorism*, and they reported on terrorist organization lists, individual terrorist organizations, and terrorist financing.

Responding to congressional concerns about the operation of military courts in the war on terrorism, a senior specialist traced the history and analyzed the organization and operation of military tribunals from the Revolutionary War to contemporary times. As the legal status and treatment of enemy combatants held at Guantanamo Bay Naval Station or within the United States came before the Supreme Court, CRS contributed products and in-person briefings about the legal issues to members of Congress and their staffs.

Homeland Security. Distribution of homeland security assistance to states under the authority of the USA Patriot Act raised many implementation questions in Congress. In support of legislative activities, CRS analyzed the distribution formula for federal grants to state and local first responders, including a range of funding scenarios under alternative grant-formula proposals. A major issue included in those analyses was whether and how to incorporate indicators of local risk into a legislatively established allocation formula.

Congressional interest in border and transportation security issues remained high during the 108th Congress. CRS worked with several committees on authorization of the Department of Homeland Security, development of terrorist “watch lists,” reform of entry–exit control measures for visitors to the United States, metrics to evaluate the performance of border and transportation security agencies in the Department of Homeland Security, border inspections, northern and southern border security, port-of-entry infrastructure, and cargo security. In January 2004, the administration imple-

mented the first phase of an immigration entry–exit control system, US-VISIT, with Congress exercising continuing oversight. CRS analysts consulted with committee counsels and staff members in both chambers, suggested questions for hearings, and assisted staff members in ascertaining the difference in documentary requirements for nationals entering the United States from Mexico as compared with those from Canada. After the 9/11 Commission published its findings and recommendations, CRS analysts consulted with committee staff members about draft legislation and amendments with respect to the entry and exit data system, the use of biometrics in travel documents, and the inclusion of state and local law enforcement when enforcing immigration law.

CRS provided extensive support to committees of jurisdiction on the security and protection of assets critical to U.S. infrastructure, including communications systems; transportation systems, especially port facilities and airports; oil and gas facilities; and chemical manufacturing facilities, among others. Analyses included evaluations of risk, assessments of alternative responses for secure facilities, and comparisons of governmental and private initiatives to achieve security. After the release of *The 9/11 Commission Report*, a CRS homeland security initiative involved analysts who worked closely with congressional committees' and members' staffs to prepare and update reports on aviation, maritime, passenger rail, and transit security. The 9/11 Commission also recommended a more robust communications system for first responders to disasters and terrorism events. CRS had in place a suite of studies and reports that could be quickly refocused to explore the particular initiatives proposed by the commission.

CRS legal experts worked extensively with Congress on issues relating to possible amendments to the USA Patriot Act and the Foreign Intelligence Surveillance Act, including (1) civil liberties issues related to both the investigation of terrorist activities and the intersection between terrorism inves-

tigations by law enforcement and by the intelligence community, (2) differences in treatment of citizens compared with noncitizens under the Foreign Intelligence Surveillance Act, (3) concerns regarding access to library records, and (4) changes to the Foreign Intelligence Surveillance Act and to law enforcement authorities with respect to electronic surveillance.

Intelligence Reform. After issuance of *The 9/11 Commission Report*, congressional interest focused on how the intelligence community should fight the war on terrorism in the future. CRS contributed to congressional consideration of intelligence reform proposals by comparing and analyzing legislative provisions, providing reports on topics such as the concept of a national intelligence director and the reform of the Federal Bureau of Investigation, and supporting congressional staff members of the House and Senate appropriating and authorizing committees. CRS specialists testified before the House Appropriations Committee on Federal Bureau of Investigation reform.

More than a dozen bills were introduced to change the structure, authorities, reporting relationships, and other facets of the intelligence community. CRS developed an analytical framework that addressed the conceptual issues in domestic intelligence reform, and CRS analysts provided support to member and committee staff members charged with drafting and amending domestic intelligence reform proposals in response to the 9/11 Commission's report.

Continuity of Congress. As Congress grappled with the issue of continuity in the legislative branch, CRS provided close support to the Office of the Secretary of the Senate in conceiving and planning for an emergency exercise that involved a simulated off-site session of the Senate. A senior specialist presided over the simulated session, assisted by other CRS analysts in various roles. CRS experts

also assisted in evaluating possible constitutional amendments to ensure continuity. They provided analyses of proposed legislation to expedite the conduct of special elections and changes in House rules that would allow the chamber to continue operations in the event of the death or incapacitation of a large number of its members. In addition, CRS provided a multidivisional response to an extensive series of committee inquiries on continuity operations.

Bioterrorism. Since the events of 9/11 and the subsequent anthrax mailings to Capitol Hill offices, the issue of bioterrorism has been a congressional priority. CRS supported Congress through a series of studies, including in-depth reviews and comparisons of the various types of biological agents considered to pose threats. CRS analysts prepared a framework for assessing threats.

As the president's legislative initiative, Project BioShield, moved through Congress, CRS assisted markup in the Senate and hearings in the House, as well as providing additional analysis and information as the bill passed both chambers. A CRS comparative analysis of the House and Senate versions was the basis of deliberations leading to the final bill, which was signed into law.

Immigration. The 9/11 terrorist attacks dramatically altered the priorities of U.S. immigration policy. However, proposals for a guest-worker program, as well as other legislative options regarding the status and authorized numbers of foreign workers and business personnel, were actively considered by Congress, although no legislation was enacted. Major proposals included increasing the authorized number of visas for professional workers (H-1B) and intracompany transfers (L); creating new categories of guest-worker visas; and establishing new mechanisms for foreign workers to regularize their status, become naturalized citizens, or both. The CRS immigration team was actively involved in

explaining the reasoning behind current provisions and in assisting in the development or review of legislative proposals for change.

The eligibility of aliens, whether in the country legally or not, for public benefits has been a topic of continuing interest. Congress considered medical services under the Medicaid program, welfare benefits under the Temporary Assistance for Needy Families program, and postsecondary education assistance under both federal and state programs. Analysts on the CRS immigration team provided regular support to committee staff members, often on a daily basis, and used a recently developed internal database of state policies to inform the legislative debate.

Prescription Drugs. After the enactment of a new Medicare prescription drug benefit in the Medicare Prescription Drug, Improvement, and Modernization Act (PL 108-173), analysts were called on by members and their staffs to analyze anticipated implementation issues of the new benefit. Subjects investigated include an interim prescription drug discount card, the law's effect on low-income individuals, and options for people enrolled in managed-care plans. In part because the new Medicare prescription drug benefits do not become effective until 2006, the act also included provisions that addressed federal policies on the importation of drugs from abroad. Those provisions, however, require conditions for implementation that thus far have had the effect of barring the importation of new quantities of drugs. CRS evaluated legislative options for liberalizing the law's provisions and then analyzed and compared approaches of four different bills debated on the issue.

Economic Conditions. Economic issues—including the continuing slow pace of job creation following the recession and recovery, growing budget deficits, and ongoing trade-related issues—occupied Congress. CRS economists assessed lagging employ-



CRS experts supply consultation on a wide range of legislative issues.

ment such as the controversial foreign outsourcing issue (“offshoring”), the continued rapid growth in productivity, the implications of a possible shift in the “natural rate of unemployment,” and the structural change in the manufacturing sector (the “deindustrialization” issue). Analyses of budget-related issues addressed general trends, prospects for closing the deficit, assessments of how tax cuts and similar policy actions were affecting the economy, and changes in the U.S. savings rate. CRS economists continued their regular series of briefings in preparation for the semiannual monetary policy hearings with the Federal Reserve chairman,

as well as their regular seminars for congressional staff members about the U.S. economy and the federal budget.

International Trade. International trade issues were prominent. CRS analysts reviewed the status of several ongoing and proposed free trade negotiations, including the Doha Development Agenda of multilateral trade negotiations; regional negotiations involving South Africa, Central America, and the Western Hemisphere; and bilateral negotiations involving Australia, Bahrain, Chile, Morocco, and Panama. As both the House and

Senate considered legislation to repeal an export tax benefit that the World Trade Organization had ruled illegal, analysts monitored the effect that European sanctions were having on U.S. exports. Moreover, an analyst reported on U.S. antidumping provisions (the Byrd Amendment) that the World Trade Organization had also ruled illegal. CRS provided extensive support to committees and members in examining the issue of outsourcing jobs to other countries and locating jobs domestically in the U.S. economy.

CRS addressed trade implications of various bills in a number of areas. As World Trade Organization countries began to impose sanctions because the U.S. system for taxing extraterritorial income was deemed to be an illegal subsidy, CRS continued to analyze the trade implications of various proposals to address the problem. Analysts also studied whether certain proposals to allow drug

CRS attorneys provide support on a wide range of legal issues of interest to the Congress.



reimportation from selected countries comported with international trade obligations under the General Agreement on Tariffs and Trade and the World Trade Organization.

Social Security. Although major reform of the social security system was not a primary legislative focus of the 108th Congress, there was active debate around issues associated with the program's long-term solvency and with other program components. CRS analyzed the effect of those proposals on benefits, using simulation models. Congress passed the Social Security Protection Act of 2004 (PL 108-203), and CRS worked with committees to analyze the implications of the legislation. In addition, CRS reviewed foreign social security systems and the U.S.–Mexican totalization agreement—signed by the president but not agreed to by the Congress—that serves to coordinate benefits for workers who earn credits under both the U.S. and the Mexican social security systems.

Energy. During Congress's consideration of omnibus energy legislation, H.R. 6 and S. 2095, CRS analysts worked with the committee and members throughout the legislative process, which culminated in preparation of detailed comparisons of the two bills. In the end, one key provision that stymied action involved clean air issues, in particular provisions dealing with the gasoline additive methyl tertiary butyl ether (MTBE) and related programs to stimulate use of ethanol and other renewable fuels. CRS analysts focused on those provisions, produced comparative analyses of the ethanol and MTBE provisions within days of their introduction, and worked extensively with Senate offices involved in the MTBE debate. Another key aspect of the energy debate concerned ongoing trends in various fuel prices, especially gasoline and natural gas. CRS prepared materials to give both the context and the real-time movements of those prices and prepared analyses of the forces driving prices.

Banking. CRS worked in close collaboration to analyze amendments to the Fair Credit Reporting Act, including the act's preemptive effect, privacy implications, and provisions for free credit reports. It created numerous comparisons of the various proposals. Legal experts worked with House and Senate committees on questions about consumer information disclosure under the Fair and Accurate Credit Transactions Act (PL 108-159). Experts analyzed the authority of the Comptroller of the Currency to issue final regulations preempting state laws on the national banks and consumer lending, the regulatory framework, and the Treasury Department's ability to control debt issuances by Fannie Mae and Freddie Mac, as well as bills that would have changed the oversight of those two financial institutions.

Higher Education. During fiscal 2004, Congress actively considered legislation to amend and reauthorize the Higher Education Act. A CRS team contributed to deliberations on major reauthorization issues, such as college costs, institutional eligibility to participate in student aid programs, complex relationships between federal grants or loans and tax benefits for postsecondary education, and simplification of the process for determining students' financial need for federal aid. CRS worked closely with Congress in analyzing the extent of the amendments required and in developing options for amending current law relating to possible "excess" subsidies for federally guaranteed student loan providers.

China. CRS provided multiple avenues of support to Congress as it grappled with all facets of interaction with the People's Republic of China. China's relations with Taiwan, Hong Kong's autonomy, China's currency value, its cooperation in counterterrorism activities, human and religious rights in China, and Beijing's role in resolving the North Korean nuclear standoff—along with other is-

—generated congressional demand for CRS support of legislative activity. Congress paid increasing attention to the implications of the rise of China as an economic and military power. CRS provided support for congressional activities dealing with China's \$100 billion trade surplus with the United States; China's growing trade arrangements with its neighbors; outsourcing of U.S. jobs to China; labor conditions in China; maintenance of the arms sale embargo on China; and numerous other issues dealing with China's domestic economy, civil society, and human rights.

MANAGEMENT INITIATIVES

After release of *The 9/11 Commission Report*, management initiatives included special efforts to provide immediate assistance to Congress by consolidating the CRS computer database, reviewing the authoring system of CRS products, continuing the formation process of a Knowledge Services Group (KSG) to better serve the information needs of the Congress, refining internal communications procedures, and integrating newly hired staff.

Response to The 9/11 Commission Report. In response to *The 9/11 Commission Report*, a CRS interdisciplinary team provided immediate assistance to Congress in analyzing the report's recommendations. CRS provided seventy written products about the report, the subjects it highlighted, and the legislative response to its recommendations. CRS analyses and reports were highlighted on the CRS Web page, and experts were available for consultation and briefings. More detailed information regarding the CRS response can be found in the previous section on Legislative Assistance.

Knowledge Services Group. The CRS director appointed a Knowledge Services Project Leadership Team to implement plans for reorganizing CRS information professionals into a KSG. The goal of

the KSG is to support the CRS mission by advising and informing Congress and CRS staff members about selection, organization, creation, and accessibility of customized authoritative research and information. The team developed a KSG Concept of Operations model that includes both an operations and a business concept. The business concept proposes that the KSG comprise information professionals who partner with CRS analysts and attorneys to provide authoritative information research and policy analysis to Congress. The operations model includes an innovative arrangement of KSG staff members that fosters collaboration by clustering information professionals and analysts together into broad policy issue areas, thus allowing CRS to provide rapid yet thorough responses to congressional legislative inquiries.

Integration of New Staff Members. During fiscal 2003 and 2004, CRS hired nearly 150 new staff members as anticipated departures caused by retirement increased. The successful integration of those staff members remains a high priority and represents an important phase in CRS succession planning efforts. New hires attend the CRS orientation program and are assigned mentors. In addition, it is the responsibility of managers, supervisors, and staff members to ensure the smooth transition of new hires into the work and service-oriented culture of CRS and to ensure their full understanding of the CRS mission. In early fiscal 2004, the integration of new staff members was an important topic discussed at the CRS senior managers' annual management review. To contribute to that discussion, a group of new hires was requested to provide feedback on how they and other new hires view CRS's efforts to incorporate them into the work of CRS. On the basis of this and other discussions concerning new staff members, improvements were recommended and implemented, resulting in a more consistent approach to integrating new hires across CRS.



CRS analysts provide direct support to congressional staff members on issues of legislative interest.

Authoring System. The CRS director approved a contract for an independent review of the system for writing CRS reports and distributing them through the CRS Web site and in print. The contractor met with each research division to understand its current authoring and production processes and to assess its particular requirements. The review analyzed all current systems and requirements, and in fiscal 2005 it will recommend how to improve CRS's authoring and distribution systems.

Consolidated Database. To improve cross-service support and reduce duplication of effort, CRS began work on a corporate database that will eventually consolidate information from several systems, including product creation, workforce, and finance. A series of releases has been scheduled and will allow

CRS to be more efficient in accessing its electronic information when authoring products and making CRS's expert contact information available to the Congress.

Internal Communications. CRS continued its efforts to further enhance internal communications by focusing on both content and channels. CRS conducted two all-staff surveys to evaluate the effectiveness of specific changes made the previous year. The first was a survey on *Tuesday Morning Update*; the weekly electronic newsletter conveys business, operational, and policy matters to all staff members. The survey results led to several modifications in the newsletter. The second all-staff survey addressed all components of the CRS communications program and elicited staff input on the effectiveness of communications throughout the organization. Other work to improve internal communications included review of the 2002–2003 strategic plan, refreshed membership in two communications-related teams, identification of a permanent mechanism for continuing CRS's informal lunchtime discussions, and review of a contractor-prepared assessment of communications-related changes within CRS.

TECHNOLOGY INITIATIVES

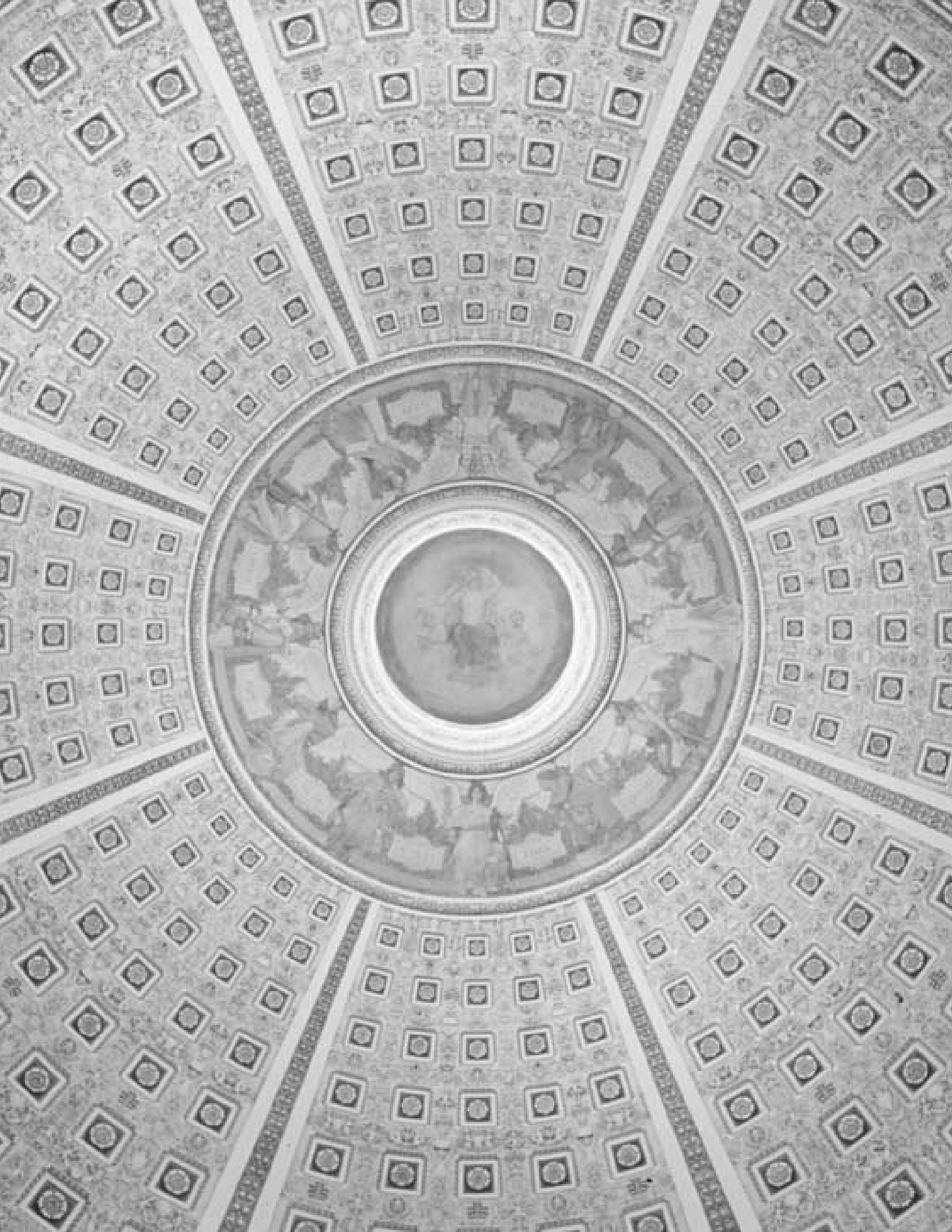
To accommodate Congress's growing use of the Internet and to ensure the availability of CRS products, CRS increased Web services available to Congress and enhanced the technical infrastructure to include upgrades of computers, enhancement of server capability, and improved security and reliability of CRS information.

Web Services. The CRS Web site continues to be a primary delivery mechanism for CRS analysis and expertise. In recognition of Congress's growing reliance on the CRS Web site, CRS decided to discontinue the partially print-bound Info

Pack product line in favor of a Web-based solution. Retired Info Packs were replaced with new Constituent Services pages that provide research and information materials that are not public policy related and are specifically tailored to assist with speech writing and other representational duties. The entire Reference Desk section of the Web site was reorganized and retooled to improve usability. Members may place two newly created CRS Web pages on their Web sites: Student Financial Aid and Business Opportunities with the Federal Government.

Technology Infrastructure. In fiscal 2004, CRS continued its focus on collaborative computing, quantitative analysis, security, and disaster recovery. CRS upgraded desktop computers, printers, and telephone systems; improved responsiveness in solving trouble calls; enhanced the server and storage capacity supporting quantitative analysis; and implemented systems for ensuring automatic security upgrades. CRS also undertook efforts to improve information technology planning and management controls by adopting System Development Life Cycle processes, and it began to develop an Information Technology Investment Management program.

Security and Reliability. Information security and system reliability continued to be a major focus of CRS's technology support. Working in coordination with the Library's Office of Information Technology Services, CRS made significant progress on implementing its plan for an alternative computing facility. CRS enhanced its intrusion detection systems and continued its regular vulnerability scanning of its desktop computers and servers to ensure that the latest patches and antivirus software were installed and current. One measure of the effectiveness of CRS's security programs is that they did not experience a single major intrusion or security incident during the year.



COPYRIGHT OFFICE

During fiscal 2004, the Copyright Office continued to administer the U.S. copyright laws, provide expert assistance on copyright matters to Congress and the executive branch, and acquire copyrighted works for the Library of Congress's collections. Those activities ensure that the nation maintains a strong and effective copyright system that serves both owners and users of copyrighted works. The office continued major initiatives to reengineer its core business processes and to implement technology that will increase the effective and timely delivery of its public services.

COPYRIGHT LAW ADMINISTRATION

The mission of the Copyright Office is to administer and sustain an effective national copyright system. Congress enacted the first copyright law in May 1790. In 1870, it established a centralized national copyright function in the Library of Congress to register copyright claims and to receive de-

The Thomas Jefferson Building's huge, richly decorated dome above the Main Reading Room soars upward to Edwin H. Blashfield's Human Understanding inside the oculus.

posit copies in a single location. The Copyright Office became a separate department in 1897. Registration and deposit of works for copyright protection has created a public record as legal evidence and has enriched the collections of the Library of Congress for the benefit of the American people.

Timeliness of Services. Timely service is central to an effective national copyright system that provides a number of client-funded and taxpayer-funded services. The Copyright Office has significantly improved its delivery times for products and services. In 2001, the office required an average of 200 days to register a claim or record a document. By the end of fiscal 2004, it took an average of 80 days to register a claim and 33 days to record a document.

This achievement took place during a period of increased security concerns and an intensive re-engineering program effort. One security response was the creation of off-site mail-screening processes for all Capitol Hill mail. In early February 2004, ricin-contaminated mail was delivered to a Senate office. This incident stopped the Copyright Office's postal mail delivery for an entire month while enhanced screening processes were put in place. The disruption affected mail processing until early June,

when the last of the delayed mail was delivered. The office worked to restore normal processing levels, and the improvement in timeliness reflects the office's efforts to overcome the disruption.

Registration and Recordation. During fiscal 2004, the Copyright Office received 614,235 new claims to copyright, which covered more than a million works. It registered 661,469 claims.

The office received more than 23,000 full electronic claims for textual works and music. It recorded 14,979 documents covering more than 470,000 titles. The copyright public record, available for searching online, grew with the cataloging of 567,607 registrations and the indexing of thousands of parties and titles of works contained in documents recorded.

Contributions to Library of Congress Collections. Registrants of claims to copyright in published works generally send two copies of the work to the Copyright Office. Those copies are made available to the Library for its collections and exchange program. As a result, the Americana collections of the Library of Congress have been created largely through the copyright system. The Copyright Office annually transfers to the Library about 1 million copies in all formats. In fiscal 2004, the Copyright Office forwarded 1,038,561 copies of works with a net worth of \$36,456,888 to the Library of Congress, including 523,743 items that were received from publishers under the mandatory deposit provisions of the copyright law.

Statutory Licenses. The office examined 13,698 statements of accounts from cable operators, satellite carriers, and manufacturers or importers of digital audiorecording devices and media, and it processed claims to the various royalty pools. The Licensing Division collected more than \$212 million in royalty fees (almost all received through electronic funds transfer); it distributed royalties of more

than \$154 million. The remainder of the funds will be distributed in future royalty proceedings.

Public Information. The Copyright Office responded to 381,845 requests for direct reference services. Correspondence by e-mail was steady overall at more than 70,000 for the year.

The office's Web site continued to play a key role in disseminating information to the copyright community and the general public. Key Copyright Office Web pages logged 20 million hits by the public during the year. The office launched new Spanish-language pages on its Web site, which received approximately 130,000 hits. The Department of Health and Human Services selected the Copyright Office Web site as an example of a government site that meets user expectations with regard to navigation, content, and organization.

The office's Web site received an updated look to coincide with the January 1, 2004, introduction of the new office seal, logo, and wordmark. The Web site displayed the new symbols along with new colors derived from those used in the office's printed materials. The pages' appearance was also standardized, streamlined, and designed for faster loading.

The office electronically published thirty issues of *NewsNet*, a source of news about the Copyright Office sent to 5,297 subscribers.

With the Library's Office of Strategic Initiatives, the Copyright Office initiated the Copyright Records Project to determine the feasibility of digitizing millions of Copyright Office paper records covering 1790–1977. In 2004, the project researched and documented the various types of paper records, developed a strategy, and issued a Request for Information. The office selected four potential vendors and, in fiscal 2005, will conduct a test of their capabilities to digitize and index sample records.

Regulatory Activities. Section 1201 of the Copyright Act provides that the Librarian of Congress—on the recommendation of the Register of Copy-



Register of Copyrights Marybeth Peters (left) launches the Copyright Office's Spanish-language Web pages in October 2003, along with Gilbert Sandate, director of workforce diversity (right) and Carlos Olave, senior reference librarian in the Hispanic Division (center).

rights—may exempt for a three-year period people who engage in noninfringing uses of particular classes of works from the prohibition against circumvention of technological measures that control access to (not copying of) copyrighted works. The Copyright Office conducts the rulemaking and proposes the classes, if any, to the Librarian. The rulemaking identifies classes of works whose users are, or are likely to be, adversely affected in their ability to make noninfringing uses of the works because of the prohibition on circumvention of access controls.

The office concluded its second rulemaking on October 28, 2003, resulting in exemptions for noninfringing uses of four relatively narrow classes of copyrighted works. The following will be exempt

from the prohibition on circumvention through October 27, 2006:

1. Compilations of lists of Internet locations blocked by commercially marketed filtering software applications that are intended to prevent access to domains, Web sites, or portions of Web sites, but not including lists of Internet locations blocked by software applications that operate exclusively to protect against damage to a computer or computer network or lists of Internet locations blocked by software applications that operate exclusively to prevent receipt of e-mail.
2. Computer programs protected by dongles that prevent access caused by malfunction or damage and that are obsolete.

3. Computer programs and video games distributed in formats that have become obsolete and that require original media or hardware as a condition of access. A format shall be considered obsolete if the machine or system necessary to render perceptible a work stored in that format is no longer manufactured or is no longer reasonably available in the commercial marketplace.

4. Literary works distributed in e-book format when all existing e-book editions of the work (including digital text editions made available by authorized entities) contain access controls that disable the read-aloud function and prevent the screen reader function from rendering the text into a specialized format.

Among other regulations was a new regulation governing various legal processes, including service of process upon the office, requests for production of documents, and requests for testimony by office personnel. The regulation provides comprehensive guidelines for the office and its employees, outside agencies, and other persons.

CONGRESSIONAL TESTIMONY

The Copyright Office provided advice and expert testimony to Congress on copyright matters and proposed copyright legislation. The office also completed studies and provided authoritative reports on current issues affecting copyright. During fiscal 2004, the Register of Copyrights, Marybeth Peters, testified at five congressional hearings, and the Copyright Office's general counsel represented her at two others. Summaries follow of the most significant of these.

Section 119 Statutory License; the Satellite Home Viewer Extension and Reauthorization Act (H.R. 4501 and S. 2013). Section 119 of the Copyright Act currently makes a compulsory license available to satellite carriers who retransmit distant over-the-air televi-

sion broadcast stations. This license expires at the end of calendar year 2004. The proposed legislation would extend the section 119 statutory licenses for an additional five years. The Register of Copyrights testified on February 24, 2004, before the Subcommittee on Courts, the Internet, and Intellectual Property of the House Committee of the Judiciary and favored extension of the license. The general counsel testified before the Senate Committee of the Judiciary on May 12, 2004. The Senate's version of the legislation was reported out of the Senate Judiciary Committee on June 17, 2004. The House version was reported out of the House Judiciary Committee on September 7, 2004.

The Family Movie Act of 2004 (H.R. 4586). This bill would provide that the making of limited portions of audio or video content of a motion picture imperceptible by or for the possessor of an authorized copy of that motion picture for private use in a household is not an infringement, as long as no fixed copy of the altered version of the movie is created. The legislation was prompted by a lawsuit involving motion picture studios, directors, and companies that provide filtering software that skips past or mutes material that some people may find objectionable in motion picture DVDs (digital versatile disks). Studios and directors argued that the software violates the exclusive right to prepare derivative works (i.e., changed versions). The Register testified that, according to her understanding of the technology and how it worked, she believed there was no infringement of any copyright rights. Thus, legislation was neither necessary nor desirable.

Inducing Infringement of Copyrights Act of 2004 (S. 2560). This bill would create a new cause of action for intentionally inducing copyright infringement. At a hearing on July 22, 2004, the Register testified in support of this bill, stating that it solved only part of the problem. The bill would make intentional inducement of infringement unlawful. It would

permit enforcement against infringement to move from multiple lawsuits against individuals toward suits against the businesses, such as peer-to-peer file-sharing services that are inducing and profiting from the infringement.

After the hearing, Senate sponsors of the bill asked the Register to meet with interested parties to discuss alternatives, to evaluate whether such parties could reach consensus on an approach to this legislation, and to provide recommendations to the senators. After the parties failed to reach consensus, the Register recommended an approach that she believed accommodated the legitimate concerns of all parties and would provide a basis for developing consensus while meeting the goals expressed by the bill's cosponsors. The Register's recommended approach focused on the business model of the alleged infringer and on the extent to which the alleged infringer relied on infringement to support the business.

Internet Streaming of Radio Broadcasts. On July 15, 2004, the Subcommittee on Courts, the Internet, and Intellectual Property of the House Committee on the Judiciary convened an oversight hearing to explore issues related to the streaming of copyrighted sound recordings over the Internet and to begin an examination of the potential effect of new technologies and devices, such as digital radio, on the balance of interests embodied in the copyright law.

The general counsel recounted the office's recent experiences in administering the section 112 and 114 statutory licenses, which allow a Webcaster to stream sound recordings of musical compositions over the Internet. He discussed (1) the Copyright Arbitration Royalty Panel proceeding that established the initial rates and payment terms for Webcasters operating under a statutory license, (2) the ongoing rulemaking proceeding to establish notice and recordkeeping requirements, and (3) the rulemaking proceeding that concluded that simulcasts

of AM/FM radio programs over the Internet are not exempt from the digital performance right. (Broadcasts of sound recordings, however, are exempt from liability.)

Although voicing strong support for the continued rollout of digital radio, the Copyright Office raised concerns about the capabilities of digital radio technology that promise easy ways to make perfect digital copies of sound recordings from an over-the-air digital radio broadcast. Should such activity become commonplace, it would threaten legitimate record sales in the marketplace and disrupt the careful balance that Congress has already

On February 24, 2004, Register of Copyrights Marybeth Peters testifies at a hearing on the reauthorization of the Satellite Home Viewer Extension and Reauthorization Act of 2004.



struck between the record industry and the purveyors of new digital technologies. The office recommended that Congress either grant an exclusive and unlimited performance right to the copyright owners of sound recordings or consider requiring use of new technological methods to prevent unlawful copying.

Section 115 Compulsory License. The section 115 compulsory license allows making and distributing physical phonorecords and digital phonorecord deliveries of musical compositions. The United States is one of only two countries that still have a compulsory license for those works.

On March 11, 2004, the Register of Copyrights testified before the Subcommittee on Courts, the Internet, and Intellectual Property of the House Committee on the Judiciary about the inadequacies of the current licensing scheme to accommodate new business models in a digital marketplace. She noted that the current law is cumbersome and expensive to use and that the scope of the license is unclear. She suggested eliminating the statutory license, leaving licensing to the marketplace, where the most likely solution would be collective administration.

On July 7, the House Committee on the Judiciary asked the Register to host a series of discussions with representatives of the affected industries during the summer to explore legislative approaches to resolve outstanding issues and to modernize existing law. Where there was consensus, she was to draft legislative language; if no agreement could be reached, she was to describe the issues and the positions taken by the parties. After a number of meetings, no consensus was reached. On September 17, the Register reported the results of the many meetings and conversations with the parties, outlining some issues on which there was tentative agreement but concluding that more discussions among the parties were needed. The parties continued their discussions in the fall.

OTHER LEGISLATION

During fiscal 2004, the Copyright Office assisted Congress with several other copyright-related bills, the most prominent of which was the Copyright Royalty and Distribution Reform Act.

The Copyright Royalty and Distribution Reform Act (H.R. 1417). This legislation would replace the Copyright Arbitration Royalty Panels with three full-time copyright royalty judges appointed by the Librarian of Congress after consultation with the Register of Copyrights. The copyright royalty judges would set rates and terms for the various statutory licenses contained in the Copyright Act and would distribute royalty fees collected by the Copyright Office pursuant to those licenses. As Library of Congress employees, the judges would serve for a six-year renewable term, funded through appropriations, in contrast to the current ad hoc arbitrators, who are funded by the participants. The intent of this legislation is to remove cost barriers to participation in the rate-setting process, to ensure consistent decision making, and to preserve institutional expertise.

The bill passed the House of Representatives on March 3, 2004. On September 29, 2004, the Senate Judiciary Committee approved the bill with some significant changes. The full Senate is expected to consider the bill in fiscal 2005.

Vessel Hull Design Protection Act Study. Pursuant to a statutory mandate, the Copyright Office prepared a report to Congress on the effectiveness of the Vessel Hull Design Protection Act (VHDPA). The office administers the VHDPA, which became effective October 28, 1998. In November 2003, the Copyright Office and the U.S. Patent and Trademark Office delivered to Congress their joint report titled *The Vessel Hull Design Protection Act: Overview and Analysis*.

Congress specified that the office examine (1) the extent to which the VHDPA has been effective in

suppressing infringement of protected vessel hull designs; (2) the extent to which the registration process has been used by those eligible to claim protection; (3) the extent to which the VHDPAs has encouraged the creation of new vessel hull designs; (4) the VHDPAs effect on the price of protected vessel hulls; (5) other relevant factors, such as what the office's method was for administering the registration system for the vessel hull design, what the length of the term of protection was, and whether the registered vessel hull designs should be published on the Internet.

The report formed no conclusions on the first four factors because the available information was insufficient. Because there was no evidence that anyone had been harmed, the report concluded that Internet publication of the registered designs is the best means to create a public record and is consistent with the text of the law requiring the office to maintain a file of pictorial representations of registered designs and to make them available to the public. The office also concluded that it will continue to interpret the scope of protection afforded by the VHDPAs as precluding protection for such items as masts, sails, yards, and rigging.

OTHER LEGAL ACTIVITIES

During the year, the office was a party in a number of cases and responded to requests for assistance in copyright litigation from the Department of Justice, including the Solicitor General's Office.

Metro-Goldwyn-Mayer Studios Inc. v. Peters and Universal City Studios LLP v. Peters. In these two cases, the Copyright Office defended its rejection of cable and satellite claims filed by Metro-Goldwyn-Mayer Studios Inc. (MGM) and Universal City Studios LLP (Universal) for their shares of compulsory royalty fees collected in 2000 on the basis of the studios' failure to file their claims on a timely basis in accordance with the office's regula-

tions. On March 24, 2004, the district court issued opinions in both cases. The court found that in each case the Register's regulations regarding the timely filing of cable and satellite claims were a "model of clarity and brevity." Therefore, her application of these regulations to MGM's and Universal's claims was not arbitrary, capricious, or contrary to law. Similarly, the court found that MGM and Universal had been afforded an ample opportunity to be heard and, thus, were not denied due process. MGM and Universal each have appealed the decisions to the United States Court of Appeals for the District of Columbia Circuit.

Coach Inc. v. Peters. Coach Inc., a manufacturer of expensive leather and twill products such as purses and briefcases, filed a complaint in the Southern District of New York against the Register of Copyrights under the Administrative Procedure Act. This suit constituted the first challenge to a refusal to register a work under the Administrative Procedure Act since the office implemented its present system for reconsideration of a refusal. Coach alleged that the Copyright Office's refusal to register its signature CC fabric design was arbitrary and an abuse of discretion. The fabric design was a simple arrangement of pairs of the letter C on a plain background. Following oral argument on cross-motions for summary judgment, the judge announced that he was denying both motions without prejudice, putting the case on the suspense calendar without prejudice to Coach's filing an infringement action against an alleged infringer, at which point the issues could be raised again.

Bonneville Broadcasting v. Peters. The broadcasters of AM/FM radio stations appealed a decision made by the United States District Court for the Eastern District of Pennsylvania. The district court's decision upheld the Copyright Office's final rule that AM/FM broadcast signals transmitted simultaneously over a digital communications network, such



Attendees at the May 2004 International Copyright Institute Symposium on “Emerging Issues in Copyright and Related Rights” included representatives from seventeen countries.

as the Internet, were not exempted from the digital performance right for sound recordings. Broadcasters appealed the lower court’s decision to the United States Court of Appeals for the Third Circuit, which, on October 17, 2003, affirmed the lower court’s decision and upheld the Copyright Office’s interpretation of section 114(d)(1)(A).

Copyright Arbitration Royalty Panels. During fiscal 2004, the Copyright Office administered five Copyright Arbitration Royalty Panels that included three rate adjustment proceedings and two distribution proceedings. All of the rate adjustment proceedings involved setting rates and terms for the section 114 digital performance right in sound recordings license and for the section 112 statutory license for making ephemeral recordings to facilitate those transmissions. The distribution proceedings dealt with the distribution of royalty fees collected in accordance with the section 111 cable compulsory license.

INTERNATIONAL ACTIVITIES

Protection against unauthorized use of a copyrighted work in a country depends primarily on that country’s laws. Most countries offer protection to foreign works under the aegis of international copyright treaties and conventions. During fiscal 2004, the Copyright Office addressed international issues by working with executive branch agencies to promote copyright principles and protection, particularly with the U.S. Trade Representative, the U.S. Patent and Trademark Office, and the State Department.

The office also promoted the international protection of copyrights by engaging foreign government officials in multilateral and bilateral forums, training sessions, and education conferences and meetings. Staff members participated in numerous multilateral, regional, and bilateral negotiations in fiscal 2004 such as the following:

© The staff worked with the World Intellectual Property Organization’s Standing Committee on Copyright and Related Rights.

© In cooperation with the World Trade Organization, staff members participating in the U.S. delegation worked on issues relating to a proposed treaty on protection of broadcasting organizations.

© The staff worked with the World Intellectual Property Organization’s “Ad Hoc” Committee on Enforcement and participated in an ad hoc informal meeting regarding the protection of audiovisual performers.

© The staff worked with the World Intellectual Property Organization’s Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge, and Folklore.

© The staff worked with the World Summit on the Information Society.

© The staff actively participated in the U.S. delegation’s preparatory meetings for the summit to be held in Tunis in 2005.

© The staff worked with the Hague Conference on Private International Law.

© The office staff continued to participate on the U.S. team that has been considering a draft Convention on Jurisdiction and Foreign Judgments in Civil and Commercial Matters.

Members of the Copyright Office were instrumental in drafting and negotiating the intellectual property provisions of bilateral free trade agreements between the United States and six countries, as well as several multilateral agreements—including free trade agreements with a group of Central American nations, a group of Andean nations, and the South African Customs Union—and the Free Trade Agreement of the Americas. Staff members also actively participated in numerous additional bilateral negotiations and consultations during the

year on issues ranging from copyright enforcement to copyright law revision. For the U.S. Trade Representative, staff members additionally provided assistance to twenty-four nations in their World Trade Organization accession processes and provided responses regarding U.S. copyright law and policy to the Trade Policy Review queries of the World Trade Organization.

Copyright Office staff members met on a regular basis with foreign officials and visitors interested in learning about the U.S. copyright system and in exchanging information about topics of mutual concern. The Copyright Office also participated on the interagency Special 301 Committee, which evaluates the adequacy and effectiveness of intellectual property protection and enforcement throughout the world. The U.S. government uses this process to improve global protection for U.S. authors, inventors, and other holders of intellectual property rights.

The Register and her staff participated in a number of symposia and conferences outside the United States, including programs in Canada, Hong Kong (where the Register delivered two papers), Ireland, and Mexico. In May 2004, the Register visited Chile and Uruguay at the behest of the State Department. She spoke to copyright conferences, national legislators, government ministers, librarians, students, and the public on important copyright principles and issues. Interviews resulted in significant press coverage in both countries.

Through its International Copyright Institute, the office hosted two symposia during the year. “The Effect of Technology on the Protection of Copyright and Related Rights” was held on March 8–12, 2004, for a fourteen-member delegation from the People’s Republic of China. China is a focus for copyright education to improve compliance with international copyright obligations. The second symposium, “Emerging Issues in Copyright and Related Rights for Developing Countries and Countries in Transition,” held May 3–7, 2004, hosted representatives from seventeen countries.

OUTREACH

The Register of Copyrights and members of the Copyright Office staff spoke at approximately seventy symposia, conferences, and workshops on aspects of copyright law and current copyright issues. Of those speeches, the most significant was the Register's delivery of the thirty-third annual Donald C. Brace Memorial Lecture to the Copyright Society of the USA on the topic "Copyright Enters the Public Domain." Marybeth Peters is the third Register of Copyrights to deliver this prestigious address on domestic copyright issues. The Register noted in her address that ordinary consumers are now faced with copyright issues because the latest technologies allow them to copy and distribute material as never before. As a result, she explained, copyright has entered the arena of public opinion, and the public must decide whether upholding the copyright law is in its best interest or is intended only to protect copyright owners.

Two successful programs sponsored by state bar intellectual property sections were "The Copyright Office Comes to California" (Los Angeles and San Francisco) and "The Copyright Office Comes to New York." The predominant topics centered on the challenges posed by online technology and the digital age.

THE COPYRIGHT OFFICE OF THE FUTURE: REENGINEERING

In September 2000, the Register of Copyrights initiated a multiyear reengineering program to update and streamline the office's principal processes and public services, thus increasing the availability of Copyright Office services online and making copyright records more promptly available on the Internet. Implementation efforts continued in fiscal 2004, with a focus on the three fronts that support reengineered processes: organization, information technology, and facilities. Because the

three fronts are interconnected and because the office must provide uninterrupted customer service, the office plans to implement all fronts at one time, switching to new processes in 2006.

Organization. To implement its new processes, the office will reorganize—and in some cases realign—its divisions and will modify most of its individual job roles. In fiscal 2004, the Reengineering Program Office evaluated the proposed reorganization package and made extensive revisions to more than 180 new or changed position descriptions.

Information Technology. In 2003, the office selected SRA International Inc. to design and develop its new systems infrastructure, using Siebel customer relationship management and case management software along with the ENCompass search engine from Endeavor Information Systems. The infrastructure will enable the office to provide its services to the public online in a timely manner and to manage its internal processes through a centralized case management system.

The application process in the past has been largely paper based, with most applications arriving in the mail. Although a main goal of the reengineering program is to receive as many copyright application forms as possible electronically, not all applicants will have online access, or they may choose not to register online. The office designed a revised paper application form to replace several forms. The new form can be scanned into the electronic workflow and will have optimal OCR (optical character recognition) success.

In fiscal 2004, the office and SRA produced refined system requirements and a detailed design for the new system. Process owners worked closely with the information technology development team on the many process details of a Motion Picture Pilot Project that will begin in fiscal 2005. In the pilot, many parts of the reengineered processes will be tested while registering actual motion picture claims.

In July 2004, the office selected NCI Information Systems Inc. to assess the systems development life-cycle products, to perform independent system testing, and to assess security measures built into the system.

Facilities. The Copyright Office completed essential steps toward redesigning its facilities to support reconfiguration of the office's existing space on three floors in the Library's Madison Building so it can handle the new processes. The Library's Facility Services Office initiated recruitment for a project manager to oversee the reconstruction of Copyright Office facilities.

The office completed additional documentation for those facilities. The firm of Leo A Daly worked closely with the office to complete design development and space planning, development of construction documents, and furniture selection and specification. The design development and space

plans were submitted to the Architect of the Capitol in April 2004. The second phase of construction documents is 95 percent complete. The furniture plan is nearly complete, and the Library has developed a contract for furniture purchase.

In 2006, while the Copyright Office space in the Madison Building is reconfigured, the office will operate from an alternate site for six to nine months. The process of identifying this off-site rental space began during fiscal 2004 with the assistance of the Library's infrastructure units working through the General Services Administration. The logistics of the move will be significant, given the office's intention to move 500 employees, their operational tools, and in-process work off-site within a short time period. The office began regular meetings with the Library's Integrated Support Services and Information Technology Services to resolve key issues and to prepare detailed plans for the move to and from the off-site facility.

Copyright Office staff members learn about the facilities redesign aspects of reengineering at a "hallway chat" held in June 2004.





LAW LIBRARY OF CONGRESS

The Law Library of Congress houses the world's largest, most comprehensive collection of legal knowledge—approximately 2.5 million items in all formats and languages. The Law Library is a legal information research and processing center that serves the needs of the U.S. Congress, the federal government, and the public with comparative global law research and documents. Since its founding by Congress in 1832, the Law Library has worked to provide, organize, navigate, and analyze the increasing body of global law literature for its expanding constituencies. This mission has been especially challenging in recent years, in view of global crises that required Law Library legal specialists to provide Congress with critical information and analyses concerning the legislative actions of the world's governing bodies.

Charged by the Library's Strategic Plan with serving its constituents responsively, productively, and efficiently and with focusing on results, the

The second floor balcony (looking from the Minerva alcove) reveals massive marble columns with Corinthian capitals that were cut to the exacting specifications of Edward P. Casey.

Law Library continued to develop programs during fiscal 2004 that have measurable goals and targets that align with its stakeholders' needs. During the year, Law Library legal specialists and analysts wrote 1,947 legal research reports and special studies—an increase of 67 percent over the previous year—on the legal aspects of important public policy issues. The total number of services rendered to all categories of clients—the federal government, the American public, and the international community—was 111,739, which was an increase of 13,404, or nearly 14 percent, over the previous year.

Law Library staff members responded to 2,760 e-mail inquiries, a significant increase as more constituents located information in the Law Library's electronic resources and submitted their inquiries and requests electronically. The number of inquiries answered by fax and postal mail was 10,890—up 60 percent from last year, despite continued delays in mail correspondence as the Library implemented procedures to ensure the safe receipt and distribution of incoming mail. Members of the Law Library staff also responded to 12,072 telephone inquiries.

CONGRESSIONAL SERVICES

Providing Congress with comprehensive international, comparative, and foreign law research that is based on the most current information available from the world's largest and most thorough collection of sources is the primary task of the Law Library's Directorate of Legal Research and Reading Room. During the year, Directorate of Legal Research staff members wrote 995 research reports, studies, and memoranda in response to congressional inquiries—an increase of more than 60 percent over the previous year.

In fiscal 2004, members of Congress and congressional staff members made 8,199 requests—an increase of 1,049 over the previous year. Of those, 3,783 were made in person. Individuals from the congressional community requested photocopies of 10,251 pieces of literature from the Reading Room. In addition to its scheduled seventy-three and one-half hours of service provided weekly, the Law Library Reading Room remains open twenty-four hours a day, seven days a week, when either chamber of Congress is in session beyond the Main Reading Room's closing time of 9:30 P.M. During those extended, for-Congress-only hours, some 256 congressional staff members received assistance.

Members of Congress and their staff members relied on the Law Library's staff of twenty-one foreign-trained legal experts and research analysts to respond to questions on numerous global legal issues—often on a rush or overnight basis. The congressional community depended on the Law Library's research experts to provide timely and accurate analyses of questions about the laws, regulations, and legal developments among approximately 267 of the world's jurisdictions.

The 626 major, comprehensive research studies that were completed for Congress during fiscal 2004 included the following:

☞ The copyright laws of eleven jurisdictions

☞ The ways in which fifty-two jurisdictions implemented the Hague Convention on International Child Abduction

☞ The flag desecration laws and regulations of forty jurisdictions

☞ The path of emergency parliamentary succession in nine jurisdictions

☞ The immigration requirements for five major allies

Examples of single-nation reports provided in response to congressional requests included the following:

☞ Adoption laws and procedures

☞ Securities-regulated transactions

☞ Banking privacy

☞ Tax law

☞ Family law

☞ Breeders' rights and agricultural biotechnology

☞ Regulation of violence and sex on television

☞ Confidentiality of personal information

☞ Protection of cultural property

☞ Antisemitism and discrimination

☞ Compulsory voting

☞ Employment law

☞ Environmental law

☞ Transnational prescription drug import and export

The Law Library continued the electronic publication of its monthly *World Law Bulletin*. The *Bulletin* provides members of Congress with concise articles focused on selected issues having special significance to relations between the United States and the international community. Each issue includes a supplement that analyzes timely, developing global issues and that examines current legal developments within the European Union.

For the benefit of Congress and the congressional community, reference specialists in the Law Library Reading Room regularly identify, assemble, and secure special reference collections to provide ready access to resource works on issues vital to the body politic. In response to questions arising from the Abu Ghraib prison scandal, the Law Library initiated and assembled a special collection of materials on prisoners of war. This reference collection is secured and noncirculating to ensure access; an extensive, annotated bibliography has been updated regularly during fiscal 2004.

As Congress increased its levels of research using electronic media, the Law Library responded by reviewing and revising its legal research services. The Congressional Legal Instruction Program, taught by members of the Law Library's Public Services Division staff, provided fourteen seminars, which were attended by 300 congressional staff members. Forty-one briefings and orientations concerning the Law Library's services were presented to 193 congressional personnel as part of an orientation program that was for congressional staff members and was conducted jointly by the Law Library and the Congressional Research Service. Staff members provided sixteen tours to 148 distinguished guests of the Law Library, nearly twice the number of tours offered in fiscal 2003.

NONCONGRESSIONAL SERVICES

During fiscal 2004, the Law Library provided 952 research reports to its noncongressional constituents, including 236 research reports to executive branch agencies, 35 to judicial branch agencies, 141 to the U.S. bar, and 540 to members of the public in the United States and around the world. Requests came from the Department of Homeland Security, the Social Security Administration, the Department of the Treasury, the Internal Revenue Service, the Department of Justice, the Depart-

ment of State, the Department of Defense, and various other executive branch agencies.

Examples of subjects on which research services were provided to the executive branch included the following:

- ❶ Documents and analyses for attorneys serving in Iraq and Afghanistan
- ❷ Criminal procedure in South Korea
- ❸ Recognition of Islamic law in U.S. state and federal courts
- ❹ Immigration law
- ❺ Family law
- ❻ Adoption law
- ❼ Authentication of foreign documents

The Law Library continued its advisory legal opinion research work for components of the former Immigration and Naturalization Service, now part of the Department of Homeland Security, as it has done since 1992 under an interagency agreement. In fiscal 2004, the Law Library received ninety-three requests. Staff members provided 137 written responses to forty-eight Immigration and Naturalization Service offices on questions concerning the laws of 117 foreign jurisdictions—all significant increases over similar activities in the previous year. Law Library responses included numerous telephone consultations and preparation of testimony and affidavits for use in court. The Department of Homeland Security continues to receive a subscription to the Law Library's monthly publication, *World Law Bulletin*, which deals with legislative awareness.

Law Library staff members responded to 165 research requests from judicial agencies. Among the major issues submitted by the judiciary were those related to foreign regulations governing election campaign financing and constitutional court decisions.

The Law Library continued to provide U.S., international, comparative, and foreign law research and reference services to all its clients, including the

public. During the year, the Reading Room staff provided reference services to 51,822 nongovernment users, of which 47,101 were assisted in person and 4,721 were assisted by telephone.

ELECTRONIC RESOURCES

The Law Library continued to expand the Global Legal Information Network (GLIN), maintained the Guide to Law Online, launched the Multinational Collections Database for public access on the Law Library's Web site, and made additions to its Web site titled *A Century of Lawmaking for a New Nation*. The Guide to Law Online and *A Century of Lawmaking* ranked in the top 100 Library of Congress "Search Our Site" queries for several months during the fiscal year. The guide recorded 1,994,098 hits during the fiscal year—an increase of more than 30 percent over the previous reporting period. *A Century of Lawmaking* recorded 2,017,327 hits, while the Multinational Collections Database recorded 312,824 hits—both substantial increases from fiscal 2003.

Global Legal Information Network. In fiscal 2004, the Law Library embarked on a major expansion of GLIN, a network of government agencies and international institutions that contribute official texts of laws and related legal materials to a database that is accessible over the Internet. Quality and reliability are the hallmarks of GLIN, which serves as a model for the Law Library's digital future. Through the contributions of twenty-five countries and international institutions and the addition of laws for twenty-three other countries by the staff of the Law Library, GLIN provides timely access to the laws of forty-eight of the world's governing bodies. Two nongovernmental organizations also began to contribute legal writings to GLIN. In fiscal 2004, about 1.5 million transactions were on the GLIN database.

The Law Library worked closely with a vendor contracted to develop a major technical upgrade of

GLIN. A prototype of the new GLIN system was demonstrated at the Eleventh Annual GLIN Directors' Meeting in September. The system upgrade will provide several long-requested features, such as the ability to link a law to multiple amendments, the capability to add court decisions, the capability to perform a full-text search of all summary record fields, and the addition of an expanded informational display on the results list. Users of the new system will find the multilingual input and search capabilities (initially in English, French, Portuguese, and Spanish); a new approver role that will help improve the quality of information that is available in GLIN; and the availability of both simple and advanced search capabilities. The new release of GLIN is expected to be online early in 2005.

This effort involves several phases and, in fiscal 2004, the GLIN work focused on the input of summaries of laws originally produced on index cards. Approximately 95,000 summaries will be input and, in the next phase, linked to the full texts of laws. In fiscal 2004, more than 32,000 summaries, or approximately one-third of the total, were put into the GLIN system and are now available to the public.

Legal analysts in the Law Library continued to review foreign legal gazettes, to select appropriate legal instruments, to summarize and assign subject terms, and to convert material to PDF (portable document format) files. During the year, Law Library staff members added more than 1,149 summaries, covering sixteen jurisdictions, to the GLIN database. Those jurisdictions were primarily in the Americas, including the United States, but also covered other French-, Portuguese-, and Spanish-speaking countries around the world.

The Law Library continued to work in partnership with various institutions to expand and enhance GLIN. The Law Library worked collaboratively with the Inter-American Development Bank during the year to implement the next phase of its GLIN-Americas initiative, which is aimed at

expanding GLIN membership to the English-speaking countries of the Caribbean.

Representatives from the Law Library visited the Bahamas, Belize, and Jamaica in an effort to secure agreements with the governments of those nations to participate in GLIN. In cooperation with the Inter-American Development Bank, a GLIN training program was held in late September to train representatives from six Latin American and Caribbean nations.

The Eleventh Annual GLIN Directors' Meeting was held at the Library of Congress on September 14–17, 2004. Representatives attended from sixteen GLIN member jurisdictions (Brazil, Costa Rica, El Salvador, Guatemala, Honduras, Republic of Korea, MERCOSUR [Southern Cone Common Market], Mexico, Nicaragua, the Organization of American States, Paraguay, Romania, Taiwan, the United Nations, the United States, and Uruguay). In addition, the Inter-American Development Bank, a supporting member of GLIN, was represented at the meeting. Individuals from other potential GLIN partner organizations, such as the International Monetary Fund and Studies in Latin American Constitutional Histories, were also present.

The primary focus of the meeting was to unveil a new suite of enhanced navigation, search, language, accessibility, and user-friendly features to support the public. Not only was a prototype of the new GLIN system demonstrated for the first time during the meeting, but meeting attendees also were able to participate in two hands-on sessions to test the system and to provide feedback. Coupled with authorized access to the full texts of legal materials in the public domain that GLIN members sanctioned a year ago, the expanded and upgraded GLIN database will provide legal researchers a unique, reliable resource for retrieving legal materials from around the world.

Following an open-forum discussion of the new system to share feedback, directors reported on GLIN developments in their respective nations.

Several GLIN members have entered cooperative agreements with other institutions in their countries to provide access to additional legal information such as legal writings. Important growing regional cooperation among Central American countries has resulted from their participation in GLIN. Interest has emerged in expanding GLIN to include additional countries in Europe and Asia, and indicators show that GLIN helps fulfill the growing need for comparative legal research.

As a way of expanding the GLIN network to include countries in regions currently underrepresented in the network, members adopted a policy to allow more flexibility in the network's approach to recruiting new members. Countries that are interested in participating in GLIN but that cannot establish complete teams to contribute full GLIN files may be considered for inclusion in the network if they can contribute some legal material that

A prototype of an updated Global Legal Information Network (GLIN) that will function in four languages was demonstrated to GLIN directors at their annual meeting held at the Library on September 14. GLIN directors Dan Adrian Chirita of Romania and Bin-Chung Huang of Taiwan attended the meeting.



meets GLIN standards. Those nations would be considered associate members; they would not have voting rights or be eligible to serve on the Executive Council, the governing body of the network.

Rubens Medina, Law Librarian of Congress, made a special presentation to Shannon Hein, who represented William S. Hein & Company Inc. A special certificate of appreciation was presented on behalf of GLIN to Hein & Company, acknowledging its donation of U.S. treaties and related materials for inclusion in GLIN. The donation includes more than 11,000 treaties and other international agreements and will be a major asset to the U.S. file in GLIN.

The meeting ended with the presentation of two GLIN model station awards for 2004. The first award was presented to GLIN Argentina, a country that has overcome numerous obstacles and resource constraints to become an exemplary GLIN member. GLIN Honduras, a relatively new member that joined GLIN with the assistance of the Inter-American Development Bank through its GLIN-Americas initiative, was honored with the second award.

Throughout 2004, visiting delegations to the Law Library continued to express an interest in learning about GLIN. In fiscal 2004, Law Library staff members made approximately sixteen GLIN presentations or demonstrations to groups from countries around the globe, including Bangladesh, China, Pakistan, the Philippines, and South Africa.

COLLECTION MANAGEMENT

Developing, circulating, and managing its collection of almost 2.5 million volumes remained a strong focus of the Law Library in fiscal 2004. As part of a five-year campaign authorized in fiscal 2000, the base appropriation of contract money that Congress provided for maintenance of the Law Library collections and processing of new receipts enabled the Law Library to serve its patrons.

Continuing work toward using the Integrated Library System (ILS) to its fullest capacity accelerated significantly in fiscal 2004. Three new positions for inventory and physical control technicians that were filled in fiscal 2003 were instrumental in providing the necessary personnel to implement the ILS fully in the Law Library during fiscal 2004.

All titles in Arabic, Chinese, Japanese, and Korean were converted to automated check-in of serial titles. All back holdings of those titles were physically inventoried in the ILS, summary holdings were added to the holdings record, and claims were made for missing issues. For the first time, users of the Law Library were able to determine holdings of current serials in those four languages through the use of the ILS online public access catalog module.

The Law Library began to physically inventory all newly prepared volumes for binding in the ILS during fiscal 2004. The summary holding record for each volume was updated in the ILS, and the individual issues that were collapsed into the newly prepared volume for binding were suppressed from displaying in the online public access catalog module of the ILS.

Members of the Law Library's Collection Services staff identified 13,506 volumes and prepared them for transfer to the high-density off-site storage facility in Fort Meade, Maryland. Serials and monographs are now housed off-site with a twenty-four-hour request turnaround. This movement of volumes off-site was counterbalanced by the addition of 25,045 volumes to the collection in fiscal 2004. The Law Library has now prepared and sent 107,007 volumes to Fort Meade in the past two fiscal years, becoming the first service unit to fulfill its allotment of material to be sent to Fort Meade Module 1.

Armed with a \$320,000 program increase in the Law Library's book budget in fiscal 2004, the Law Library's senior specialist for legal collection development worked closely with foreign legal specialists to ensure acquisition of primary legal materials such as the statutory and regulatory sources and law reporters. The Law Library acquired new



Law Librarian Rubens Medina (at lectern) welcomes participants and guests to the fifth annual Leon Jaworski Public Program Series commemorating Law Day 2004. Standing behind Medina and presiding at the session “The American Lawyer as Citizen” is Robert Grey. Panelists (seated left to right) are Lincoln Caplan, Wendy Kaminer, Philip Howard, Douglas Wilder, and Austin Sarat.

editions of consolidated codes from Barbados, Botswana, Lebanon, Libya, and Uganda. The codes acquired from Lebanon and Libya represent the first stages of a major effort to acquire new consolidated codes, where available, from all the countries in the Arab world. Session laws were acquired from Barbados and Iran, including all missing volumes from Iran. Also acquired were more than 250 monographs from Iran and current issues of twelve law reviews from that country, including many back issues. The holdings of more than thirty U.S. law reviews were completed with the purchase of numerous missing volumes. More than thirty major law reviews from around the world were added to the Law Library’s collection in fiscal 2004.

The Law Library continued to expand its online resources. The major acquisitions were the purchase of the entire online file of the Nevo legal database (Israel) and the Making of Modern Law (Gale), a full-text database containing all legal treatises published in the United States and Great Britain from 1801 to 1926.

Resuming a project ended in the mid-1970s by lack of staff and funding, the Law Library began a

small pilot project to classify its collection of more than 800,000 volumes shelved under the antiquated in-house LAW system. From fiscal 2001 to fiscal 2004, 1,895 serial titles were cataloged in the ILS and classed in K, 57,221 items were physically inventoried in the ILS, and new labels were produced for the K classification number and placed on each item. Because of the importance of this project, a Management Decision Package for five years was proposed for the 2006–2010 fiscal years to allow the Law Library to complete this critical project.

Major purchases of rare books included the remaining five installments of an essential primary source for research in the history of Anglo-American law, a microfiche set titled *English Legal Manuscript Project* (Zug, Switzerland, 1975–1987); a facsimile reprint of a fourteenth-century German legal manuscript known as the “Dresdner Sachsen-spiegel” (Graz, Switzerland, 2002); and the first book published on medical legislation in Sweden: Jonas Kiernander’s *Utkast til Medicinal-Lagfarenheten* (Stockholm, 1776).

In conjunction with the Library’s Rare Book and Special Collections Division, the Law Library

displayed the following items for the attendees of the Twelfth International Congress of Medieval Canon Law, hosted by Catholic University of America: Baldo degli Ubaldi's *Manuscripts Consilium* (manuscript, ca. 1370); *Flores sive Decretorum compilationes* (manuscript, ca. 1260); Henricus de Segusio's *Summa Hostiensis* (manuscript, ca. 1300); *Repetitio tituli de heredibus* (1490); Henricus de Segusio's *Summa Hostiensis* (1570); the Catholic Church's *Liber Sextus* (1511); Giovanni d'Andrea's *Super arboribus* (1517); Burchard, Bishop of Worms's *Decretorum libra* (1549); *Institutiones* (Justinian I; 1554, 1568, 1583); and *Decretum Gratiani emendatum* (1591).

The Law Library Reading Room receives, processes, and maintains for researchers a repository of congressional and U.S. Supreme Court publications, including opinions, filings, and manuscripts of oral arguments. In fiscal 2004, 25,242 documents were added to this repository, including 4,776 records and briefs filed with the U.S. Supreme Court, 12,159 bills and resolutions introduced to Congress during the fiscal year, 5,207 additional congressional documents, 1,229 items from daily editions of the *Congressional Record*, and 215 items from the *Weekly Compilation of Presidential Documents*.

PROFESSIONAL OUTREACH

During fiscal 2004, Law Library staff members were represented on the boards and committees of many national and international professional organizations, including the American Association of Law Libraries; the American Bar Association; the International Federation of Library Associations and Institutions; the International Association of Law Libraries; the Law Librarians' Society of Washington, D.C.; and the Special Libraries Association. In addition, staff members participated in meetings and activities arranged by the American Society of International Law and the Northeast Foreign Law Librarians' Cooperative Group.

With the help of supporting groups, the Law Library celebrated Law Day on May 1 with a program titled "The American Lawyer as Citizen." The program, the fifth and last in the Leon Jaworski Public Program series about "Representing the Lawyer in American Culture," was sponsored by the Law Library and the American Bar Association's Division on Public Education.

The second debate in the series of Holmes Debates was held in the Library's Coolidge Auditorio-

University of Pennsylvania law professor Kim Lane Scheppelle (left), former Secretary of Defense William Cohen (center), and Justice Department Deputy Assistant Attorney David Nahmias were among the participants in this year's Holmes Debate.



rium on June 14. The series, which is sponsored jointly by the Law Library; the Burton Foundation for Legal Achievement; and the law firm of Shook, Hardy & Bacon, explores contemporary legal issues. This year's debate focused on the topic "Just Pursuit of Terrorism," continuing a dialogue suggested by Chief Justice William Rehnquist. William S. Cohen, former U.S. senator and secretary of defense, served as moderator as a distinguished panel of six legal scholars argued issues involved in the confrontation between the need for law enforcement measures to safeguard the nation's security and the toll those measures may take on traditional American civil liberties.

Delegations, as well as individual officials from all continents of the world, came to the Law Library for orientation and professional exchange, including the following: Her Majesty's Procureur Nik Van Leuven of Guernsey, who honored the Law Library with an advance copy of the *Laws of Guernsey*, a major treatise commemorating the 800th anniversary of the British Royal Crown dependency and financial center; Moudud Ahmed, the Bangladesh minister for law and justice and parliamentary affairs, who was briefed on GLIN and the status of the Law Library's Bangladesh collection; Sun Liping, the director of the International Cooperation Division of the National Library of China, who reviewed the Law Library's collection of Chinese legal documents; a delegation of Pakistani parliamentarians; a delegation of justices from Japan; and managers from the Department of Justice Libraries.

The Law Library continued to welcome international scholars studying legal and law-related topics. The Law Library hosted a two-month-long internship for a French lawyer from the Assemblée Nationale in April–May 2004. An outstanding student of comparative international law, the intern served as a legislative assistant in the French Parliament and conducted extensive comparative research on American representative government and campaign finance reform.



The Law Library accepts The Laws of Guernsey. From left are Kersi Shroff, Western Law Division chief; Clare Feikert, legal specialist for the United Kingdom; Procureur (Attorney General) of Guernsey Nik Van Leuven; and Law Librarian of Congress Reubens Medina.

During the fiscal year, the Law Library inaugurated a program to support management and researchers with systematic, timely, and targeted exposure to high-profile issues relevant to international law. The staff identified, collected, and analyzed 1,364 articles that were in the major American mass media and that dealt with foreign and international legal issues and directed the articles to appropriate staff members on a daily basis. In response to requests, the staff assembled and built ongoing collections about the breaking media issues in foreign law, such as women's rights in Iraq; the United Nations Oil-for-Food program; and the international treaties and conventions about the treatment of prisoners of war and detainees. In addition, the media program identified 232 international legal and policy scholars and experts prominently cited by and commenting in major mass media on newsworthy legal issues, as well as more than 200 journalists who regularly covered international legal issues during the reporting period.



THE LYNNE PRESS

THE LYNNE PRESS



SCIENTIA VENIT SED SAPIENTIA MANET

KNOWLEDGE COMES BUT WISDOM LINGERS

LIBRARY SERVICES

In fiscal 2004, Library Services acquired, cataloged, processed, preserved, and made accessible the collections of the largest and most comprehensive legislative and national library in the world. The service unit's nearly 2,500 members also served other libraries around the world by providing bibliographical information and digital collections.

Library Services took the lead role in pursuing three major goals of the Library of Congress Strategic Plan:

- ☐ Goal 1: Build and preserve a comprehensive collection of knowledge and creativity in various formats and languages for use by Congress and other customers.
- ☐ Goal 2: Provide maximum access and facilitate effective use of the collections by Congress and other customers.
- ☐ Goal 3: Lead, promote, and support the growth and influence of the national and international library and information communities.

"Knowledge Comes but Wisdom Lingers," from Alfred, Lord Tennyson's poem Locksley Hall, is inscribed beneath the circular painting representing Wisdom on the north wall of the north corridor. The artist is Robert Reid.

In fiscal 2004, Library Services met those strategic goals through the following accomplishments:

- ☐ Realigned the service unit to streamline the organization and focus on the collections
- ☐ Designed and implemented a planning process to improve communications between divisions and service unit management
- ☐ Acquired the culturally significant Kislak Mesoamerican Collection of several thousand rare books, manuscripts, documents, maps, and masterworks of pre-Columbian culture and colonial art from North and South America (An endowment to support research in those areas accompanied the collection.)
- ☐ Established a Transition Program Office for the purpose of relocating current collections of motion pictures, broadcasts, and sound recordings—along with necessary systems and staff—to the Library's National Audio-Visual Conservation Center in Culpeper, Virginia
- ☐ Began construction of the second module of the Library's off-site storage facility in Fort Meade, Maryland, while nearly doubling (to 1,221,773) the number of items in Module 1

☐ Repaired, mass deacidified, or microfilmed 4,124,184 items at an average cost per item of \$4.45, which is \$2.04 less than in fiscal 2003 (A total of 299,064 books and 1,219,500 document sheets were mass deacidified.)

☐ Updated the preservation component of the Library's collection security plan to improve security during the storage, transport, processing, use, and exhibition of collection items, including the Library's Top Treasures

☐ Cataloged 294,510 volumes for the *Library of Congress Online Catalog* and also made the catalog records available for use by other libraries

☐ Released twenty-one online presentations or collections and mounted twenty-seven on-site exhibitions and displays, including *From Haven to Home:*

During their visit to Baghdad, (from left to right) Preservation Specialist Alan Haley, Anglo-American Acquisitions Division Chief Michael Albin, and Arab World Area Specialist Mary-Jane Deeb record that Iraqi manuscripts are safe in aluminum cases. Dhamia Abbas Samarai (right of Deeb) is the director of the House of Manuscripts.



350 Years of Jewish Life in America; Churchill and the Great Republic; and "With an Even Hand": Brown v. Board at Fifty

☐ Circulated 404,315 collection items in the Library's general reading rooms and offices and processed 29,067 loan requests from members of Congress and their staffs (a 10.37 percent increase over fiscal 2003)

☐ As part of the public outreach to make the Library's digital collections more accessible, held 113 on-site workshops and presentations for 2,054 participants, 166 video conferences for 2,945 participants, and 16 off-site workshops and presentations for 780 participants

☐ Launched the Web site titled *The Atlantic World: America and the Netherlands, 1609 to the Present*, which was a collaboration between the Library of Congress, National Library of the Netherlands, and several other libraries in that country

☐ Signed agreements with the Bibliothèque nationale de France and the National Library of Egypt for joint digitization projects

☐ Assisted the new Department of Homeland Security in providing information services for its 180,000 employees and hiring a new library services director for the department

☐ Through the FEDLINK (Federal Library Information Network) cooperative network, provided 270 federal agencies with savings of more than \$11 million in vendor volume discounts and approximately \$8.9 million in cost avoidance

☐ At the National World War II Reunion, collected 2,865 oral histories from veterans and civilian World War II workers during the four-day celebration

☐ Sent a team of three Library experts to Baghdad to assist with the postwar reconstruction of the National Library of Iraq, including conservation of 40,000 volumes

SERVICE UNIT REALIGNMENT AND PLANNING PROCESS

In fiscal 2004, the associate librarian for Library Services and the Library Services directors designed new reporting lines for the service unit's top levels of management in order to emphasize the collections, streamline processes of acquisition and cataloging, and recognize electronic resources as an increasingly important component of the collections. The resulting realignment of the service unit took effect on July 2 and grouped most of the fifty-three Library Services divisions into five directorates: Acquisitions and Bibliographic Access (ABA), Collections and Services, Partnerships and Outreach Programs, Preservation, and Technology Policy.

The new ABA Directorate merges acquisitions and cataloging functions, recognizing that both functions serve the goals of building the Library's collections and of providing access to information and knowledge. The Instructional Design and Training Division (formerly the Technical Processing and Automation Instruction Office) became part of ABA, but it will design and deliver training for all of Library Services.

The new Collections and Services Directorate brings together all divisions with reading rooms or collections management responsibilities. The Partnerships and Outreach Directorate includes the Business Enterprises and Retail Marketing units, Center for the Book, Federal Library and Information Center Committee, Interpretive Programs Office, National Library for the Blind and Physically Handicapped, Office of Scholarly Programs, Publishing Office, Veterans History Project, and Visitor Services Office.

The Preservation Directorate encompasses the Binding and Collections Care, Conservation, Preservation Reformatting, and Preservation Research and Testing divisions; the Mass Deacidification Program; and the National Digital Newspaper/United States Newspaper Program. The Technology Pol-

icy Directorate consists of the Automation Planning and Liaison Office, Integrated Library System Program Office, and Network Development and Machine-Readable Cataloging (MARC) Standards Office.

The National Audio-Visual Conservation Center and the American Folklife Center report directly to the associate librarian. The new organizational structure also includes a deputy associate librarian and an Administrative Services Office. The realignment positions all divisions to work toward greater resource sharing and more efficient work processes that will improve service to Congress and other Library users.

AMERICAN FOLKLIFE CENTER

The American Folklife Center (AFC) was created by the Congress in 1976 to preserve and present the great heritage of American folklife through programs of research, documentation, archival preservation, reference service, live performance, exhibition, publication, and training. AFC includes the Archive of Folk Culture, which was established in the Library of Congress in 1928 and is now one of the largest collections of ethnographic material from the United States and around the world.

Field Schools. In collaboration with a university or college, each year AFC sponsors an intensive, three-week-long summer field school for cultural documentation. The objective of the field school is to train the next generation of folklorists in fieldwork techniques and archival practice. The partner university provides matching monies to fund the school, and AFC provides staff and some travel expenses to this important effort. In the past ten years, AFC has trained more than 200 folklorists and community scholars in folklife fieldwork and archival techniques. The center is considered a leader in lifelong learning to benefit local heritage and oral history in communities. The

2004 field school, which took place in July and was cosponsored by Brigham Young University in Provo, Utah, and AFC, focused on the topic “The Orchards in Utah Valley.”

Ethnographic Thesaurus. In summer 2004, the Ethnographic Thesaurus Board and Advisory Group contracted with a lexicographer, a database manager, and two subject specialists to begin work on the worldwide Ethnographic Thesaurus project, a direct outgrowth of the “Folklife Collections in Crisis Conference,” cosponsored by AFC and the Council on Library and Information Resources in December 2000.

Genetic Health Family History Project. The Health Resources and Services Administration of the Department of Health and Human Services has awarded \$400,000 for a collaborative project among AFC, Institute for Cultural Partnerships, American Society of Human Genetics, and Genetic Alliance. The Healthy Choices through Family History Awareness Project aims to increase awareness and understanding of the ways that family history and folklore may influence personal health. The project will use ethnographic fieldwork to elicit health-related narratives and will assist health professionals and families in identifying risk factors that should help determine best medical care. A team of folklorists and genetic health specialists will work in the African American and Latino communities of Harrisburg, Pennsylvania, during the initial phase of the project. This cutting-edge initiative for the profession of folklore represents an exciting new partnership with the medical community.

Heritage Education Projects. Heritage education is the use of local cultural and historic resources for teaching the required curricula of kindergarten through high school. A leader in the advancement of heritage education across the nation, AFC has helped establish and support three statewide initiatives.

The Montana Heritage Project was established in 1995 through the leadership and financial support of the Liz Claiborne and Art Ortenberg Foundation. The Arizona Heritage Project began in 2003 as an outgrowth of AFC’s Local Legacies project and is supported by the Salt River Project utility company. Most recently, Brigham Young University secured funding to develop the Utah Heritage Project in partnership with AFC. Planning for the Utah Heritage Project began this fiscal year, with implementation scheduled for spring 2005.

In heritage education projects, secondary school teachers are trained to use folklife and heritage in the classroom to create place-based research projects for their students. The projects are resources for the community and create an appreciation of personal heritage among students and community members. The ongoing documentation is curated and deposited in the Archive of Folk Culture each year. In addition, selected students and teachers visit the Library and make their presentation in person. The American Folklife Center assists with establishing the training model and is available for consultation. Throughout the year, the center’s director serves on the executive board for each project.

Homegrown Concert Series. This monthly concert series is an ongoing project of AFC to document the best folk and traditional performing artists in the United States—as determined by state folk arts coordinators—for the Archive of Folk Culture’s collections. In addition, the series offers AFC a way to serve the state folklife offices across the nation by offering a venue in Washington, D.C., for their artists, as well as opportunities for congressional outreach to constituents. The concerts are held once a month, are free and open to the public, and strive for maximum diversity. Part of the Library’s I Hear America Singing initiative to showcase American musical creativity and heritage, the Homegrown Concerts have presented artists from a wide range of

ethnic traditions (such as African American, Cuban, French Canadian, Mexican, Polish, and Vietnamese) from twenty-two states since the series began.

Library of Congress Comes to Your Home Town Project.

From November 13 to 17, the Library of Congress Comes to Your Home Town project presented workshops on oral history interviewing techniques in Columbus, Cleveland, and Cambridge, Ohio. A special Homegrown Concert featuring Tony Ellis and the Musicians of Braeburn took place at the Pritchard Laughlin Civic Center in Cambridge, Ohio.

Save Our Sounds Project. The Save Our Sounds (SOS) project developed out of a symposium cosponsored by the Council on Library and Information Resources and AFC in December 2000. The goal of SOS is to preserve digitally some of the sound collections that are in both AFC's and the Smithsonian's folklife archives and that are at greatest risk of damage or deterioration. In addition, the SOS project allows for developing new protocols and best practices of audio preservation. Initial funding from Save America's Treasures (a public-private partnership with the White House, National Park Service, National Trust for Historic Preservation, and corporate sponsors) has been supplemented by grants from the Rockefeller Foundation, the Grammy Foundation, the Rex Foundation, and other sources. Eight AFC audio collections were identified for preservation; seven have been digitized to date, with the last now in progress. Those recordings were originally made in many obsolete and fragile formats, including wax cylinders, aluminum and acetate discs, wires, and open-reel tape. Several new collections have been identified for potential preservation in the continuing SOS project. The fund-raising efforts are also ongoing. SOS has enabled AFC to preserve and make available to the public numerous unique and endangered collections.

Key Acquisitions. The Alan Lomax Collection was acquired as a result of a cooperative agreement between AFC and the Association for Cultural Equity and through the generosity of an anonymous donor. The collection comprises the unparalleled ethnographic documentation collected by the legendary folklorist over sixty years, including more than 5,000 hours of sound recordings; 400,000 feet of motion picture film; 2,450 videotapes; 2,000 scholarly books and journals; hundreds of photographic prints and negatives; and more than 120 linear feet of manuscript material such as correspondence, field notes, research files, program scripts, indexes, and book and article manuscripts. This enormous collection documents music, dance, narrative, games, and other forms of traditional expression from throughout the United States and from many other countries.

Folklorist Don Yoder, professor emeritus at the University of Pennsylvania, donated a collection of his field recordings that document aspects of Pennsylvania Dutch culture, particularly folk belief, sermons and religious music, folksongs, and harvest festivals. The collection comprises seventy-nine reel-to-reel tape recordings, which were created by Yoder over a thirty-year period.

Pete and Tosi Seeger, of Beacon, New York, donated their film collection to AFC. Officially donated in June 2003, the collection came to the Library in fiscal 2004. Beginning in the mid-1950s, the Seegers began to document on film the music, dance, games, and occupational lore of many places they visited around the world. The Pete and Tosi Seeger Film Collection covers the years 1957 to 1965 and includes footage of important musicians such as Big Bill Broonzy (1957), Odetta and Bob Gibson (1957), and Elizabeth Cotten (1960). There is footage from the National Folk Festival (1957) and a Texas prison (1965). The majority of the footage, however, derives from the Seeger family's ten-month performing tour in 1963 and 1964, which included stops in East and West Africa, India, Indonesia, Ireland, Israel, Japan, and the Soviet Union.



Folklorist Alan Lomax, behind the camera, at a Mississippi festival in 1979.

NATIONAL AUDIO-VISUAL CONSERVATION CENTER

Construction on the National Audio-Visual Conservation Center (NAVCC) facility in Culpeper, Virginia, continued throughout fiscal 2004. The NAVCC will be a state-of-the-art conservation center that will consolidate the Motion Picture, Broadcasting, and Recorded Sound (MBRS) Division's activities in one central facility, while greatly improving preservation efficiencies and turnaround time for service to users. The forty-five-acre NAVCC campus is being built with private-sector support from the Packard Humanities Institute and will consist of four buildings containing 420,000 square feet of space.

The NAVCC facility will be constructed and made available to the government in two phases. Phase 1 includes the Collections Building, which is an existing underground former Federal Reserve Bank facility that will be retrofitted entirely for collections storage, and the Central Plant. Phase 1 is scheduled for completion in May 2005, at which time the Library will move all its non-nitrate film, video, recorded sound, and paper collections to the facility. Phase 2 includes the newly constructed nitrate vaults, composed of 125 individual vaults within two storage pods, and the new Conservation Building, which will house the division's administrative, curatorial, and processing staffs, as well as the two MBRS preservation laboratories (film; sound and video), on three main floors.

Phase 2 will be completed in April 2006. The entire facility will be transferred to the government at that time, and staff members from Washington, D.C., and Dayton, Ohio, as well as the nitrate film collections currently stored in Dayton, will be re-located to Culpeper.

In January 2004, a new NAVCC Transition Program Office was established for the purpose of re-locating the current MBRS operations, systems, staff, and collections to Culpeper, and work began on preparing the collections for the move. Work continued on developing the system architecture and process requirements for the center, as well as the new preservation throughput models and workflow procedures using both traditional analog and new digital preservation systems for all audiovisual formats within the film laboratory and the sound and video laboratory.

At the MBRS Division's temporary Elkwood storage facility, located near Culpeper, installation was completed on approximately 10,000 square feet of high-density, mobile compact shelving. This installation enabled the division to test shelving designs and configurations for the NAVCC and to provide much-improved temperature- and humidity-controlled environments for several important archival collections. Collections moved to Elkwood during the year included the Arch Obo-ler Collection, Bob Hope manuscripts, 7-inch and 10-inch Voice of America tapes, and recordable audio compact discs.

ACQUISITIONS AND BIBLIOGRAPHIC ACCESS DIRECTORATE

Within the ABA Directorate, the acquisitions divisions acquire materials for the Library of Congress collections in all formats and in nearly 470 languages through purchase, exchange, gift, licensing, and loan. For most materials, the acquisitions divisions create initial bibliographic control and enter the materials in the Library's Integrated Library

System (ILS) as soon as possible after the decision to acquire is made. Through the Serial Record Division, the acquisitions divisions provide training and coordination for CONSER (Cooperative Online Serials), which is the serial component of the Program for Cooperative Cataloging (PCC), and assignments of ISSN (International Standard Serial Number). The acquisitions divisions also provide international leadership in library exchange and cooperative acquisitions programs.

The bibliographic access (BA) divisions within ABA produce bibliographic records for books, electronic resources, printed music, and sound recordings, as well as authority records for the Library of Congress catalog. Authority work is a primary service of the BA divisions, because it establishes standard forms for names of persons, titles, corporate entities, geographic entities, and subjects. Those authorized headings permit the collocation of similar works in the Library's catalog and are available for use by other libraries, thereby greatly enhancing the quality of the library experience for users by enabling them to search multiple library catalogs using the same search terms. The BA divisions also develop cataloging policy, conduct training, and distribute cataloging records and documentation for the information community.

In fiscal 2004, the BA divisions and the Serial Record Division cataloged 294,510 bibliographic volumes, the second-highest total in their history. The divisions made a top priority of remaining current with the cataloging of new receipts to prevent the receipts from becoming an arrearage. This strategy proved successful because the divisions received 360,184 items in fiscal 2004 (compared to 364,886 received in fiscal 2003, a decrease of 1.2 percent) and completed 378,381 (compared to 374,079 items completed in fiscal 2003, an increase of 1.1 percent).

There is no longer a one-size-fits-all mentality in the BA divisions. With rapid access as the goal, different types of materials are treated differently.

Full or core original cataloging is the category of most interest to other libraries that depend on the Library of Congress for cataloging data. Those records have full description, subject analysis, and Library of Congress Classification (LCC) numbers, as well as authority records for all descriptive and subject access points, which are drawn from controlled vocabularies. Collection-level cataloging records have descriptive and subject access points that are in authorized forms from controlled vocabularies and are supported by authority records when needed to distinguish entities with identical names. In addition, 4,283 collection-level cataloging records with full authority support were created from surrogates for archival manuscript collections in the National Union Catalog of Manuscript Collections. Copy cataloging makes use of full- or core-level records created by other libraries. Most copy cataloging in the BA divisions and the Serial Record Division was supported by authority work performed only to establish necessary new subject headings or to break conflicts between identical names. Minimal-level cataloging generally emphasizes description of the item to distinguish a work from others in the catalog. However, most minimal-level cataloging created this year also had LCC numbers. Inventory-level records are the lowest level of processing and provide cost-effective access to items that do not require fuller cataloging or standardized access points. Those records reside in databases separate from the ILS.

Bibliographic Enrichment Projects. The interdivisional Bibliographic Enrichment Advisory Team (BEAT) initiates research and development projects to enhance access to Library materials for users. The BEAT's best-known project is the enrichment of online catalog records with electronic table of contents data. In fiscal 2004, BEAT-developed software supported the inclusion of table of contents data in more than 36,000 records for Electronic

Cataloging in Publication titles. It enabled links to and from another 8,300 catalog records to digital tables of contents, which resided on a server. Links to table of contents data were also provided by BEAT's ONIX projects. Those projects are designed to link Library of Congress catalog records to tables of contents, publisher descriptions, sample text, and reading group guides provided by publishers in ONIX, the standard for communicating book industry product information in electronic form. In fiscal 2004, BEAT introduced links to ONIX book jacket illustrations and author information. At year's end, the software had more than 250,000 links, including links to more than 7,500 sample texts and more than 63,000 publisher descriptions of their publications. During fiscal 2004, the Library counted approximately 1.5 million visits to the digital tables of contents and ONIX records residing on its server.

BEAT continued its venture with H-NET: Humanities and Social Sciences Online, which can link catalog records for certain monographs in the Library's collections to *H-NET Reviews*. New links were made to 1,022 titles, exceeding the target of linking 1,000 reviews per year.

Cataloging in Publication. The United States established the world's first Cataloging in Publication (CIP) program in 1971 to provide cataloging in advance of publication for those works most likely to be widely acquired by the nation's libraries. In the third of a century since then, the U.S. CIP program has produced cataloging for 1,280,995 titles. Professional catalogers created CIP records from publishers' galleys, applying the same standards as for published books. The CIP Division carried out the administration and development of the program. The division continued to encourage publishers to opt for the Electronic Cataloging in Publication program. During fiscal 2004, 55 percent of all CIP titles were submitted as Electronic CIP galleys, which are cataloged much more quickly—

often within a few hours of receipt and without the expense of mailing and handling paper galleys.

From September 2003 through May 2004, CIP staff members conducted an international survey of CIP programs to gain insights into the relationship between national libraries and publishing communities. The responses showed the value of CIP programs to libraries, readers, booksellers, and publishers. Annually, CIP programs worldwide produce bibliographic records for more than 188,892 titles. The survey provided a basis for the Library, beginning in the next fiscal year, to consider the future direction of the U.S. CIP program.

Cooperative Cataloging Programs. No library, even one as large as the Library of Congress, can catalog every new publication. Joining with other libraries has created a national network that results in speedier access to materials for users everywhere. Cooperative cataloging programs play a vital role in ensuring the contribution of high-quality cataloging data that can be adapted by nearly any library in the English-speaking world to represent its own collections. The chief of the Regional and Cooperative Cataloging Division and its Cooperative Cataloging Team continued to administer the international Program for Cooperative Cataloging, particularly the name authority component, NACO; the subject authority component, SACO; and the component that promotes contribution of monograph bibliographic records, BIBCO.

The National Union Catalog of Manuscript Collections (NUCMC) is a distinctive cooperative program that provides and promotes bibliographic access to the nation's documentary heritage. The NUCMC Team administers the NUCMC program and provides archival cataloging in the Research Libraries Information Network bibliographic utility for manuscript repositories that are not members of a bibliographic utility. Fiscal 2004 was the eighth consecutive year that the NUCMC Team increased its cataloging production. Three

NUCMC projects that received special focus this year were the Montana Union List Project, the Cooperative Historically Black Colleges and Universities Archival Survey Project, and the Maine Historical Collections Project.

Cataloging Policy. The Cataloging Policy and Support Office (CPSO) is the principal Library unit for developing and maintaining cataloging policies and resulting documentation, including the *Library of Congress Rule Interpretations*, *Library of Congress Classification Schedules*, *Library of Congress Subject Headings*, and related manuals. CPSO's mission is (1) to provide leadership in the creation and implementation of cataloging policy within the Library of Congress and in the national and international library community; (2) to support the effectiveness of the cataloging staff at the Library of Congress—through guidance, advice on cataloging policy, and maintenance of bibliographic, authority, holdings, and classification records; and (3) to develop and support national and international standards for structure and content of bibliographic, authority, holdings, and classification records through cooperative endeavors.

The Library plays an active role in the governing organizations for international cataloging policy. It works with other national libraries to set cataloging rules, thereby making it possible for library users to consult many libraries as they carry out their research. In the area of descriptive cataloging, for which a primary standard is the *Anglo-American Cataloguing Rules (AACR)*, the chief of CPSO represents the Library of Congress on the Joint Steering Committee for Revision of AACR, and the director for Acquisitions and Bibliographic Access is the Library's representative to the Committee of Principals for AACR, which is the overall governance body. During fiscal 2004, the chief of CPSO participated in the Joint Steering Committee deliberations that led to the start of work on an entirely new edition of the rules, which is planned for publication in 2007.

The chief of CPSO continued as the Library of Congress's technical leader for the Virtual International Authority File, a collaboration among the Library, Online Computer Library Center Inc. (OCLC), and the Deutsche Bibliothek to link the name authority files of the two great national libraries so that searchers could view both files in the language of their choice. The chief of CPSO also participated in the second International Meeting of Experts on an International Cataloging Code. The meetings explored possibilities for aligning cataloging rules of different countries in order to increase the ability to share cataloging information worldwide. A statement of principles for an international cataloging code has been issued for worldwide comment.

Following the completion in fiscal 2003 of the LCC schedules that were originally envisioned for legal materials, new initiatives emerged for additional schedules in fiscal 2004. In particular, research began for a classification schedule for law of indigenous peoples of North America. Planning got under way to align the BP classification for Islam religion with KBP for Islamic law in the manner of BM for Jewish religion and KBM for Jewish law.

In response to interest from the Library's cooperative cataloging partner institutions, a project began to include specific LCC numbers for composers, other musicians, and groups in the name authority records for those entities. Over the course of more than a century since Library of Congress class M (Music) has been in existence, duplicate numbers and other irregularities have developed in the classification schedule. Including the classification information in the name authority records will save cataloging time, not only at the Library, but also for other libraries that capture information from the Library of Congress's authority records. Name authority records with those classification numbers were distributed to the Library's MARC Distribution Service subscribers.

In fiscal 2004, RLG (formerly the Research Libraries Group) began the transition from the Windows-based Research Libraries Information Network system that Library staff members had used for more than twenty years for cataloging materials in the so-called JACKPHY (Japanese, Arabic, Chinese, Korean, Persian, Hebrew, and Yiddish) languages and scripts to a new Web-based system called RLIN21, in which data are stored in Unicode, which supports all languages and scripts. Members of the ABA staff worked with Information Technology Services and the ILS Program staff to plan and coordinate the transition at the Library. RLIN21 was first made available for searching in March 2004. The transition period began with the introduction of RLIN21 input and update capability in June and was ongoing at the end of the year.

In August, plans were codified to establish formal collaboration among the maintenance agencies in the United States, Canada, and France that provide French-language subject access systems based on *LCSH (Library of Congress Subject Headings)*; *Répertoire des vedettes matière* (Université Laval, Canada); and *RAMEAU (Répertoire d'autorité-matière encyclopédique, alphabétique, unifié)*, maintained in France). The agencies will submit proposals for new *LCSH* terms based on French publications.

Decimal Classification Division. The Decimal Classification Division pursued its three-pronged mission: to develop, apply, and assist in the use of the Dewey Decimal Classification (DDC); to supply Dewey numbers for books in English and other Western languages that are cataloged at the Library of Congress; and to assist the DDC community. The *200 Religion Class* separate was published on May 14. Editorial work on *DDC Abridged Edition 14* was also completed early in the year. The Web version was released in December 2003, with the print version following in February 2004. The Library of Congress continues to contribute to the

DDC because of its importance to the nation's public libraries. One of the Library's goals is to develop tools and products that meet the needs of other libraries.

Distribution of Cataloging Products and Tools. The Cataloging Distribution Service (CDS) served the information needs of the Library of Congress and its national and international constituencies by developing and marketing products and services that provided access to Library of Congress resources. Those resources include affordable and high-quality catalog records and cataloging documentation produced by CPSO, MARC 21 formats, and publications for the Program for Cooperative Cataloging. In fiscal 2004, CDS offered the products in several different media to serve different customers. For example, the 27th edition of *Library of Congress Subject Headings* was issued this year in print and in the CD-ROM and Web-based versions of *Cataloger's Desktop*. LCC schedules continued to be available as both individual print publications and as a complete set in *Classification Web*.

Print publications generated 32 percent of CDS business, down just 1 percent from fiscal 2003. MARC Distribution Services, which distributes the Library's cataloging data to other libraries and vendors, accounted for 31 percent of revenue, an increase of 3 percent over fiscal 2003. The two World Wide Web subscription products, *Classification Web* and *Web Cataloger's Desktop*, generated almost 26 percent of CDS revenue, a 7 percent increase. The sole remaining CD-ROM product, *Cataloger's Desktop*, generated more than 10 percent of the division's business, a decrease of 4 percent, which was attributed to the availability of its Web-based counterpart.

After extensive beta testing at the Library and worldwide, on June 8 CDS released *Cataloger's Desktop* on the Web—the second Web-based CDS product in two years—thereby reinforcing its commitment to support a migration to Web-based re-

sources throughout the cataloging community. *Web Cataloger's Desktop* provides the English-speaking cataloging community with the major cataloging documentation and tools twenty-four hours a day, seven days per week; it eliminates the technical support required with the CD-ROM version and offers enhanced functionality. CDS announced that it would cease production of the former customized CD-ROM version of *Cataloger's Desktop* for the Library's cataloging staff but would continue to market the general CD-ROM version as long as sufficient demand existed in the wider library community.

Capping a multiyear effort, the CDS staff and ALA Publishing completed work on a new distribution agreement, extending the Library's right to distribute AACR, 2nd edition, in *Cataloger's Desktop*, which currently provides the only online access to AACR.

New features were added to the other CDS Web-based product, *Classification Web*. In March 2004, a link was added to enable users to access the Library's bibliographic records directly from *Classification Web*. In July, after nearly three years of negotiations with Forest Press, a division of OCLC that owns the Dewey Decimal Classification, the Library of Congress's Dewey correlations feature was also implemented, thus enabling users to enter DDC numbers and to view related LCC numbers and *Library of Congress Subject Headings*. Those top two enhancements were requested by customers in a survey conducted the previous year. Maps that appear in the print edition of *LCC Schedule G* became available online by linking from *Classification Web* to the digitized color versions.

In January, the *Alert Service*—the last remaining card-based service CDS offered—was transformed into the *MARC Alert Service* as part of the CDS MARC Distribution Services.

In fiscal 2004, the CDS staff continued work to migrate the division's cataloging databases from the Library's mainframe computer to a server-based

environment where the CDS databases will be maintained under the Library's ILS. Full system and parallel testing were scheduled for the first quarter of fiscal 2005, before retiring the Information Technology Services mainframe.

To support the goals of the PCC and to fulfill library trainers' needs for quick delivery to meet course deadlines, CDS began issuing training products in PDF (portable document format). The division published course materials for five Serials Cataloging Cooperative Training Program courses and this year started publishing the new Cooperative Cataloging Training course materials, all in PDF.

Training in Library Services. The former Technical Processing and Automation Instruction Office was renamed the Instructional Design and Training Division (IDTD) in the service unit realignment on July 2. As the new name indicates, IDTD both develops and delivers training related to the technical and professional skills needed by staff members to carry out the mission of Library Services. The division also carries a large workload in registering Library Services staff members for training offered by the Library of Congress's Operations, Management, and Training Directorate. In addition to IDTD's own cadre of full-time instructors, interns and detailed workers taught courses for IDTD this year. In fiscal 2004, 818 members of the Library Services staff—37.2 percent of the staff—were enrolled in at least one IDTD class, with 2,863 enrollments recorded in all.

At the request of the Motion Picture, Broadcasting, and Recorded Sound Division, IDTD created the course "Navigating and Searching in MAVIS." To support the digital arena, the division created the course "Overview of the Cataloging of Non-Book Materials." An IDTD staff member organized and coordinated the thirty-four-hour "Library Services Reference Collections Orientation" course for reference librarians. The orientation, offered

twice during the year, addressed the Library's major and unique collections so staff members working in reference are better equipped to show scholars and the general public how to take full advantage of the Library's diverse and rich resources.

"Quick Tips," introduced this year by IDTD, are online tutorials that use simulation to allow a trainee to learn a single feature of an application as if the trainee were actually working in it. "Quick Tips" were created for the PC Desktop, Group-Wise e-mail features, and *Web Cataloger's Desktop*.

Coincidentally with its change in name, the division created a new Library Services training and education Web site called Instructional Design and Training. The IDTD staff members analyzed customer behavior at training sites: for example, how easily customers can locate information, what type of information is being sought, and what searching methodology is used. Only after this analysis and a test with customers on approaches to presenting information did the IDTD proceed with the planned design for this new Web site.

Significant Acquisitions. The trend to purchase electronic resources continued. Significant purchases for the Library's electronic collections included Eighteenth Century Collections Online and several H. W. Wilson retrospective files: Readers Guide Abstracts, Art Index, Index to Legal Periodicals, Humanities and Social Science Abstracts, and Making of Modern Law.

With the Asian Division, the African/Asian Acquisitions and Overseas Operations Division investigated, tested, and subscribed to key Chinese electronic databases—two series of the China National Knowledge Infrastructure: Chinese Academic Journals and Chinese Core Newspapers for the current year. More than 5,000 Chinese academic journals and more than 300 Chinese newspapers are included in those two series.

During fiscal 2004, three new databases from East View Information Services were acquired: the

Universal Database of Ukrainian Publications, the Universal Database of Russian National Bibliography, and the Universal Database of Statistical Publications.

The AARP (formerly American Association of Retired Persons) and the Leadership Conference on Civil Rights announced their intention to donate in electronic format the Voices of Civil Rights project, a collection of firsthand personal accounts of participants in the Civil Rights movement, including still and moving images, Web pages, audio recordings, documents, oral histories, manuscripts, and research notes.

The eBookMatrix Publishing Corporation donated a significant electronic resource, the newspaper *People's Daily* in electronic format for the years 1946–2003. The BEAT Web Publications in Series project provided access to approximately 4,000 online full-text monographs. Over the past three fiscal years, the project has provided access to 24,000 online full-text monographs in the social sciences.

Other gifts, agreements of deposit, and purchases greatly enhanced the Library's collections this year. The acquisitions divisions worked with the appropriate custodial divisions to negotiate the following acquisitions:

- ☞ The Jay I. Kislak Foundation gave the Library several thousand rare books, manuscripts, documents, maps, and masterworks of pre-Columbian culture and colonial art from North and South America. The works span three millennia of Native American and European cultures, emphasizing the early contact period from 1500 in the Caribbean basin through the 1820s in Florida and the southern part of the United States. The gift also included an endowment to support research in those areas.
- ☞ An early pioneer in the development of Landsat and satellite mapping of Earth from outer space, Alden P. Colvocoresses, transferred his personal and professional papers and related cartographic materials and globes to the Library.
- ☞ Judge Robert Bork finalized an Instrument of Gift for his papers five years after they were received by the Library's Manuscript Division.
- ☞ Mercedes Eichholtz donated some 800 pieces of personal correspondence between her and her late husband, Supreme Court Justice William O. Douglas.
- ☞ The political cartoonist Ann Telnaes gave the Library a collection of some seventy-five original drawings. Titled *Humor's Edge*, a major exhibition of Telnaes's work was mounted in the Thomas Jefferson Building this year.
- ☞ The Music Division welcomed the papers of violinist and cultural leader Isaac Stern from the Stern Estate, culminating a ten-year effort to bring Stern's papers to the Library.
- ☞ Fulfilling the obligations under the Instrument of Gift signed last year, the Herb Block Foundation transferred 175,000 items of the cartoonist's manuscript (nongraphic) collection, including correspondence, notes, and photographs.
- ☞ The papers of Russell W. Peterson (former chairman of the President's Council on Environmental Quality and Director of the Office of Technology Assessment, U.S. Congress), which had been outstanding since 1997 when the Instrument of Gift was signed, were received.
- ☞ A Colorado donor gave the Library forty-one valuable political cartoons by Pat Oliphant, which had been created while Oliphant worked in Denver.
- ☞ More than 1,000 manuscript items of French aviation pioneer Louis-Pierre Mouillard (1834–1897) were received as a gift from the Estate of Gabriel Dardaud, Beirut, Lebanon.
- ☞ The deposit collection of Daniel Patrick Moynihan, maintained by the Library since 1977, was converted to gift status by his widow, Elizabeth Moynihan. Significant additions to Senator Moynihan's papers were received throughout fiscal 2004.

Acquisitions Funding. The GENPAC appropriation, which funds the purchase of Library collections materials, has received nothing more than small inflationary increases for the past ten years. During that time, the growth of the appropriation has not come close to keeping pace with the increased cost of acquiring materials, and the Library's buying power has declined at the same time that electronic resources—an indispensable and relatively expensive class of research materials—have emerged and must be funded. Even as the need for electronic resources grows, print publications are also increasing, not declining. In fiscal 2003, a Management Decision Package (MDEP) was developed and supported by the Library's Executive Committee to request a large increase to the GENPAC base in the Library's fiscal 2005 budget. The MDEP requested the following: an increase of more than \$4 million to GENPAC (to be apportioned over a three-year period), funding to establish a special Chinese acquisitions program, and a general price-level increase. Both the House of Representatives and the Senate approved the MDEP price-level increase. However, only \$500,000 of MDEP's requested increase was approved by the House, while the Senate approved zero. At the close of the fiscal year, the difference had yet to be worked out in conference.

A moratorium on new serials subscriptions has been in place for two years because of the lack of available GENPAC funds. An August survey showed that 2,733 new subscription requests were on hold. The estimated annual cost for those subscriptions was \$238,445. The estimated cost for related back files was \$93,538.

Bibliographic Access Strategic Planning. The BA divisions' new initiatives were guided by their strategic plan, originally issued in fiscal 2003 as the Cataloging Directorate Strategic Plan, Years 2003–2008. The plan featured six strategic goals:

- ☐ Provide national and international leadership in the development and promotion of cataloging policy, practice, standards, and programs.
- ☐ Provide appropriate and quality bibliographic and inventory control data for on-site and remote resources.
- ☐ Attain cataloging currency and meet arrearage reduction targets.
- ☐ Provide leadership in the application of bibliographic control and access to digital content.
- ☐ Develop staff resources and provide effective personnel management.
- ☐ Ensure a secure environment for directorate staff, collections, and data.

In August, the BA divisions began drafting a new plan for fiscal 2005 and 2006 that reflected the ABA merger.

Congressional Hearings. At the request of the Congressional Research Service, the Business and Economics Team of the Social Sciences Cataloging Division launched a project to reclassify the 6,800 pre-1970 congressional hearings into the KF schedule. Thus, the hearings can be moved from dispersed locations throughout the general stacks to one location in the Law Library, where they can be served to users much more efficiently. More than 700 hearings were retrospectively reclassified in fiscal 2004. The BA divisions received more than 1,200 current congressional hearings in 2004 and processed most within days of receipt. To achieve even greater efficiencies, the directorate trained staff members from the U.S. Government Printing Office (GPO) to assign LCC numbers to hearings and other legislative documents. Because GPO is a member of the Program for Cooperative Cataloging, the presence of the LCC number in GPO records beginning in October 2004 will enable the Library staff to use

GPO records in the Library's catalog with minimal additional effort.

Database Improvement. During fiscal 2004, CPSO began a one-year pilot project for a Database Improvement Unit to develop, analyze, and document maintenance procedures for the online catalog. The unit corrects records for authority, bibliographic, holdings, and items and develops efficient procedures for maintaining the bibliographic and authority databases. Using a combination of automated and manual techniques, the unit updated approximately 138,000 records since its inception on June 28. The pilot so far has confirmed the hypothesis that database maintenance can be performed most effectively in a centralized unit.

Duplicate Materials Exchange Program. In 2002, a business process improvement project was initiated to examine the Library's program of duplicate materials exchange. The goals were to maintain or improve equitable exchange with actively partnering institutions; to reduce staff time needed to manage the Library's exchange programs; to reduce space needed to store duplicates, list materials, and pack items; to reduce the number of times that items are physically handled; and to implement a Web-based customer interface that replaces paper lists.

All steps in this process, except for the last, have been completed. Exchanges with 2,500 partners worldwide, previously handled by various acquisitions sections, are now centrally serviced through the Duplicate Materials Exchange Program (DMEP). In September, the Library awarded a contract to SQN Solutions to develop the software and Web site to host an online version of the DMEP. The DMEP site will use shopping cart functionality to allow the Library's exchange partners to select materials that they would like to receive in exchange for materials that they send to the Library. The Web site will greatly reduce the Library's operating costs for the DMEP.

Electronic Resources Acquisitions Initiatives. The Library became a member of the Elektronische Zeitschriftenbibliothek (EZB, or Electronic Journals Library) in fiscal 2003. Through the Library of Congress–EZB partnership, the Library has discovered more than 7,000 online e-journals, providing freely accessible content of serious research value within scope for the Library's collections. Membership in the EZB has led to an exchange of bibliographic metadata with the Deutsche Bibliothek, Frankfurt, Germany, for 16,000 e-journal titles.

On December 8, 2003, the Librarian of Congress and Dr. Sreten Ugricic, director of the National Library of Serbia, signed an agreement reestablishing the acquisitions exchange between the two libraries and proposing a collaborative initiative called Exchange Center 91-01. The center will include a research facility at the National Library of Serbia in Belgrade, as well as a Web site that the Library will help support. Both of those will be dedicated to objective documentation of events and conditions in Yugoslavia during the 1991–2001 era. They will present diverse viewpoints expressed in both the United States and the former Yugoslavia and will feature various sources from government documents to popular culture.

In March, the chief of the European and Latin American Acquisitions Division met in Leipzig, Germany, with representatives of the EZB, the Deutsche Bibliothek, the German State Library in Berlin, and the Bavarian State Library to inaugurate discussion of a "whole life cycle" exchange of government e-journals. The project is intended to lead to the following exchanges between U.S. national libraries (including the GPO) and German National Libraries (including EZB):

- ❑ Free access online to government e-journals
- ❑ The right to freely download and archive on their own servers a subset of the other government's e-journals

- ☐ Metadata for those e-journals
- ☐ A commitment by each set of national libraries to preserve and provide access to its government's e-journals
- ☐ Electronic reference service in support of their government's e-journals

The proposal was well received by the German participants, and discussions continued throughout the year.

Electronic Resources Bibliographic Access. Recognizing that digital content would become an increasingly important part of the Library's collections in the next decade, the assistant director for bibliographic access ensured that the BA divisions had a leadership role in providing access to digital collections and were able to collaborate with other organizations that were inside and outside the Library and that had an interest in digital content. Five working groups were formed to survey all sources of digital content for which the BA divisions would potentially provide access, to recommend modes of bibliographic access, to survey existing automated tools for cataloging digital content, to propose workflows, and to design an implementation and training plan.

The Processing Rules Analysis Working Group recommended the use of three main modes of bibliographic access: Web guides created in the Collections and Services Directorate; full AACR2 and MARC 21 cataloging for certain high-value, high-persistence digital resources; and records created using Metadata Object Description Schema. The last is a simpler format derived from MARC 21 that could be implemented less expensively for certain Web resources that the Library harvested and archived from the Internet. The working group also recommended that a new access-level record be defined in the MARC 21 format, emphasizing those data elements that support searching and subject access rather than description. With funding provided by the Office of Strategic Initiatives, the BA

divisions contracted with an expert consultant to define the core data set and cataloging guidelines for the access-level record, with a view to using it to provide users with catalog access to monographic and integrating remote-access electronic resources (i.e., Internet sites). The contractor's report will serve as the basis for the BA divisions to test the access-level record for functionality, cost-effectiveness, and conformance to standards.

Another working group recommended changes to the existing workflow for remote-access electronic resources, including enhancements to the functionality of TrackER, which is the electronic traffic manager used to track the progress of remote-access electronic resources through the selection and cataloging pipeline. Training for electronic resources cataloging continued throughout the year. Approximately thirty senior catalogers have now been trained to catalog monographic digital resources and Web sites.

The directorate developed the software program titled Web Cataloging Assistant, which automatically creates an electronic resource record that is based on the bibliographic data in the HTML (hypertext markup language) form found on the Web site of an individual monographic series. Abstracts and keywords are added automatically to the records for selected series. The cataloger needs only to do the authority work and to add subject headings. The program notifies the cataloger by e-mail whenever a new title has been added to a series, thus permitting rapid update of the bibliographic data.

Exchanges with Iranian Institutions. Although the Library's retrospective collections of Iranian materials are extraordinarily rich, there are major gaps in the collections covering the past twenty-five years. As an initial step in improving the acquisition of contemporary Iranian materials, the Library reestablished an exchange arrangement with the National Library of Iran. At year's end, plans had been made for the Librarian of Congress to travel to Iran. In addition,

the African/Asian Acquisitions and Overseas Operations Division established exchanges with two other Iranian institutions, the Ayatollah Mar'ashi Najafi Library and the Encyclopedia of Iran. All three new exchanges bore fruit in fiscal 2004, thus improving the Library's collections. The division started using a new purchase vendor for Iranian law materials in Tehran and began testing the services of California-based suppliers of Iranian publications.

External Sources for Cataloging. The realignment of Library Services paved the way for innovative thinking about traditional Library functions, including monographic cataloging and book preparation. The European and Latin American Acquisitions Division, with the Social Sciences Cataloging Division and the Cataloging Policy and Support Office, designed a pilot project to determine whether a major book dealer can provide shelf-ready books for the Library's collections. The pilot will assess a major book dealer's proposal to provide—at significant cost and time savings—completed bibliographic description, subject access, authority work, binding, labeling, and security stripping for the books it supplies under the Library's approval plan. The dealer submitted a sample of completed bibliographic records in August for the Library's review.

In January 2004, the BA divisions suspended additional cataloging treatment for juvenile nonfiction, as well as DDC for juvenile fiction, so they could improve the throughput time for juvenile works in the CIP program and could complete a large backlog of work caused by a sharp increase in receipts of CIP galleys by the Children's Literature Team of the History and Literature Cataloging Division. That team eliminated its backlog while continuing to provide complete cataloging, including summaries, for juvenile fiction. To compensate for the suspension of nonfiction summaries and nonfiction juvenile cataloging, publishers were encouraged to submit summaries through the CIP program. This project promises to become an important enhancement of

the electronic CIP program as it provides concise, objective summaries of both juvenile and adult books at no additional cost to the Library.

Copy cataloging production increased nearly 19 percent during fiscal 2004, indicating an improvement in the quality of the catalog because many items would otherwise have received minimal-level cataloging. An important factor in increasing production was the use of Z-Processor, a software application that was developed in ABA and that sequentially searches both bibliographic utilities, next allows the searcher to view and select the best copy found, and then merges the best record into the Library's Integrated Library System. A similar application, Z-Client, sequentially searches for compact discs, long-playing sound recordings, scores, and music books.

The divisions used Marcadia, the automated copy-matching service now owned by Backstage Library Works Inc., to help process more than 4,400 items in law, the arts, and the social and physical sciences. The Library's field office in Rio de Janeiro also began to produce copy-cataloged records during fiscal 2004.

The Bibliographic Access Management Team approved a plan to add a Dewey component to the Program for Cooperative Cataloging. Under this plan, the PCC will formally recognize the DDC contributions of PCC libraries that assign full (segmented) DDC numbers using *DDC Edition 22*. The first phase of the initiative, involving Northwestern University Library and Oklahoma State University Library, will yield approximately 2,000 bibliographic records each year that are recognized by the PCC as adhering to mutually agreed international standards and are easily adaptable by libraries that use the DDC to organize their collections.

ISSN Revision. The International Standard Serial Number (ISSN) standard ISO 3297 was first published by the International Organization for Standardization (ISO) in 1975. The ISSN has become

one of the most widely implemented standards in the information community worldwide. The head of the National Serials Data Program, the Serial Record Division, was active in an ISO Working Group that this year began drafting and negotiating revisions to the international standard on which the ISSN system is based and dealing with related implementation issues. She also surveyed various U.S. libraries to gain input for the ISSN revision and has given presentations at the North American Serials Interest Group conference and at several American Library Association meetings to update the U.S. library community on the revision work. The revised ISSN standard will include an appendix that specifies best practices for using ISSNs as digital object identifiers; relates the ISSN to the OpenURL standard, which underlies convenient online linking of citations to content in a range of online services; and gives examples of the use of the ISSN in OpenURL resolvers. The ISSN revision will encourage use of the ISSN as an identifier for digital objects. The ISO Working Group also considered policy on whether the same or multiple ISSNs should be assigned to the same serial content that is issued in multiple formats, such as, print, compact disc, and World Wide Web. Work continued into fiscal 2005, with a target date of April 2005 for issuing the revised standard ISO 3297.

New Books. The CIP Division continued to work with Information Technology Services to develop New Books, the project that will enrich online catalog records with links to information about authors, jacket illustrations, and other additional information. New Books will include the Library of Congress Partnership program, under which library users throughout the United States will be able to use the Library of Congress's New Books Web site to reserve a forthcoming book at their local library. The CIP Division developed most of the needed Web pages and a user-friendly keyword searching interface for New Books. Staff members

in Information Technology Services completed some programming of the interface but suspended that work in early summer in order to devote resources to the implementation of Oracle 9i. The implementation date for New Books, originally May 2005, was to be rescheduled in fiscal 2005.

Bibliographic and Inventory Control of Serials. The Serial Record Division staff cataloged more than 700 e-serials and added URLs (uniform resource locators) to a significant number of print records to lead catalog users to the online counterparts. The division reduced the cost of its cataloging by introducing copy cataloging by technicians.

A team composed of staff members from the Serial Record Division, the African/Asian Acquisitions and Overseas Operations Division, and the ILS Office worked to set up the Rio de Janeiro Office's check-in project. A cataloging section head from the Serial Record Division visited the field office on July 5–13 to train a group of six Rio staff members about searches, check-ins, publication patterns, holdings records, and creations of check-in components in the ILS. At year's end, the project was under evaluation. If indicated, the ILS check-in activity will be expanded to the Library's other overseas offices.

The serials holdings conversion project was completed by contractors in October 2003. During the last year of the project, Library technicians resolved more than 2,500 complex related problems. The Library's information about serial holdings is now entirely online.

COLLECTIONS AND SERVICES DIRECTORATE

The nineteen divisions of the Collections and Services Directorate participated in the entire Library's digital strategy; entered collaborative partnerships to advance the Library's mission to acquire, describe, and serve a universal collection in

all formats; made progress in reducing the Library's arrearages; worked to acquire, preserve, process, and secure the collections; continued to build new Library facilities at Culpeper, Virginia, and at Fort Meade, Maryland; and pursued initiatives in collections development, public service, and education and outreach. Most important, the various divisions provided reference service to patrons in person, by telephone and mail, and through the Library's Web site.

The Collections and Services Directorate is organized under three general areas. First, the General Collections and Services divisions report to the director and include the African and Middle Eastern Division, Asian Division, European Division, Federal Research Division, Hispanic Division, and Humanities and Social Sciences Division. Second, the assistant director for Collections Management is responsible for the Baseline Inventory Program; the Collections Access, Loan, and Management Division; the Digital Reference Team; and the Photoduplication Service. Third, the Special Collections and Services divisions also have an assistant director under the general oversight of the director. Those divisions are the Children's Literature Center; Geography and Map 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; and Serial and Government Publications Division. This organizational structure brings all the reading rooms and custodial divisions of Library Services together, intensifying their focus on the collections and service to users.

General Collections and Services

In fiscal 2004, the General Collections and Services divisions were heavily involved in public service and digital projects. All contributed to the Por-

als to the World Web site, which provides selective links to electronic resources from around the globe, thereby offering authoritative, in-depth information about the nations of the world. The links were selected by the Library's area specialists and other Library staff members, using Library of Congress selection criteria. At year's end, more than 200 countries and other areas of the world were covered in the Portals project.

Area specialists and reference librarians continued to provide reference services to users, whether in person, by telephone, or through interactive Web forms. The e-mail queries to the African and Middle Eastern Division increased, and the division answered 955 reference queries submitted through the collaborative reference service known as QuestionPoint (QP). In the Humanities and Social Sciences Division, 8,576 electronic reference requests were received through QP. This figure includes 6,664 QP queries for the Main and Microform Reading Rooms and 1,912 QP inquiries for the Local History and Genealogy Reading Room. In all formats, the Science, Technology, and Business Division answered 311,241 reference questions. The Hispanic Reading Room served 8,903 readers, an increase over fiscal 2003.

African and Middle Eastern Division. The African and Middle Eastern Division (AMED) provided reference and bibliographic services covering more than seventy countries and regions, from South Africa to Morocco to the Central Asian republics of the former Soviet Union. Of primary significance was the exhibition *From Haven to Home: 350 Years of Jewish Life in America*. This exhibition featured more than 200 treasures of American Judaica from the collections of the Library of Congress, which were augmented by a selection of important loans from other institutions. The companion volume to the exhibition (*From Haven to Home: 350 Years of Jewish Life in America*, New York: George Braziller, in association with the Library of



A Library exhibition and book (pictured here) commemorated 350 years of Jewish life in America.

Congress, 2004) is an illustrated publication with ten essays by leading scholars of American Jewish history.

In 2004, AMED launched several important new initiatives. On January 26 in Cairo, the associate librarian signed the protocol for a Global Gateway project with the National Library of Egypt. The project's initial focus is on selected manuscripts and other rarities held by the two institutions. The Near East Section digitized 468 Arabic script calligraphy sheets. Manuscripts from the exhibition *Ancient Manuscripts from Desert Libraries of Timbuktu* were scanned and will be made available online. With the publisher's permission, AMED scanned in PDF the checklists to the microfiche set titled *Armenia Selected Sources* and mounted them on the Armenia country page in Global Gateway with an accompanying introduction.

During October 27–November 3, the Library's area specialist for the Arab world, the chief of the

Anglo-American Acquisitions Division, and a preservation specialist met in Baghdad, Iraq, to assist with the reconstruction of the National Library of Iraq. In addition to preserving 40,000 documents and rare books, the team plans to bring Iraqi librarians to the Library of Congress for training.

Asian Division. The Asian Reading Room serves as the gateway to collections in all languages of Asia (except Russian) and material about Asian American studies, the Asian diaspora, and the Pacific Islands. Selections from the Nazi Manuscript Collection, a digitized collection of documents that detail the unique cosmology of the Nazi people of the Yunnan Province in Southwest China, was released on the Web site June 1, 2004. It is the first Global Gateway digital collection to feature only Library of Congress collection items.

Of the Asian Division's material collections, more than 350,000 Asian language books were transferred to Fort Meade, 2,434 serial volumes were bound (by contractors), and another contract was signed to continue the effort.

The Asian Division made its Korean Serial Database available on the division Web home page, the first time that the Library's public Web pages provided for searching Korean in original script.

The International Research Center for Japanese Studies (Nichibunken) agreed to digitize four of the Library's illustrated Japanese rare books from the fifteenth to seventeenth centuries (Nara Ehon) and to fund digitization of 2,500 Japanese woodblock prints (Ukiyo-e, Yokohama-e, and others). The Library began digitization and will provide high-resolution digital files of the four books free of charge to Nichibunken in spring 2005.

The Chinese Section, Asian Division, devoted much effort to successful collaborations during the year. The section reached agreement with the National Central Library, Taiwan, to collaborate in digitizing 2,500 Chinese rare titles held in the Asian Division. The National Central Library will

provide equipment and staff and will absorb all digitization costs. A cooperative agreement between the Library and the Academia Sinica, fully funded by the latter, was concluded successfully. Both parties prepared machine-readable cataloging records of the printed Chinese map collection and cooperated in scanning some 200 pre-1870 Chinese maps in the Library's collections.

During the year, the Friends Society of the Asian Division was established, and the Chinese Section celebrated its seventy-fifth anniversary. Subsequently, the division was reorganized into two sections, Collection Services and Scholarly Services, and the regional sections were abolished.

European Division. This division is the primary public access point for researchers seeking to use the Library's vast collections relating to European countries, including the Russian-speaking areas of Asia. Of primary importance, Meeting of Frontiers—a Global Gateway collaborative digital library project between the Library of Congress and the Russian State Library in Moscow, the National Library of Russia in St. Petersburg, and seven institutions in west Siberian cities—completed a major expansion in September 2003 (the seventh expansion since the site was first launched in December 1999). The latest expansion added 5,575 items (255,177 total digital files) from fourteen different libraries and archives to this gateway to the frontier experience and to much that remains important about the national identities of Russia and America in the twenty-first century.

In November, the Library of Congress and the National Library of the Netherlands launched the collaborative project titled *The Atlantic World: America and the Netherlands, 1609 to the Present*. This Web site, coordinated within the European Division, includes more than seventy items, totaling some 11,737 images from the collections of the Library, the National Library of the Netherlands, and four other Dutch institutions.

In April 2004, the Library and the Bibliothèque nationale de France concluded an agreement to develop a joint digital project on the theme of the French in North America, emphasizing early French explorers.

The European Division also took the lead in digitizing and making available important online resources from European collections, including telephone and business directories from Poland and Romania. In cooperation with the Manuscript Division, the European Division began a project to digitize and develop an index to the 110-volume *Polish Declarations of Admiration and Friendship for the United States*, which contains names of several million Polish elementary school children from 1926. Under a grant from Yukos Oil, the division hosted two Yukos Junior Research Fellows and five Yukos Junior Leadership Fellows from October 2003 through January 2004.

Federal Research Division. The Federal Research Division (FRD) performed international and domestic research and analysis for U.S. government agencies on a transfer-of-funds basis under the Library of Congress Fiscal Operations Improvement Act of 2000. Research and analytical reports included thirty-three analytical studies and reports; eighty translations; and *This Day in History*, a 365-day calendar of information.

FRD received \$2.5 million from the Department of Defense to revive the Country Studies series, as directed by Congress. FRD, along with the House of Representatives Committee on House Administration, developed permanently embedded funds for the Country Studies series in all future Defense appropriations bills, thus ensuring funding to produce future titles in this online series of up-to-date information about the world's countries.

Other congressionally mandated programs served by FRD are the Southeast Asia POW/MIA (Prisoner of War/Missing in Action) Database for the Defense POW/Missing Personnel Office and the

Distinguished Service Cross Awards Report (on Hispanic American and Jewish American recipients of that award between December 7, 1941, and December 12, 2001) for the Army Human Resources Command.

FRD ensured that seven microform reels of declassified Southeast Asia POW/MIA documents, transferred from the Department of Defense, were delivered to the Library's Microform and Machine-Readable Collections Reading Room. Various collections on the FRD Web site were heavily visited, as shown by the count of files that were accessed during the year: Terrorism/Crime Studies—635,553; Military Legal Resources (launched in fiscal 2004)—628,461; Southeast Asia POW/MIA Database—308,336; Heritage Calendars—67,015; Cold Regions Bibliography—74,175 (a static site—no items added since 2000); U.S.–Russia Joint Commission on POWs and MIA Documents—10,279.

The staff of FRD responded to 584 reference inquiries. An essay on the history of the U.S. Foreign Agricultural Service was published in *AgExporter* (December 2003). Two FRD studies were posted to the Library's Web site in fiscal 2003: "Asian Organized Crime and Terrorist Activity in Canada, 1999–2002" and "Transnational Activities of Chinese Crime Organizations." They were published in *Trends in Organized Crime* (Spring 2004).

Hispanic Division. This division is the primary access point for research relating to those parts of the world encompassing the geographical areas of the Caribbean, Latin America, and Iberia; the indigenous cultures of those areas; and peoples throughout the world who have been historically influenced by Luso–Hispanic heritage. The division launched two important collections on the Library's Web site in March. *Brazil and the United States: Expanding Frontiers, Comparing Cultures*, which is a collaboration with the National Library of Brazil, explores the history of Brazil, interactions between Brazil and the United States from

the eighteenth century to the present, and parallels and contrasts between Brazilian and American culture and history. The collection has approximately 7,000 items, such as rare books, maps, engravings, and text. In collaboration with the Geography and Map Division, *Macau: a Selection of Cartographic Images* was the Library's first trilingual Web site (English, Portuguese, and two forms of Chinese).

Volume 59 of the *Handbook of Latin American Studies* was published, and volume 60 was sent to press. *Handbook of Latin American Studies Online* now has more than 320,000 citations to authoritative works in Latin American studies. Staff members developed an OpenURL draft standard to deliver Web services for the *Handbook*. This application automatically links citations to Web services.

Humanities and Social Sciences Division. This division consists of three sections: the Main Reading Room (MRR), Microform and Machine Readable Collections, and Local History and Genealogy. Researchers who work in one of the specialized reading rooms often begin their work in the MRR in order to use the electronic resources in the Computer Catalog Center, consult the Main Card Catalog, obtain an orientation to the Library as a whole, use the MRR reference collection, or consult with the reference staff in any of the three sections. To this end, a total of 59 research orientation sessions were held for 768 researchers; 38 classes, including one evening session each month, were taught by the MRR staff for 608 researchers; and 21 Local History and Genealogy orientation sessions were held for approximately 160 participants. In addition, MRR and Local History and Genealogy gave 103 special research and subject presentations for almost 1,500 patrons. The increased reliance on e-mail led to abolishing the Reference Referral Service on April 2, 2004; staff members were reassigned to other units within the Humanities and Social Sciences Division.

Science, Technology, and Business Division. This division is the principal location for research in the areas of science, technology, technical reports and standards, and business and economics. In fiscal 2004, the division evaluated, weeded, or reorganized more than 4,500 technical reports from foreign countries. Two business reference guides, "History of the New York Stock Exchange" and "Salary and Compensation Research at the Library of Congress," were added to the Business Reference Services Web site. Four titles in the LC Science Tracer Bullet series were published and added to the Science Reference Services Web site. Approximately 5,000 brittle Publications Board technical reports (captured German scientific documents and applications from the World War II era) were microfiched, and the division began photocopying more than 155,000 nonbrittle reports.

The Science, Technology, and Business Division sponsored fifteen public lectures to foster interest in science and business and highlighted the Library's collections in those areas. The division hosted a Science Safari, sponsored by the Department of Energy, in observance of Excellence in Science, Technology, and Mathematics Education Week. The event featured hands-on experiments and science demonstrations conducted by outstanding science and math teachers from around the country.

The division initiated monthly orientations to the Science and Business Reading Room for staff members, researchers, and visitors. It initiated the Web page *Everyday Mysteries*, a question-and-answer site providing scientific explanations of common phenomena and highlighting books and materials in the Library's collections.

Digital Conversion Team. The Digital Conversion Team serves the Library's users by coordinating all aspects of presenting digitally converted materials from the Library Services collections, as well as the collections of selected partners. Twenty-one new collections were completed and presented through

American Memory, Global Gateway, I Hear America Singing, *Prints and Photographs Online Catalog*, and the ILS. Fifteen collections in those Web sites, as well as the Veterans History Project, were expanded or updated with new content. There were 744,105 new digital items and 9,262,840 files in 145 digital collections made available to users. In the latter part of the year, three projects were identified as priorities: the National Digital Newspaper Program, the Veterans History Project, and Global Gateway collaborative projects.

Key Acquisitions. For all General Collections and Services divisions except FRD, recommending, reviewing, and selecting materials for the collections were primary functions. Noteworthy acquisitions by AMED included a Dutch-English Torah Scroll on parchment (ca. 1700); the archives of the First Georgian Republic; ephemera from various West African groups; forty-five rare imprints from Afghanistan, Iran, Central Asia, and South Asia, primarily in Persian; and a Ge'ez Psalter (the Book of Psalms in this Ethiopian language). Acquisitions funded by the Madison Council included a 1762 edition of the Old Testament in Hebrew and Spanish; retrospective Iraqi publications, previously unavailable because of sanctions that had been in place for twelve years; and publications issued by Artists' Press, Johannesburg, for the Kuru Art Project in Gantsi, Botswana.

The Asian Division strengthened the Library's position as a repository of Tibetan cultural heritage by an Instrument of Gift with Dr. Melvyn Goldstein to obtain the Tibetan Oral History Archive, a digital archive of more than 1,000 hours of interviews with government officials in Tibet and in exile, as well as with monks, nuns, nomads, and others, over the past fifty years; and through the donation by a retired Library employee of 1,001 volumes of Tibetan literature. Other gifts to the Asian Division included materials on French Indochina and colonial India from the library of Paul Mus.

The European Division worked with Information Technology Services and external suppliers to make the one million images and accompanying database from the Comintern files, which were acquired the previous year, available in the Reading Room. Also obtained were thirty-eight microfilm reels of rare Lithuanian newspapers (a continuation of the Open House cooperative microfilming project in Russia and Lithuania), a nearly complete run of *Pruncul roman*, several hundred books from Belgium dating to 1910, and the microfilm version of *Grodnienskie gubernskie vedomosti* from 1838 to 1915.

The Hispanic Division purchased the manuscript *Carta confirmatoria de hildaguía* (Mexico, 1600). It acquired *Argentina: La Revolución de Mayo* (Buenos Aires, 1805–1920); Fernando Velázquez Minaya, *Esfera, forma del mundo: con una breve descripción del mapa* (Madrid: Por la viuda de Luis Sanchez, 1628), which is in the custody of Rare Book and Special Collections Division and—through a member of the Madison Council—*Breve noticia de Nuestra Señora de los Angeles . . .* by Pablo Antonio Peñuelas (Mexico, 1781), an early history of Los Angeles.

The 400-volume Spengler collection of newspaper clippings from World War I was acquired for the Humanities and Social Sciences Division. The microform custodial collections added 122,884 items.

Eighty-six Arabic-language middle school textbooks that FRD obtained for research were later donated to AMED, and FRD submitted twenty-eight reports to the Federal Agency Collection of the Serial and Government Publications Division.

Collections Management Divisions

The Collections Management divisions serve Congress and researchers by providing ongoing management of the Library's general collections. The Collections Access, Loan, and Management Division (CALM) has custody of the general collections, serves collection materials and users on-site

in the Library's Capitol Hill buildings, and handles congressional requests for collection materials and interlibrary loans. This division also takes the lead within the Library in selecting, securing, and moving collection materials that are suitable for the Library's off-site storage facility in Fort Meade, Maryland. The Baseline Inventory Program works closely with CALM and other custodial units to inventory the collections. The Photoduplication Service provides access to the collections by making reproductions available on a cost-recovery basis, within the requirements of copyright law. The Digital Reference Team, the newest of the Collections Management units, enhances the value of the collections by providing reference service to off-site users.

Collections Access, Loan, and Management Division.

The CALM Division continued to manage the general collections by serving the reading rooms in a host of ways. There were 404,315 items circulated in the various general reading rooms and Library offices. The ILS statistics showed that 321,814 new items circulated inside and outside the Library, mostly internal charges, including material assigned to reference collections and staff desks. Research facilities accounted for more than half of all items charged. CALM worked with the Information Technology Services' Digital Scan Center to digitize seventy public domain titles that were too brittle to circulate in original form. Circulation staff members linked 153,502 new items in the ILS.

The Loan Reference Section processed 63,341 interlibrary loan requests from U.S. libraries and 4,065 requests from foreign libraries. The Loan Delivery Unit filled requests by sending the artifact, photocopied and mailed 10,261 photocopies to library patrons, and sent 5,430 Ariel transmissions to other libraries possessing the RLG-developed Ariel software for interlibrary loans. CALM earned \$9,986 in Interlibrary Loan Fee Management credits by filling 774 loans using OCLC's Interlibrary

Loan Fee Management systems—a 25.65 percent increase over fiscal 2003.

CALM continued to expand and refine its service to constituents. The advance reserve service witnessed steady growth, retrieving more than 3,100 books from the stacks for immediate service to researchers who arrived at the Library from outside the Washington metropolitan area. The Book Service Quality Assurance Team, begun in May 2002, continued to be highly successful. The division received 1,367 online reference questions through QP. The reader registration station issued 36,240 cards to users of the Library's reading rooms, collections, or both.

The Collections Maintenance Section of CALM provided critical support for collections management throughout the Library. The section transported items from the stacks to the Fort Meade processing area and staffed the off-site storage facilities at Fort Meade and Landover, Maryland. The entire AMED collection was relocated from the Adams Building to the Jefferson Building on four decks close to the AMED Reading Room, greatly speeding service to users.

There were 567,990 items transferred to Fort Meade, bringing to 1,221,773 the total number of items transferred to Module 1 since the program's inception. The one-millionth item was accessioned into Fort Meade on June 23, 2004. Requests for materials in Module 1 continue to increase. CALM received and filled 8,888 requests for Fort Meade items and attained a 100 percent success rate for retrieval. Module 1 is approximately 90 percent full. Module 2 construction began in December 2003; completion and commission is expected during spring 2005.

The CALM Loan Reference Section received 29,067 requests from members of Congress and their staff members, a 10.37 percent increase over fiscal 2003.

To accommodate new acquisitions throughout collections storage areas and to alleviate extreme

crowding in the Adams and Jefferson Buildings, CALM began a project to identify monographs for which the Library holds multiple copies. When multiple copies are found, one copy is retained on Capitol Hill; additional copies are transferred to Fort Meade. A total of 142,157 additional copies with copyright dates of 2000 or earlier were inventoried to ensure accuracy of online records and were transferred to Fort Meade. To facilitate the transfers, the Baseline Inventory Program streamlined the inventory process: shelflist cards are no longer used as a routine part of inventory process and are retrieved only when problem resolution is needed.

On the recommendation of the Library's auditors, the division adopted a program for new additions to the general collections under which CALM (for general collections) or other receiving units will change the ILS item status from "In Process" to "Not Charged" when actually taking custody of the item; the Book Service Section will review new books and change the item status. By transferring those responsibilities from the Binding and Collections Care Division to CALM, Library Services has made the chain of custody of collection materials more accurate and can provide more up-to-date information to catalog users concerning the whereabouts of Library materials.

A new Special Search program was implemented using an online special search request form and tracking system. The new system allows the public and staff members to submit requests online for items not found in an initial retrieval attempt, rather than using a paper form available only on-site.

To ensure security of some of the general collections' more vulnerable materials and to prepare for opening the Special Materials Reading Area on the fifth floor of the Adams Building, materials in the general collections categorized as high-risk materials were centralized on one deck in the Adams Building.

Baseline Inventory Program. This program continued to inventory the collections, concentrating its efforts on those being transferred to the Library's off-site storage facility at Fort Meade. The Baseline Inventory Program inventoried 695,357 items from the general collections and the Asian Division; almost all items were subsequently transferred to Fort Meade. Approximately 13 percent of the inventoried items required some degree of problem resolution and database correction by the contractor and the Library staff.

Digital Reference Team. Reference support for the Library's digital collections and the digital reference initiative are the primary functions of the Digital Reference Team. The team continued to function as the QP team and worked with the Online Computer Library Center in performing numerous testing functions for this online collaborative reference service.

The team answered nearly 13,991 QP inquiries and conducted 1,130 live chat sessions. As part of the public outreach to make the Library's digital collections more accessible, the team held 113 on-site workshops and presentations for about 2,054 participants, 166 video conferences for 2,945 participants, and 16 off-site workshops and presentations for 780 participants. The team developed and refined four workshops for teaching on-site or as video conferences. Seven Web guides were introduced on the Virtual Programs and Services Page, and six segments to accompany American Memory collections for the Read More About It! program were added.

The team also conducted a pilot test with Web conferencing software that considers program content, technology constraints, audience needs, audience hardware and software, and presenter needs.

Photoduplication Service. This service is a cost-recovery operation that continued its active program of microfilming portions of the Library's collections, as

well as responding to requests to microfilm from outside customers. In fiscal 2004, 35,000 microfiche orders were filled, a 27 percent increase since fiscal 2003. The service received customer orders to duplicate 8,700 reels of positive microfilm from the Library's microform collection. Its Copy Center produced 69,684 photocopy exposures, a 15.4 percent increase from fiscal 2003. Approximately 5,700 orders covering more than 20,000 items were completed, but revenue for photographic orders decreased 3.5 percent in fiscal 2004. About 400,000 pages were microfilmed, primarily newspaper and periodical titles. The revenue from digital reproductions rose 26 percent over last year's figures.

Special Collections and Services Divisions

The Special Collections and Services divisions provided collection development, reference service, and collections management for the Library's collections in special formats. They also provided bibliographic access for manuscripts, prints, photographs, sound recordings, moving images, maps, and atlases.

Children's Literature Center. As a major source for research into the history of writing for children, the center responded to inquiries from members of the traditional children's book community from all over the world. It also assisted members of the general public. The center responded to inquiries from Germany, India, Iran, and Japan, as well as many parts of the United States. Increasingly, the center's readers are taking advantage of the Library's online information as more and more of the Library's juvenile material is digitized for the Web, such as the scrapbook of Lewis Carroll and *The Wizard of Oz: An American Fairy Tale* by Frank Baum.

The chief of the center attended a symposium on international children's literature collections hosted

by the Institut für Jugendbuchforschung, Johann Wolfgang Goethe Universität, Frankfurt am Main, Germany. Participants represented children's book centers, libraries, museums, and private collections in Austria, Denmark, Germany, Switzerland, and the United States. Discussions centered on increased information exchange. The chief participated in initial planning for a follow-up meeting to be held in the United States.

Geography and Map Division. As a major center for scholarly research relating to cartography and geography, the Geography and Map (G&M) Division has custody of the largest and most comprehensive cartographic collection in the world, as well as online map collections representing the small fraction of the collections that have been converted to digital form.

Housed in the G&M Division is the Congressional Cartography Program (CCP), a service-oriented mapping program for Congress. The long-range mission of the program is to meet congressional needs for geocartographic analysis, using geographic information systems. The CCP performs data acquisition, data integration, and development of cartographic design standards to fulfill this mission. Phase 1 of the CCP includes database development, multiuse map template development, and strategic planning; it will continue into fiscal 2005. In fiscal 2004, the CCP started Phase 1 while responding to ad hoc mapping requests from Congress. The program through the year responded to twenty-five individual requests from members (36 percent) and committees (36 percent) of Congress, their staff members, and the Congressional Research Service (28 percent). In the process, CCP prepared seventy-three maps. Among those were items that were displayed in hearings conducted by the Foreign Relations Committees, among others.

Also during fiscal 2004, CCP was awarded funding from the Library's Office of Strategic Initia-

tives for data acquisition, training, and consulting services. At the end of fiscal 2004, the Library received funding from Congress to support software and database requirements of the CCP. CCP staff members consulted and shared knowledge with commercial geographic information systems companies and other government agencies through conferences and visits to other facilities.

In fiscal 2004, a total of 8,050 map catalog records were created, and approximately 42,320 map sheets were placed under bibliographic control. The map rearrange decreased to 33,848, a reduction of 1,099 map sheets. The G&M digital team conducted numerous tours of its activities for 600 people and completed an inventory of the "1800 Atlantic Neptune" (Revolutionary War period) maps.

Under G&M's Collection Rehousing Project, 80,008 maps were reviewed and rehousing in 70,126 new folders.

During the year, the G&M Division discontinued the use of minimal-level cataloging and adopted the Program for Cooperative Cataloging core-level cataloging standard, resulting in much richer catalog records that can be shared by other map-cataloging agencies. The G&M digital team researched and recommended purchase of a new large-format scanner, the Jumbo Scan, and created a specialized catalog for use in scanning materials not in the division or of an individual plate for an atlas. A pilot project was begun to develop a system to provide online access to set map (series map) holding data for nearly 2 million sheets in the division. The G&M Division actively engaged in discussions with the National Geospatial and Intelligence Agency (formerly the National Intelligence Mapping Agency) and the Foreign Map Procurement Program of the State Department regarding cooperation in map cataloging. The division is working with the African/Asian Acquisitions and Overseas Operations Division to make overseas cartographic records compatible with G&M cataloging policies and procedures.

Manuscript Division. The division's holdings—more than 58 million items in 11,000 separate collections—include some of the greatest manuscript treasures of American history and culture and support scholarly research in many aspects of political, cultural, and scientific history. The division saw increased traffic this fiscal year. The Reading Room reported 9,597 visitors, a 13 percent increase over last year, caused in part by the opening of the Harry A. Blackmun Papers. The Reference and Reader Services Section reported increased reader visits every month but August. Total reference transactions increased to 56,350, 7 percent above fiscal 2003.

The Preparation Section processed 964,045 items from the arrearage, a 33 percent increase over fiscal 2003. Sixteen new collections and thirteen additions to collections in the division's holdings were processed. The section's catalogers created 36 full-level and 33 minimal-level new records for the Library's online catalog, updated 68 records to conform with current cataloging practices for special-format materials, and completed 170 name authority records. Twelve new finding aids were created, and seventy-three finding aids were mounted online using the Encoded Archival Description document type definition, which also attracted more readers by making the finding aids more easily searchable. Notable collections processed included the papers of Zbigniew Brzezinski, Anthony Lake, Patsy Mink, Daniel Patrick Moynihan, and Donald Rumsfeld.

Digital projects included the following:

- ☐ Alexander Graham Bell Family Papers—third and final update
- ☐ Frederick Douglass Papers—second update
- ☐ Freedom's Fortress: The Library of Congress, 1939–1953 (scheduled for fiscal 2005 release)
- ☐ Zora Neale Hurston's Plays



The Manuscript Division constructed an internal Web site to help researchers gain quick access to selected items from Supreme Court Justice Harry A. Blackmun's papers.

- ☐ Addenda to Thomas Jefferson Papers—final digital releases
- ☐ James Madison Papers—image linking completed
- ☐ National Woman's Party Photographs—450 photos selected for scanning
- ☐ Nineteenth- and Early Twentieth-Century Playscripts from the Readers' Collection in the Manuscript Division—approximately 330 plays (about 16,500 images) selected for scanning
- ☐ Tilton C. Reynolds Papers: A Civil War Soldier in the Wild Cat Regiment
- ☐ Addenda to the George Washington Papers

Division staff members curated the exhibitions *Dream of Flight*, *Churchill and the Great Republic*, and "With an Even Hand": *Brown v. Board at Fifty*. The division accessioned 805,378 items, including 30 microfilm collections and 108 collections of original material.

Motion Picture, Broadcasting, and Recorded Sound Division. MBRS provides access and information services for the motion picture and television collections, as well as the Library's audio collections. Significant audio collections cataloged from the arrears included Pacific theater broadcasts of the World War II Office of War Information, primarily in Chinese; classic radio programs broadcast by WOR, New York City; hundreds of vinyl copies of Columbia 78 rpm discs; three years of recordings from the Marlboro Chamber Music Festival; Leopold Stokowski and others conducting the NBC Symphony; several collections on lacquer discs; the Jerry Valburn Collection of unissued "live" Duke Ellington recordings; miscellaneous National Public Radio (NPR) arts programs of the 1970s; completion of the Newport Jazz Festival collection from Voice of America tapes; and the Greenough Collection of unpublished classical performances recorded in Boston. The division released Show Music on Record, a new Web site comprising a comprehensive discography of musical theater and film recordings.

MBRS continued to administer activities of the National Film and Recording Preservation Boards, select titles for the National Film Registry, acquire archival-quality material for registry titles, implement portions of the national film preservation plan, maintain the National Film Preservation Board and National Recording Preservation Board Web sites, and serve as a liaison with their charitable affiliates, the National Film Preservation Foundation and National Recording Preservation Foundation. (See also APPENDIX C: Advisory Bodies.)

MBRS collaborated with the Council on Library and Information Resources to begin a congressionally mandated study on the state of audio preservation in the United States.

The Moving Image Section had an increase of more than 10 percent in requests from Senate and House offices for copies of floor proceedings videotapes and a 20 percent increase of in-person visits

to the Motion Picture and Television Reading Room in the final quarter of fiscal 2004.

The MBRS Motion Picture Conservation Center in Dayton, Ohio, installed a film scanner, a set of digital correction tools, and a film recorder system designed especially for digitizing the Library's Paper Print collection. Those steps were the Library's first foray into digital film preservation for motion pictures. The conservation center converted 1,499 reels (1,481,258 feet) of nitrate motion picture film to new safety stock. More than 100 films preserved by the center were loaned to film archives and film festivals worldwide. The Motion Picture Conservation Center hosted the first class of New York University's master's degree program in moving image archiving and preservation.

The Recording Laboratory in Washington, D.C., completed its transition to digital audio preservation and acquired a high-resolution digital multitrack recorder. The Recording Laboratory's preservation production included creation of 5,638 digital sound files, forty concerts for the Music Division recorded on both audio and video formats, and eight Veterans History Project interviews.

Music Division. The broad and diverse collections of the Music Division were highlighted by the initial release of the I Hear America Singing Web site. The site includes the oral autobiography of jazz artist Gerry Mulligan, more than 9,000 items of historic sheet music, and historic music from nineteenth-century Ohio. Four other releases followed on the site: A Patchwork Quilt: Dolly Parton and the Roots of Country Music (April), The Transit of Venus March (May), an update to the Gerry Mulligan Collection (July), and Civil War Sheet Music (September). Thirty-five finding aids were made available through the Music Division's Web site.

Significant progress continued on the Music Division's special collections processing, with a total

of 301,142 arrearage items cleared, including the remaining 116,538 arrearage items from the Isaac Berlin Collection and 112,313 items from the Theodore Presser Collection. With funding to store collections at the Iron Mountain Company's facility in Boyers, Pennsylvania, which will ease critical space problems, the division identified, rehoused, and prepared to transport more than thirty different collections in 3,279 boxes. Construction began on the processing area vault, mandated in the division's initial risk assessment several years ago.

Prints and Photographs Division. The collections in this division, though international in scope, are particularly rich in materials produced in, or documenting the history of, the United States and the lives, interests, and achievements of the American people. In fiscal 2004, digital activities were fully integrated into the division's daily work. The number of users accessing the *Prints and Photographs Online Catalog* (PPOC) was 882,040, with 98 percent of users conducting picture searches—a total of 4,965,238 picture searches. An average of 80,093 items was scanned annually, and an average of 188,201 digital files was added to PPOC. Additions to PPOC collections include 11,000 records and images to the George Grantham Bain News Service Collection; about 7,500 digital images from negatives produced by the American Colony Photo Department in Jerusalem and its successor, the Matson Photo Service; and 5,100 photographs from the National Child Labor Committee Collection, taken primarily by Lewis Hine.

New online reference aids and resource information include the illustrated lists titled *Images of Christopher Columbus*, *Bungalows in the Historic American Buildings Survey*, and *Cape Cod Houses Recorded by the Historic American Buildings Survey*; *Esther Bubley* (subject overview discussing Bubley's background and career as a photojournalist); and *Visual Materials from the Papers of Clare Booth Luce* (collection profile). The division created a complete set of

1,902 color digital images for all the rare, triple-frame glass plate negatives that were made by Sergei Mikhailovich Prokudin-Gorskii of the Russian Empire, circa 1905–1915, and that were acquired by the Library in 1948.

The division also converted 13,000 local card catalog entries into online records and added 30,000 scans to PPOC, as well as thousands of newly digitized photographs from the Matthew Brady–Levin Handy Studio and *U.S. News & World Report* archives. Reference specialists assisted visiting researchers with 21,825 collection-related questions and answered 5,588 telephone queries, 548 letters, and 4,116 e-mail requests. The Technical Services Section processed and cataloged 92,000 items and published *Cataloging & Digitizing Toolbox*. The division also collaborated with the Publishing Office on the publication titled *Bound for Glory: America in Color, 1939–1943*.

The Prints and Photographs Division made a special effort to expand online information, particularly for posters and British cartoon prints. The division reorganized its reading room Web page to make the Trying to Find a Picture? category the most visually prominent feature. Other initiatives were the introduction of the What's New in the Prints and Photographs Division page and the addition of a new Webcasts page. The division also reorganized information about pictorial reproduction services and, by offering Web-based forms, eased the process of registering for reading room tours and arranging to see unprocessed collections. The division implemented several new scanning applications, such as preservation reformatting and flatbed scanners.

Rare Book and Special Collections Division. The unique materials of the Rare Book and Special Collections Division offer scholarly documentation about Western and American traditions of life and learning. In fiscal 2004, the division paid particular attention to clearing the cataloging arrearage. The Rare Book

Team of the Special Materials Cataloging Division removed nearly 10,000 titles from the backlog.

The division revised the presentation of digitized materials on its Web site, launched the digitized Lewis Carroll scrapbook, and fully digitized the Hans P. Kraus Collection of materials about Sir Francis Drake. Collections that were previously stored in the Adams Building were returned to refurbished vault space on Deck 37; all division materials are now housed in the Jefferson Building for the first time in nearly a decade. Security reporting devices in the vault areas were revamped and wired for individual door controls throughout. Preparations for the receipt of the Jay I. Kislak Collection were completed in the vault.

Serial and Government Publications Division. This division is exceptionally strong in U.S. newspapers and houses the largest collection of overseas newspapers in the world, as well as extensive collections of current periodicals, comic books, and government publications. In fiscal 2004, the division made a sustained effort to eliminate arrearages by December 31, 2004, so it could better serve the scholarly community. The arrearage has already been reduced by 99 percent since the arrearage reduction program began in 1989. To this end, the division collaborated with other divisions and contractors to process materials for binding, to alert colleagues in the Acquisitions and Bibliographic Access Directorate about titles in need of cataloging, to update the Library's online catalog with accurate holdings information, to deacidify materials, and to create digital collections. Consequently, serial and government publications are more accessible to the public.

In the Newspaper and Current Periodical Room, 7 percent more items (128,403) were served to readers than in fiscal 2003. Items in greater demand included newspaper microfilm reels (up 8 percent) and comic books (more than double the requests of fiscal 2003). The acquisition of newspaper micro-

film by copyright deposit increased 19 percent to 6,877 reels, representing a cost savings of approximately \$83,000 in fiscal 2004. The Library's major commercial microfilm supplier charges an average of \$75 per reel.

The scholarly bibliography *Eighteenth Century American Newspapers in the Library of Congress* and the American Memory collection *Newspaper Pictorials: World War I Rotogravures* were added to the Library's Web site. The division completed the scanning of *National Intelligencer*, covering the Jefferson administration, 1801–1809. It also provided curatorial expertise to the National Digital Newspaper Program, a collaborative, multiyear initiative between the Library and the National Endowment for the Humanities. The division created a digital newspaper reference shelf. It continued working with the Preservation Directorate to conserve the comic book collection through mass deacidification, cooperating with the Center for Research Libraries to microfilm foreign newspapers, and working with the University of Texas at Austin to film nineteenth-century Mexican newspapers. Construction of the Serial and Government Publications Secure Storage Facility began in June and was essentially completed by the end of fiscal 2004. Staff members applied 1,633 theft detection tags to high-risk materials served in the Newspaper and Current Periodical Room.

The Serial and Government Publications Division concluded a cooperative agreement with Proquest, under which the Library will loan ninety bound volumes of the *Chicago Tribune* (1863–1890) for microfilming. The division assumed responsibility for the accuracy of its holdings in the Library's catalog this year. It also began a joint project with the New Delhi Field Office and the Preservation Reformatting Division to expedite filming of African newspapers.

Significant Acquisitions in Special Collections and Services. The Children's Literature Center acquired two rare children's books: *ABCs of Great Negroes* by Charles C.

Dawson (Chicago: Dawson Publishers, 1933) and *The Alphabet annotated for Youth and Adults . . .* (London: Ackermann & Co., 1853).

In the Geography and Map Division, the most important acquisitions were the 1516 *Carta Marina* map by Martin Waldseemüller and three rare globe gores by Johan Schoner, all part of the Jay I. Kislak Collection. A three-dimensional model of the northern metropolitan area of Los Angeles, prepared by the Jet Propulsion Laboratory and the National Aeronautics and Space Administration, and the Alexander Papamarkou collection of maps of the Middle East also enhanced the collections.

The Manuscript Division obtained the papers of Herblock (political cartoonist); Leon H. Sullivan (civil rights leader, entrepreneur, and minister); Maxine Singer (Carnegie Institution president and biochemist); John H. Gibbons (scientist, environmentalist, and assistant to the U.S. president for science and technology); and Alvin Poussaint (psychiatrist, educator, and author). The division negotiated a donor agreement with the Association for Diplomatic Studies and Training, a private nonprofit organization, for its *Frontline Diplomacy* collection. The organization will donate its oral history archives, in electronic form, to the Library of Congress to be placed online.

Nitrate film acquisitions by the Motion Picture, Broadcasting, and Recorded Sound Division, housed in the Motion Picture Conservation Center in Dayton, Ohio, included *For the Soul of Rafael* (1920), *When Dawn Came* (1920), *H. Grindell-Matthews' Death Ray* (ca. 1925), *Comrades* (1913), *Veiled Aristocrats* (1932), *The Black Hand* (1917), *Bread Cast upon the Waters* (1912), and *The Struggle* (1931). Other major acquisitions included home movies of Robbins Barstow (1936–1990), 35mm prints from DuArt Labs, and new 35mm prints of films named to the National Film Registry.

Significant acquisitions in the Music Division included the purchase of the Tony Walton and Oscar Hammerstein collections, as well as gifts of

collections of Alex North, Jonathan Larson, and David Diamond. The division also purchased an edition of Boethius's *De Musica*, edited by Glarean (Basel, 1546).

The Prints and Photographs Division obtained 59,065 items, including 39,338 photographs. Among the most significant were twenty original drawings for ten comic strip episodes donated by syndicated humor cartoonist Alison Bechdel; original, full-page drawings donated by Will Eisner; 12,000 black-and-white and color images donated by *Newsweek* photojournalist Bernard Gotfry; twenty-seven limited edition Latvian posters; 164 photographs by Bettye Lane; 506 photochroms (color lithographs made from photographs) published 1898–1905 by the Detroit Publishing Company; and 99 black-and-white photographs (1998–2001) donated by David L. Parker.

The Rare Book and Special Collections Division obtained Giraldi's *De annis et mensibus* (1541); *De vita et rebus gestis Martini Lutheri, et aliorum Pseudo-apostolorum haereseos* (1581); *Memoire Instructif sur la Maniere de rassembler, de preparer, de conserver, et d'envoyer les diverses Curiosités d'Histoire naturelle* (1758); an eighteen-volume set of Grisellini's landmark of the Italian Enlightenment, *Dizionario delle Arti e de' Mestieri* (1768–1778); and an 1815 American printing of the Hebrew Bible. Through the generosity of Gerald and Gene Jones, forty-five additional titles were acquired in the project to reconstruct Thomas Jefferson's personal library. Fulton's *Report on the Proposed Canal between the Rivers Heyl and Helford* (1796) was acquired as part of Lady Sainsbury's gift for the purchase of significant books in the history of science.

The Serial and Government Publications Division gained significant rare newspapers: *Middlesex Gazette* (Middletown, Connecticut); *South Carolina and American General Gazette* (Charleston, South Carolina), issues from 1777 and 1781 reporting on the Revolutionary War; *Bowen's Virginia Centinel and Gazette; Or, the Winchester Repository* (Win-

chester, Virginia), August 17, 1795; and *The Liberator* (Boston, Massachusetts), September 26, 1862. It also acquired early issues of the comic book *Spider-Man*.

PARTNERSHIPS AND OUTREACH PROGRAMS DIRECTORATE

The Partnerships and Outreach Programs Directorate was established during the Library Services realignment in July to heighten the connection between outreach programs and the Library's collections and other core mission activities. The directorate provides programs and services to specific audiences or customers—such as federal libraries and visually or physically impaired readers—through the Federal Library and Information Center Committee and the National Library Service for the Blind and Physically Handicapped. In addition to those directorate functions, Partnerships and Outreach includes the following centers and offices that add interpretive and educational value to the resources of the Library, thereby enhancing the quality of the creative works and highlighting the importance of the Library's contributions to the nation's well-being and future progress: Center for the Book, Interpretive Programs Office, Office of Scholarly Programs, Publishing Office, Retail Marketing Office, Veterans History Project, and Visitor Services Office. The directorate also oversees the Business Enterprises program.

Business Enterprises. The Business Enterprises initiative in Library Services was established in 2004 to develop and enhance the Library's fee-based services to the public. The scope of the initiative is to establish an appropriate business strategy and operational framework both that is sensitive to the Library's responsibilities to Congress and the American people and that will allow the Library to use its vast collections and resources to expand outreach

through select and appropriate commercial and professional activities, further supporting and financing the Library's mission and programs.

Business Enterprises has three goals:

- ❶ To increase outreach by aligning the Library's products and services with its collections, programs, exhibitions, and events
- ❷ To increase access to and awareness of the collections through complementary commercial and professional activity
- ❸ To generate additional revenues that can be invested in the Library's core mission activities

In 2004, Business Enterprises partnered with the Office of Strategic Initiatives, the Photoduplication Service, and the Retail Sales Shop to develop a new electronic commerce sales site for the Library's Internet visitors. In integrating and upgrading two previously separate sites, the Library made access easier for its customers and reduced internal costs. The new sales Web site focused on branding the Library and the activities that fulfill its mission. In taking this new direction, Business Enterprises partnered with the Office of the Chief of Staff, the Interpretive Programs Office, and the Veterans History Project to complement the outreach activities of the National Book Festival, the *From Haven to Home* exhibition, and the veterans' oral histories project. Initial steps were taken to develop a long-term marketing strategy that incorporates market research and planning, search engine marketing, linking programs, and e-mail outreach. Work also began on a pricing strategy and inventory management analysis by examining opportunities to increase revenues, to expand the Library's product line, and to define its markets and customers.

Work continued on making images from the collections readily available for online purchase. In developing this new product line, Business Enterprises worked with the Prints and Photographs

Division, the Information Technology Services' Digital Scan Center, and various printing and framing vendors to develop consistency in areas such as selection, digital copies, scanning, metadata, copyright, and content management.

Business Enterprises partnered with the Library's Cataloging Distribution Service to implement a merchandising pilot at the American Library Association's Annual Conference in June. The pilot involved prize raffles and handouts that resulted in the collection of 2,200 e-mail addresses and the sale of all of the Retail Sales Shop's products available at the event.

In fiscal 2004, Business Enterprises provided work assignments for two of the Library's Leadership Development Fellows. The fellows produced two reports, *Developing an E-Commerce Model for the Library of Congress* and *Retail Workflows in the Jefferson Shop and Photoduplication Service*. Business Enterprises also hosted a Madison Council Summer College intern.

Center for the Book. With its network of affiliated centers in all fifty states and the District of Columbia, and of more than eighty organizations serving as national reading promotion partners, the Center for the Book remained one of the Library's most dynamic and visible educational outreach programs. Each center continued to develop and fund its own operations using the Center for the Book's themes, as appropriate. Three-year renewals were approved this year for the centers in Alabama, Colorado, Connecticut, Georgia, Idaho, Illinois, Louisiana, Maine, Nevada, Vermont, and West Virginia.

Since 1977, the Center for the Book has used the prestige and resources of the Library of Congress to stimulate public interest in books, reading, libraries, and literacy and to encourage the study of books and the printed word. In fiscal 2004, the center continued to be a successful public-private partnership. As authorized by Public Law 95-129,

the center's projects and programs were supported by contributions from individuals, corporations, and foundations. Additional funding came through interagency transfers from other government agencies. In fiscal 2004, the Center for the Book received more than \$500,000 for projects and general support from outside the Library. The Library of Congress supported the center's full-time staff positions.

Highlights of the year included a center-led study tour to South Africa, May 25–June 4; record-breaking participation in "Letters about Literature," the Center's principal reading and writing promotion program; the first "Reading Powers the Mind" family literacy workshop, held at the Library of Congress, July 22–23; and the major contributions by the center to the success of the 2003 National Book Festival, particularly in engaging authors' participation and in organizing the Pavilion of the States. The center also organized a public memorial service for former Librarian of Congress Daniel J. Boorstin, the center's founder, who died in February.

The Center for the Book held a memorial for its founder, former Librarian of Congress Daniel J. Boorstin (1914–2004).



The Center for the Book develops national reading promotion themes and campaigns to stimulate interest in and support for reading and literacy projects for all age groups. The center's current reading promotion theme, Telling America's Stories, co-sponsored with the American Folklife Center, was extended through 2004, with First Lady Laura Bush continuing to serve as the honorary chair. Previous themes still used by the center and its partners include Books Make a Difference and the twenty-three-year-old Read More About It! campaign. The Digital Reference Team updated the center's many Read More About It! bibliographies for use in the individual American Memory collections.

On November 14, Librarian of Congress Dr. James H. Billington, Representative Robert W. Ney (R-Ohio), and the director of the Center for the Book were among the speakers at the Cleveland Public Library, Cleveland, Ohio. As part of the Library of Congress Comes to Your Home Town initiative, the event marked the move of headquarters for the Ohio Center for the Book from the State Library in Columbus to the Cleveland Public Library.

"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 40,000 students wrote letters to their favorite authors, and forty-one state centers and the District of Columbia honored statewide winners. In December, the center announced that Target Stores had become the first national retail sponsor of "Letters about Literature," with a contribution of \$85,000 to support the 2004 program.

On March 30, 2004, representatives from most of the center's eighty reading promotion partner organizations gathered at the Library to describe their activities and to learn about other reading and literacy programs. During the year, the center cosponsored projects with many of its organiza-

tional partners, including Africa Access, American Library Association, Friends of Libraries U.S.A., International Reading Association, In2Books, Heart of America Foundation, and Junior League of Washington, D.C.

"Reading Powers the Mind" was established as the Center for the Book's new family literacy program, with \$409,000 in funding from the Viburnum Foundation announced in December. "Reading Powers the Mind" was inaugurated at a workshop at the Library of Congress that was on July 22-23 and that highlighted pilot demonstration projects in twelve states. Senator Jeff Bingaman of New Mexico was the keynote speaker.

From May 25 through June 4, the Center for the Book led South Africa: A Journey to Promote Reading and Literacy, a study tour that focused on current reading and literacy promotion efforts in South Africa's schools, libraries, and educational institutions. The South African Centre for the Book, a unit of the National Library of South Africa, helped organize the visit in cooperation with Alterra Globe Initiatives, which is an organization that specializes in educational and professional exchanges between South Africa and the United States. Twenty-two teachers, librarians, and reading promoters participated in the study tour, which was co-led by the Center for the Book's director, John Cole, and Judith R. Casey, an educator and member of the board of the Colorado Center for the Book.

Federal Library and Information Center Committee. During fiscal 2004, 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 FEDLINK."

Held March 25-26, FLICC's annual information policy forum, "E-Competencies for E-Government: Changing Role of the Federal Information Profes-

sional," focused on the major information issues ushered in with the E-Government Act and identified the competencies needed to address developing trends in electronic content. The keynote speaker for the event was Janice R. Lachance, executive director of the Special Libraries Association and former director of the U.S. Office of Personnel Management. The forum included a morning panel discussion on the e-competencies needed by federal information professionals and an afternoon presentation on content rights management for electronic government.

The FLICC Awards Working Group selected the National Institute of Standards and Technology Research Library, Gaithersburg, Maryland, as the 2003 Federal Library/Information Center of the Year in the Large Library/Information Center category. The winner in the Small Library/Information Center category was the Library Services Department at the Naval Medical Center, Portsmouth, Virginia. The 2003 Federal Librarian of the Year was Lillian Woon Gassie, senior systems librarian, who was recognized for her work at the Dudley Knox Library, Naval Postgraduate School, Monterey, California. The 2003 Federal Library Technician of the Year was Wilma Riley, library technician at the National Institute of Standards and Technology Research Library.

Other FLICC working groups (1) assisted the new Department of Homeland Security in providing information services for its staff of 180,000 from multiple agencies and in hiring a new library services director for the agency; (2) implemented a leadership and management education series for current and potential federal library managers; and (3) addressed issues on cataloging, taxonomy, digital project management, preservation and binding, virtual reference, and other information science policy issues.

Collaborating with the Library's Office of the General Counsel, FLICC sponsored the sixth annual series of meetings among federal agency legal

counsels and agency librarians. This fiscal year's series of meetings featured copyright and fair use issues, as well as rights management for access to research results funded by federal grants.

In the absence of an updated census of federal libraries and information centers by the National Center for Educational Statistics, FLICC once again endorsed membership participation in the annual Outsell survey of information providers in industry, academia, and the public sector, including nearly 300 federal librarians. According to Outsell Inc., the survey showed that federal library government budgets are significantly lower in 2004 and that staffing levels have declined for the second year in a row.

FLICC staff members recorded five outstanding educational programs and provided those videos by interlibrary loan through the National Library of Education. FLICC staff members also recorded their quarterly membership meetings and distributed copies in DVD (digital versatile disk) format for members who were unable to attend. FLICC sponsored innovative educational initiatives, including workshops and seminars on Library of Congress subject headings, integration of resource and cartographic cataloging, virtual reference, and information retrieval and searching. Staff members sponsored thirty-eight seminars and workshops for 1,557 participants and conducted thirty-nine OCLC, Internet, and related training classes for 551 students.

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's governing bodies and staff members developed a five-year business plan in fiscal 2002. In fiscal 2004, FEDLINK managers and professional staff members executed the third year of the business plan under the Revolving Fund. They improved processes, increased marketing of the program to federal libraries and their partner contracting officers, and expanded the number and types of services that li-

libraries and information centers can procure through the FEDLINK program. They also continued work to ameliorate the effects on federal libraries of the bankruptcy of a major serials subscription agent, Faxon/RoweCom, by working with the Library of Congress's general counsel and the U.S. Department of Justice on the bankruptcy proceedings claim made by the U.S. government on behalf of the FEDLINK program. At the close of fiscal 2004, FEDLINK had agreed with the Library of Congress and U.S. Department of Justice's counsel to submit a joint settlement agreement, in cooperation with the debtor, to the U.S. Bankruptcy Court, rather than pursuing further litigation. After the U.S. Bankruptcy Court approves the settlement agreement, FEDLINK will reimburse libraries for their losses as established under the settlement. The debtor will then pay the FEDLINK program with whatever proceeds from the estate accrue to the Library of Congress as an unsecured creditor.

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 for vendors. FEDLINK continued to provide federal agencies with cost-effective access to an array of automated information retrieval services for online research, cataloging, and interlibrary loan. FEDLINK members also procured print serials, electronic journals, books and other publications, and CD-ROMs, as well as document delivery through FEDLINK contracts with more than 100 major vendors. The program obtained further discounts for customers through consortia and enterprisewide licenses for journals, aggregated information retrieval services, and electronic books. FEDLINK awarded a new contract for interlibrary loan fee payment. FEDLINK also initiated the whole new area of preservation services with thirteen companies to provide microfilm, duplication, and conservation of books,

archival materials, photographs, and other flat materials. Furthermore, FEDLINK tailored consultation on how best to preserve materials in federal collections. A number of national conferences highlighted FEDLINK programs, including the Special Libraries Association and the Medical Library Association meetings.

As FLICC's cooperative network, FEDLINK continued to enhance its fiscal operations while providing its members with \$60.7 million in transfer pay services, \$7.7 million in direct pay services, and an estimated \$26.1 million in the new Direct Express services, thereby saving federal agencies more than \$11 million in vendor volume discounts and approximately \$8.9 million more in cost avoidance. Database retrieval services—available only through the transfer pay and Direct Express options—represented \$25.2 million and \$26.1 million, respectively. Within this service category, online services made up the largest procurement for transfer pay and Direct Express customers, representing \$23.9 million and \$25.0 million, respectively. Publication acquisition services, available only through the transfer pay and standard direct pay options, represented \$27.5 million and \$7.7 million, respectively. Within this service category, serials subscription services composed the largest procurement for transfer pay and direct pay customers, representing \$19.9 million and \$7.5 million, respectively. Library support and other miscellaneous services, available only through the transfer pay option, represented \$8.0 million. Within this service category, bibliographic utilities constituted the largest procurement area, representing \$5.3 million.

During fiscal 2004, FEDLINK revenue from signed interagency agreements was approximately 4.7 percent above fiscal 2003 levels but 1.7 percent less (\$81,900) than budgeted. The budget difference in program fee revenue is attributed to a slow start-up in the Direct Express program during the pilot phase. The program fee revenue exceeded fiscal 2004 expenditure obligations by \$83,300,

which is higher than the \$23,700 anticipated surplus in the budget for the fiscal year. Program expenditure obligations (net of training reimbursements) are expected to be approximately \$283,600 less than the budget because of unexpected or unplanned attrition and because of reassignment of senior staff members.

The 2004 FEDLINK training program included 26 on-site training classes for 367 students and 13 off-site programs for 184 participants. FEDLINK facilitated training by Library of Congress's cataloging experts for Army libraries in Europe and taught Online Computer Library Center Inc. workshops to Army and Air Force library staff members in Germany and Japan. FEDLINK also promoted its training agreements with other OCLC networks so FEDLINK customers could fund training accounts for workshops held by regional networks.

Interpretive Programs Office. In fiscal 2004, the Interpretive Programs Office (IPO) presented six new major exhibitions in the Library's Thomas Jefferson Building spaces. (See also APPENDIX H: Exhibitions and APPENDIX I: Online Collections, Exhibitions, and Cooperative Digital Projects.) Several of those exhibitions commemorated historic events, such as the fiftieth anniversary of the Supreme Court's decision in the *Brown v. Board of Education* case and the 350th anniversary of Jewish settlement in America.

During the year, IPO began planning and designing a new space for the Swann Gallery for Caricature and Cartoon. The existing Swann Gallery will be displaced by the tunnel being built to connect the Jefferson Building to the new Capitol Visitor Center. The new space will consist of two exhibition areas: a permanent one in which information will be presented through text, facsimiles of artifacts, and graphics and a changing display space for exhibitions of original objects with particular themes. The featured collections will include three areas:

the Swann Collection of Caricature and Cartoon; the Herblock collection, a gift to the Library of original drawings by the noted editorial cartoonist; and collections from the Center for Architecture, Design, and Engineering, which contains the work of many noted figures in those fields. At three times the size of the old space, the new gallery will offer exciting new opportunities for exhibitions drawn from the major collections of the Prints and Photographs Division.

The exhibition *Canadian Counterpoint: Illustrations by Anita Kunz*, which opened in fiscal 2003 and closed on January 3, 2004, was the last exhibition to be presented in the existing Swann Gallery.

In fiscal 2004, the Library's continuing exhibition titled *American Treasures of the Library of Congress* was seen by more than 187,000 in-person visitors. The online version of the exhibition logged more than 3.5 million hits during the year, making it one of the most popular online offerings. IPO made three changes to the *American Treasures* exhibition. A significant addition was the display of the striking life-size facsimile of the 1507 Martin Waldseemüller map in the pavilion gallery. An enlarged display, featuring contextual materials from the Age of Exploration, will accompany the display of the original map in fiscal 2005.

IPO rotated 110 items into the permanent exhibition of the Bob Hope Gallery of American Entertainment. The special tribute to Bob Hope, who died on July 27, 2003, remained on display in fiscal 2004 to commemorate his major contributions to American entertainment.

IPO also mounted seventeen displays for special events and arranged for the travel of two exhibitions to other venues in the United States, while preparing for four other exhibitions to travel in fiscal 2005. Requests for the loan of 285 Library of Congress items were received from forty-three institutions, including six loans to foreign countries, as part of the Library's dynamic ongoing loan program administered by IPO.



Representative John Lewis (D-Ga.) greets Christine Donohoo, AARP's chief communications officer, as Librarian of Congress James H. Billington and Chief of Staff Jo Ann Jenkins look on. AARP was a major funder of the Brown v. Board of Education exhibition.

Educational outreach and programming for visitors of all ages were a central focus of IPO during the year. The Library's Educators Institutes were designed to provide educators from around the country with strategies for incorporating the Library's exhibitions into their classrooms. As part of the Learning Page, developed by the Library's Office of Strategic Initiatives, the institutes bring together educators from across the country to study and use the Library's primary and Web-based materials in their school districts, schools, and classrooms. In this first year, the Library of Congress Educators Institutes reached more than 250 teachers, curriculum directors, and college professors.

Developed by IPO in fiscal 2003, the *Library of Congress Family Guide* was made available in fiscal

2004 to help family groups tour and understand the Library, its history, its historical Thomas Jefferson Building, and its exhibitions that are on view both in Washington and online. The guide encourages visitors to use the Library's other online resources.

IPO also developed Discovery Cards and Discovery Labels to complement the Library's exhibitions. Discovery Cards list special activities or questions aimed at making the exhibitions more interesting and relevant to children. Discovery Cards were developed for most major exhibitions and were made available in each exhibition gallery, as well as in a packet at the end of the *Family Guide*. Four Discovery Card sets were produced during fiscal 2004. Discovery Labels spotlight items in



President George W. Bush delivers an address at the Library of Congress on the occasion of the opening of the exhibition titled Churchill and the Great Republic.

selected exhibitions that are of special interest to children and families. They are designed to engage younger visitors by asking them to look for answers or to explore various aspects of an exhibition. In addition to *American Treasures*, four major exhibitions (*The Dream of Flight*; *Churchill and the Great Republic*; “*With an Even Hand*”: *Brown v. Board at Fifty*; and *From Haven to Home: 350 Years of Jewish Life in America*) included Discovery Labels.

Through IPO’s “Treasure Talks” series, Library subject area experts share their knowledge with other staff members and the public. The series includes talks within the *American Treasures* exhibition area, which draw widely on the curatorial staff of the Library of Congress, and includes presentations by the principal curator for special changing exhibitions that focus either on the

themes and content of an exhibition or on a specific item in an exhibition. Since its opening in 1997, the *American Treasures* exhibition has featured 234 “Treasure Talks.”

National Library Service for the Blind and Physically Handicapped. The National Library Service (NLS) for the Blind and Physically Handicapped provides talking books, playback equipment, and Braille materials for more than 800,000 blind and physically handicapped readers throughout the nation. NLS conducts research programs to improve library access media and equipment for those readers. NLS also maintains a national network of fifty-seven regional and eighty-one subregional cooperating libraries that circulate materials to those readers who are blind and physically handicapped.

During fiscal 2004, NLS entered the conversion phase of its plan to implement digitally based systems and services that will lead to introducing digital talking-book media and playback machines in 2008.

In December 2003, NLS issued its *Strategic Business Plan for the Implementation of Digital Systems*, a detailed explanation of progress to date and outlook for the future in the transition to digital systems and services in the national program. The *Strategic Business Plan* presents a comprehensive assessment of the present situation, options for the future, in-depth analysis that is based on real costs and expected technological developments, and a clear projection of expected outcomes. Early in 2004, the plan was mailed to regional and subregional libraries in the NLS network and to members of the Chief Officers of State Library Agencies in time for the Midwinter Meeting of the American Library Association. By the end of fiscal 2004, the director and digital projects coordinator of NLS had visited thirty-two regional libraries in the NLS network and offices of state librarians. They briefed state agency heads and regional librarians on the digital transition plan to allay concerns and to respond to issues raised by state administrators.

As part of an overall national outreach plan for NLS, the public relations firm of Fleishman-Hillard will publicize the progress of the digital talking-book program and other NLS initiatives through a monthly newsletter and news releases to media outlets. The firm is currently conducting market research, with plans to complete campaign development by the end of calendar year 2004. The campaign will kick off in early 2005; country-and-western singer Ronny Milsap will serve as the campaign spokesperson and will visit ten sites around the country to promote the talking-book program. The national outreach project has a goal of attracting 70,000 new readers in 2005, as announced at the National Conference of Librarians Serving Blind and Physically Handicapped Individuals in

May. Initially, the primary audience for this campaign is senior adults and veterans. Fleishman-Hillard will coordinate all aspects of this new campaign; network libraries will be responsible only for routine registration of new patrons.

In 2001, NLS established a Digital Long-Term Planning Group made up of network librarians, consumer representatives, and a representative from the Chief Officers of State Library Agencies who, along with appropriate NLS staff members, would contribute to planning for the deployment of digital information technologies throughout the network in years to come. The group was formed to allow NLS to work more closely with the network on digital talking-book planning and also to investigate aspects of the digital world apart from talking-book technologies. At its fifth meeting, September 22–24, 2004, the group was expanded to include several new members from the Chief Officers of State Library Agencies, in response to that organization's increased interest in digital audio development at NLS. The group reviewed digital progress at NLS and advised on issues related to the plans for the digital book medium, the transition from analog to digital books and playback machines, the digital book distribution system, and the online delivery of digital reading materials. Invited speakers advised the group on the status of digital initiatives at the Mid-Illinois Talking Book Center; on Graphic Audio, a new project from Potomac Talking Books for delivering a multimedia reading experience; and on a recent report from the National Endowment for the Arts on the decline of reading in the United States, *Reading at Risk*.

In August, Web-Braille marked its fifth year. This Internet-based service provides in an electronic format thousands of Braille books, hundreds of Braille music scores, and all Braille magazines produced by NLS. The service includes a growing collection of titles transcribed locally for cooperating network libraries. The Web-Braille site is password protected, and all files are in an electronic

form of contracted Braille, thereby requiring the use of special equipment to gain access. Web-Braille began with approximately 2,600 titles and only a few hundred registered users. At the end of fiscal 2004, the system offered 6,628 titles from the national collection, 582 music scores, 29 NLS-produced magazines, and 6 sports schedules. The number of users was 3,554.

NLS refined and expanded its Voyager database in fiscal 2004. In May 2003, the NLS database went online and was separate from the *Library of Congress Online Catalog*. The *International Union Catalog* was made available in the NLS Voyager database and included more than 326,000 catalog records by the end of fiscal 2004.

Office of Scholarly Programs and the John W. Kluge Center. The Office of Scholarly Programs continued its oversight of the John W. Kluge Center, which officially opened on May 7, 2003. With generous support from John W. Kluge, the center was established in 2000 to bring together senior scholars and postdoctoral fellows who come to Washington to use the unparalleled collections of the Library of Congress. (See also APPENDIX D: Kluge Center Scholars.)

The inaugural Kluge Prize for Lifetime Achievement in the Human Sciences was presented to Polish philosopher and historian Leszek Kolakowski by the Librarian of Congress on November 5. The selection process for the \$1 million prize involved wide consultation, nomination, and assessment. In preparation for the second award in fiscal 2005, a letter asking for new nominations was sent out to approximately 2,000 people in the spring of 2004.

Sponsored by the Kluge Center, the third annual Henry A. Kissinger Lecture was delivered by former Secretary of State George P. Shultz (currently the Thomas W. and Susan B. Ford Distinguished Fellow at the Hoover Institution, Stanford University) in the Library's Coolidge Auditorium on February 11, 2004, on the subject "A Changed World."

Both the Kissinger Lecture and the official awarding of the Kluge Prize were cybercast and mounted on the Library's Web site.

Office of Scholarly Programs staff members worked in a continuous cycle of fellowship support activities, providing support to resident fellows under the Kluge, Rockefeller, Mellon, Luce, and Library staff programs. At the same time, the office ensured that new competitions in those programs were conducted successfully and publicized adequately throughout the application process.

This fiscal year, Vyacheslav Vsevolodovich Ivanov was named the first holder of the Chair of Modern Culture. The composer and educator Libby Larsen held the Harissios Papamarkou Chair in Education. Mark A. Noll held the Cary and Ann Maguire Chair in American History and Ethics. During the year, Lamin Sanneh was named to the Chair of

Polish philosopher and historian Leszek Kolakowski accepts the first John Kluge Prize for Lifetime Achievement in the Human Sciences.



Countries and Cultures of the South, succeeding its first holder, Romila Thapar. Lanxin Xiang became the third Henry Alfred Kissinger Scholar in Foreign Policy and International Relations. The center also hosted former Brazilian president Fernando Henrique Cardoso and his wife, Ruth Cardoso, both working on projects derived from eight years in the presidential office. Robert Remini, the Kluge Center's Distinguished Visiting Scholar of American History, continued work on a congressionally mandated history of the House of Representatives.

The Kluge Center added an endowed David B. Larson Fellowship in Health and Spirituality to the endowed Kluge Fellowships and two potential Kislak Fellowships for study of the Mesoamerican and Latin American materials in the Kislak Collection. The center also hosted the Kluge Staff Fellow, a Library employee who is named to spend a year using the Library's collections to conduct personal research, two Fulbright Scholars, and fellows named through the U.S. State Department's International Research Exchange program and the J. Franklin Jameson Fellowship in American History.

Through a memorandum of understanding with Georgetown University, undergraduates in its highly selective John Carroll Program could choose to do research with the center's fellows and scholars in addition to doing research with members of the Georgetown University faculty. This voluntary program resulted in mutually beneficial relationships between John Carroll students and the fellows and scholars at the center.

During fiscal 2004, the Office of Scholarly Programs and the Kluge Center managed the activities of some sixteen funds, including eight in the Poetry and Literature Center, for a total expenditure of more than \$5 million. The Office of Scholarly Programs sponsored more than forty-five events, such as symposia, lectures, book talks, and conferences, as well as a series of talks by Kluge Fellows on their particular areas of research. (See also APPENDIX A: Major Events at the Library.)

In spring 2004, the final round of selections was under way for the Andrew W. Mellon Library of Congress International Studies Fellows, the International Studies Fellows for East and Southeast Asia supported by the Luce Foundation, and the Rockefeller Humanities Fellows for the study of Islam. Each of those foundation programs was established for a period of four years and has now concluded. In fiscal 2004, the thirty-six holders of those fellowships conducted research that showed the breadth of interest in Islam and China. In the case of Islam, research spanned the period from pre-Islamic Arabia and the continuation of culture into the Islamic period through poetry, funeral practices, and a companion of Mohammed, to the exploration of the apocalyptic imagination in Islam and the contemporary aspects of Islam in Africa and in Xinjiang. Concerning China, Lanxin Xiang, the Kissinger Scholar for 2003–2004, participated in several events, including the cybercast conference “Why China Needs Democracy,” while individual fellows focused on the eleventh-century Sino–Vietnamese border, western images of Canton, and suicide in twentieth-century China (Peter Carroll).

Poetry and Literature Center. Under the auspices of the Office of Scholarly Programs, the Library's 2003–2004 literary season began with the Librarian's appointment of Louise Glück as poet laureate consultant in poetry. The literary season opened on October 21 and closed on May 4 with formal readings given by Glück. A special two-day event in February featured the 2004 Witter Bynner Fellows named by Glück. A program on April 8 remembered former Consultant in Poetry Josephine Jacobsen, who died earlier in the year. On April 29, eminent poet Yevgeny Yevtushenko gave a festive reading to an overflow audience, accompanied by actor Anna Kepe, pianist Svetlana Nikolova, and singer Olga Simonova. The series included other programs suggested by the poet laureate.

Publishing Office. During fiscal 2004, the Publishing Office produced more than thirty books, calendars, and other products featuring the Library's collections. (See also APPENDIX J: Publications.) Copublishing efforts with trade publishers continued as the primary publishing vehicle; new agreements were signed with National Geographic, Bulfinch, Harry N. Abrams, and Bunker Hill Publishing. Through those efforts, Library of Congress publications found new audiences and increased public knowledge of the Library's collections and exhibitions. By year's end, nearly sixty cooperative agreements were in effect with publishers such as Amistad/Harper Collins, Cavallini and Company, University Press of New England, and Pomegranate.

In February 2004, the Publishing Office signed a cooperative agreement with National Geographic for a book based on the material collected by the Veterans History Project in the American Folklife Center. Intensive work in editorial development and production continued through the rest of fiscal 2004 to ensure that the book, *Voices of War: Stories of Service from the Home Front and the Front Lines*, would be ready for release in print and as an audio book on Veterans Day 2004.

The Publishing Office entered an agreement with Bulfinch Publishers for *Silent Film: The Birth of Film and the Rise of Movie Culture*. *Silent Film* will tell the story of the birth of film through the Library's film collections and will be written by the former managing editor for *Premier* magazine, Peter Kobel. The projected publication date is fall 2006.

To mark the June opening of an exhibition of political cartoons by Pulitzer Prize-winner Ann Telnaes, the Publishing Office published *Humor's Edge: Cartoons by Ann Telnaes*. *Humor's Edge* brings a refreshing and original spirit to the art of cartooning and sheds a distinctive light on contemporary issues. *Humor's Edge* drew the attention of NPR, leading to an interview with Ann Telnaes that featured both the exhibition and the book.

In spring 2004, the Publishing Office, in association with Harry N. Abrams, released *Bound for Glory: America in Color, 1939–1943*. *Bound for Glory* was the first book to feature the color photography work of the Farm Services Administration and Office of War Information Collection. With an introduction by National Book Award-winner Paul Hendrickson, *Bound for Glory* was featured in the *New York Times Magazine*, which purchased the right to feature the images and text from the book in its pages. The magazine feature attracted other media, including NPR's *All Things Considered* and the Cable News Network.

Work continued all year on production of *A Heavenly Craft: The Woodcut in Early Printed Books*, which featured the earliest surviving examples of woodcut prints from western Europe and was to be issued early next fiscal year as a companion to an exhibition that was to open at the Grolier Club in New York, December 7, 2004, and at the Library of Congress in April 2005.

In time for Flag Day, the Publishing Office released *Old Glory: Unfurling History*, a brief history of the American flag as seen through the collections of the Library of Congress. *Old Glory* describes the histories and myths surrounding the flag of the United States from its revolutionary birth to the present day. The book's text was authored by Karal Ann Marling, professor of art history and American studies at the University of Minnesota. The book was the first of several to be published with Bunker Hill Publishing on American icons as seen through the collections of the Library of Congress.

The end of fiscal 2004 brought the release of three new titles: *First Daughters: Letters between U.S. Presidents and Their Daughters*; *Canals*, the second volume of the Norton/Library of Congress Visual Sourcebooks in Architecture, Design, and Engineering series; and *From Haven to Home: 350 Years of Jewish Life in America*. The last title was published to accompany the Library of Congress exhibition that opened on September 9.

Retail Marketing Office. Revenue from the Library's retail marketing operations reached \$1,351,100 in fiscal 2004, an increase of 9.3 percent over fiscal 2003. This revenue included sales from the Jefferson Sales Shop and the shop's Web site. Sales from the Web reached \$125,600, an increase of 4.4 percent over fiscal 2003.

The Library's customer base for its Jefferson Sales Shop and the shop's Web site is made up of Library visitors and staff members, congressional staff members, and local neighbors purchasing a wide range of products. A total of 57,578 on-site sales transactions generated an average purchase of \$23.46 per customer. Online sales averaged \$42.01 per customer, and total online sales transactions reached 2,989. Planning began for new growth opportunities with the upcoming opening of the Capitol Visitor Center tunnel and related relocation of the Jefferson Sales Shop to a new, expanded space.

The Retail Marketing Office promoted the Library of Congress at seventy-six events, such as author appearances and symposia at the Library, and at off-site events, including the National Book Festival and American Library Association conferences.

Veterans History Project. The Veterans History Project (VHP) was created by the U.S. Congress in fiscal 2000 to collect and preserve the firsthand accounts of veterans and the civilians who supported them during wartime. Through its American Folklife Center, the Library embraced the VHP as a way of enriching its collections with personal histories, which illuminate the understanding of America during the twentieth century.

The VHP's priority is to record histories of war veterans from World War I through the Persian Gulf wars—veterans serving in all military branches at home and abroad. During the year, the project's staff members sought the participation of Americans of all ages and ethnic backgrounds to collect memoirs, letters, photographs, and other documents.

In fiscal 2004, the number of items in the collection more than doubled, from 40,000 items in September 2003 to more than 80,000 items at fiscal year's end. The collection includes audiotaped and videotaped interviews, correspondences, diaries, memoirs, photo albums, scrapbooks, films, and maps. Nearly 22,000 veterans and civilians submitted their oral histories and memoirs to the project in fiscal 2004.

The VHP continued to develop an interactive online presence. In April, an online story collection form was inaugurated on the VHP Web site. The project collected 1,077 histories in the first two months that the online form was available and then mounted 682 online digitized collections on its Experience War story Web site.

In fiscal 2004, the VHP developed a partnership with Public Radio International to produce a series of one-hour radio specials. The first special, drawn from the oral histories gathered by the VHP, aired in early November in honor of Veterans Day 2003. Vietnam War veteran and former

Senator Hillary Rodham Clinton (D-N.Y.) gives the Librarian of Congress a donation of veterans' oral histories prepared by students at Horace Greeley High School in New York.



U.S. Senator Max Cleland hosted the program, *Coming Home*. He also hosted the second program in the series, *Lest We Forget*, which aired on Memorial Day 2004 to coincide with the National World War II Memorial dedication. *Coming Home* was aired on more than 70 public radio stations and *Lest We Forget* on more than 130 stations.

Working with its founding corporate sponsor, AARP, the VHP developed a series of public programs to honor Pearl Harbor Remembrance Day around the country on December 7, 2003. Programs were held that day at the U.S.S. *Intrepid* Sea-Air-Space Museum in New York City, New York; the Harold Washington Library Center in Chicago, Illinois; the James H. "Sloppy" Floyd Veterans Memorial Building in Atlanta, Georgia; and the National Memorial Cemetery of the Pacific in Honolulu, Hawaii. The purpose of the programs was to honor veterans and to encourage them to record their wartime memories for the VHP.

The VHP display *From the Home Front and the Front Lines* in *American Treasures* opened on May 24, 2004, and was to close early the next fiscal year. On July 28, the display became available online.

The VHP was invited by the Smithsonian Center for Folklife and Cultural Heritage and the American Battle Monuments Commission to participate in the four-day celebration that was held on the National Mall, May 27–30, 2004. The National World War II Reunion coincided with American Battle Monuments Commission's dedication of the National World War II Memorial on Saturday, May 29. Nearly 400 volunteers for the VHP collected 2,865 stories from World War II veterans and civilian workers over the four days. The project hosted an open house for members of Congress and their constituents in the Whittall Pavilion of the Thomas Jefferson Building. During the Memorial Day weekend, the VHP received extensive national and local press coverage, including coverage by *CBS Evening News*, NPR's *All Things Considered*, Cable News Network, the Asso-



Navy nurse Martha Blackmun Leirer (left) and Army nurse Marion Sebring Elcano discuss their World War II experiences in the Veterans History Project Pavilion at the Memorial Day reunion on the Mall.

ciated Press, the *Washington Post*, the *Los Angeles Times*, the *Miami Herald*, and the *Chicago Tribune*.

In September, VHP staff members began two new initiatives. One was to reach out to other federal agencies, thus enabling Library of Congress volunteers to collect oral histories from veterans employed by the federal government. Another initiative will allow Library volunteers to collect personal recollections from veterans who reside in retirement communities.

On September 27, the VHP director met with representatives from Generations & History, a nonprofit association based in Belgium. The organization has been contracted by the United Nations to develop an international exhibition on World War II to open at the United Nations in 2005. The VHP will be featured in the exhibit, and the director joined the international advisory committee.

The project added a coordinator for diversity programs to its staff in summer 2004. The coordinator will build ties with various communities, including with African American churches and with other ethnic groups and minority social and service organizations that have outreach to Asian Americans, Native Americans, and women. Project staff members continued to attend minority veterans conferences and to actively develop partnerships with minority groups, including the Afro-American Historical and Genealogical Society, the American Indian Veterans History Foundation, the Japanese American Veterans Association, and the League of United Latin American Citizens.

Visitor Services Office. With a staff of three full-time permanent employees and a cadre of 170 trained volunteers, the Visitor Services Office (VSO) in fiscal 2003 welcomed to the Library approximately 750,000 visitors from eighty-four different countries and operated two information desks, eight interactive computer terminals that provide general information and access to the *Library of Congress Online Catalog*, and the Visitors' Theater—where a twelve-minute, award-winning film about the Library is shown four times each hour.

During the year, the VSO focused on service to Congress, maintaining direct contact with an average of 248 congressional offices each month and a total of 476 offices (92 in the Senate and 384 in the House of Representatives) for the entire year. For the first time this year, more than half of all congressional requests for constituent tours were sent to the VSO by e-mail, permitting immediate confirmation of tour reservations. Twenty-two members of Congress and eleven congressional spouses visited this year. The number of reservations for constituent tours increased dramatically, to 53,955, a third more than the previous fiscal year. Approximately 40 percent of the reservations, or 21,215, resulted in actual attendance on 936 tours. In addition, VSO arranged 351 special tours at congressional request, with an at-

tendance of 5,693. With the Library's Congressional Relations Office, VSO cosponsored a briefing and tour of the Thomas Jefferson Building for congressional staff members to inform them about what services the Library offers and how they can use those services.

Staff reductions caused VSO to suspend specially scheduled group tours for the public from March through August. As a result of staffing shortages, VSO did not publish its volunteer newsletter or sponsor museum trips for volunteers this year. To address the shortages, VSO sought contract funding, which was approved, to resume the valued volunteer enrichment activities in the next fiscal year.

With the assistance of VSO's docents, public tours of the Thomas Jefferson Building continued at a high level, with 58,079 members of the public participating in 2,069 regular tours. The twenty-minute architectural highlight tours attracted 8,809 participants. Tours and professional appointments were provided for special visitors, including legislative staff members from other countries and 314 librarians. Requests for the visits came from programming agencies that were under contract to the U.S. Department of State, embassies, colleges, and universities.

Volunteers staffed the researcher guidance desks in the Reader Registration Office for sixty-four hours each week, including Saturdays, and met with 10,174 first-time researchers to provide basic information about conducting research at the Library of Congress. Volunteers responded to 158,486 inquiries at the information desks in the Jefferson and Madison Buildings. Volunteers conducted tours in connection with evening special events and staffed more than 100 posts at the National Book Festival in October. VSO recruited more than 500 volunteers to serve at the book festival as pavilion staff members, book signing coordinators, greeters, and golf cart drivers. In all, volunteers contributed 19,718 hours to the Library in fiscal 2004, the equivalent of 12.8 full-time employee positions.

PRESERVATION DIRECTORATE

The Preservation Directorate's mission is to ensure long-term, uninterrupted access to the Library's collections, either in original or in reformatted form. In fiscal 2004, the Preservation Directorate accomplished its mission through its four divisions—Binding and Collections Care, Conservation, Preservation Reformatting, and Preservation Research and Testing; through two additional long-term programs—mass deacidification of manuscript sheets and books as well as the National Digital Newspaper/U.S. Newspaper Program; and through two congressionally approved multiyear short-term initiatives—the Preventive Care Program and the Preparation of Collections for Moves to Fort Meade and Culpeper Program.

In fiscal 2004, the Preservation Directorate completed more than 10 million assessments, treatments, rehousings, and reformattings for books, codices, manuscripts, maps, cartoons, political posters, palm leaves, architectural drawings, photographs, newspapers, discs, films, magnetic tapes, and artifacts. A total of 4,132,284 items were repaired, mass deacidified, or microfilmed at a total cost of \$18,367,801. The average cost per item was \$4.44, representing a decrease of \$2.05 per item from fiscal 2003.

For President Ronald Reagan's State Funeral, the directorate prepared a dozen signature books for members of Congress and the visiting public to sign in commemoration. Other highlights included conservation of seventeenth-century fortification and battle plans, nineteenth-century Japanese maps, architectural drawings of the Capitol, William Penn's papers, Theodore Roosevelt's presidential papers, and the Wright brothers' drawings. Particular effort was expended to make available in reformatted versions the currently relevant and time-sensitive collections. Conservation was performed for rarities such as an oversized NAACP (National Association for the Advancement of

Colored People) political banner with damaged paint on canvas; Korean metal type with bronze disease; and James Joyce's plaster death mask, which required a custom-designed protective storage box.

The directorate also facilitated the acquisition of the culturally significant, multiformat Kislak Mesoamerican Collection by assessing the condition of codices, maps, and objects—including more than 600 ceramics, textiles, and paintings—and by advising about stabilizing, packing, transporting, storing, and exhibiting the collection.

The annual "Microform Round Table" addressed problems of cellulose acetate with the British Library; Cambridge University Library; Bodleian Library; national libraries of Scotland and Australia; New York Public Library; and libraries of Yale, Harvard, and Princeton Universities. Six "Topics in Preservation Science" lectures, most open to the general public, featured speakers from universities and other preservation agencies on subjects that included imaging sound, archiving optical storage media, laser-cleaning paper, and stabilizing iron gall ink. The series included workshops on leather, parchment, and adhesives that were open to professional conservators. Directorate staff members developed the program "Sights and Sounds: Preserving the New Media" for the World Information Congress and General Conference of the International Federation of Library Associations and Institutions in Buenos Aires, Argentina, in August.

To extend the life and utility of collections through appropriate treatment and technologies, the directorate deacidified 299,064 books and 1,219,500 documents as part of the Thirty-Year (One Generation) Mass Deacidification Plan to stabilize more than 30 million general collection books and manuscripts in thirty years. For the second year, the Library made full use of a new single-sheet treatment cylinder that was installed on-site in the Madison Building in August 2002. The Library deacidified nonbook, paper-based materials

that were too valuable to be transported to the vendor's plant near Pittsburgh, Pennsylvania, where the Library's books are deacidified. With the successful mass deacidification program in place since 1996, the Library has to date extended the useful life of more than 1 million bound volumes and more than 2 million sheets of manuscript materials from the national collections through use of this advanced preservation technology that neutralizes the acid in paper.

In addition, 289,401 general and special collection books, manuscripts, drawings, prints, and photographs received conventional or highly customized preservation treatments; 630,269 documents, photographs, discs, film, and magnetic tape reels and cassettes were rehoused for preservation and access; 4,103,419 photographs, paper, and other collection material were assessed for future preservation needs; and 4,111,415 documents, newspaper pages, and motion picture reels were converted to microfilm and digital format. To support access to collections electronically through the National Digital Library, the directorate stabilized 31,663 items. To support outreach through exhibitions, the directorate treated 1,372 items and matted or otherwise housed 562 for the Interpretive Programs Office. A special initiative to test a new technology for paper strengthening resulted in the treatment of 16,024 bound newspaper pages that were too brittle to serve to users, bringing the total for the three-year initiative to more than 30,000 pages at a quarter of the estimated cost.

To provide environmentally stable storage for special format collections, the Preservation Directorate continued five multiyear initiatives. The penultimate year of the environmental monitoring and control initiative with Image Permanence Institute resulted in improved storage environments, thus extending the life of 1.3 million items available to users on Capitol Hill. This initiative has installed 95 preservation environmental monitors in all Capitol Hill buildings to help lower tempera-

tures, which will slow aging of collections, thereby extending the items' useful life expectancy. The third year of a five-year preventive preservation initiative accomplished the rehousing of 142,758 special collection items on Capitol Hill.

The second year of a three-year preservation preparation initiative to move select collections to environmentally controlled cool and cold storage resulted in rehousing 502,715 audiovisual items for the National Audio-Visual Conservation Center in Culpeper, Virginia, and 31,753 special collection items for the off-site storage facility at Fort Meade, Maryland, the eventual home for 30 million special-format items currently being accessed for preservation needs. A specifications initiative completed the development of nondamaging bookshelf covers to protect books from damage caused by storage on slotted shelves, as well as the development of specially designed carts for protecting oversized or rolled items during transport, processing, or use.

The third year of a multiyear research project to determine the life expectancy and signal stability of CD-ROM media resulted in an expansion of sample population from 125 to 1,000 discs to increase confidence level of findings to 95 percent.

To secure the national collections during storage, transport, processing, use, and exhibition, the directorate updated the preservation component of the Library's collection security plan, in collaboration with the Office of Security and Emergency Preparedness.

To improve security for the Library's Top Treasures, the Preservation Directorate acquired and installed state-of-the-art gasketed stainless steel cabinets that are watertight and can be filtered against pollution or other contaminants. The directorate also acquired equipment to improve digital analysis and imaging of treasure collections. A multispectral digital camera for photography with infrared and ultraviolet light enables state-of-the-art analysis, documentation, and monitoring of the condition and deterioration of the Library's Top

Treasures and special collections at the most intimate level, thus capturing features that are invisible to the naked eye and that are vital for identification, authenticity, and security. The directorate refined emergency preparedness plans for collections and responded to thirteen emergency incidents, thereby salvaging 874 water- and mold-damaged books, drawings, and photographs, as well as applying anoxic treatment to fifty-five record storage boxes infested with silverfish.

New Initiatives. In fiscal 2004, the Preservation Directorate launched several new training, research, and interagency projects to pursue the objectives of Library Services for preserving collections and extending collaborative partnerships. A new curriculum was developed for the Catholic University School of Library and Information Science course on preservation, to be led by the directorate's staff in the spring semester of 2005.

Several collaborations and interagency programs started by the Preservation Research and Testing Division supported research into the long-term stability of collections and storage materials. A research fellowship created by a donation from the Nielsen-Bainbridge Company, a producer of preservation supplies, will defray expenses for a named fellow to research the use of zeolite molecular sieves, which can be incorporated into housing materials and which may absorb and trap pollutants in collection storage environments. The work will build on research performed at the Getty Conservation Institute.

An interagency agreement was signed with the Information Technology Division of the National Institute for Standards and Technology (NIST) to share data and methodology to study the effects of natural and accelerated aging on signal stability of CD-ROMs and DVDs. This agreement will result in the evaluation of the long-term stability of digital media. The Research and Testing Division will study CD-ROMs, and NIST will focus on DVDs.

So that the Library can study natural aging, a sample set of CD-ROMs is intermittently retrieved from the Library's collections and then evaluated using special signal-testing equipment. In addition, the division is developing procedures for accelerated aging of CDs and evaluation protocols. The interagency agreement provides special funding from the Library to enable NIST to expand its participation and to hire a scientist to work with Library staff members in evaluating the test data and in adapting testing and aging protocols.

To develop a protocol for preserving sound recordings, the Library signed a second interagency agreement with the Department of Energy's Lawrence Livermore Berkeley Laboratory to study the efficacy of digitally imaging sound-recording materials—such as wax cylinders and shellac discs—using two- and three-dimensional imaging methods. Issues to be addressed are the scanning of speed optimizations, measurements of damaged and moldy samples, and comparisons of two- and three-dimensional scans on laterally modulated disc media. If successful, digital imaging techniques will be able to capture many levels of sound from damaged or fragile original materials without further damaging, altering, or wearing down the originals.

A third interagency agreement marked a collaboration between the U.S. Newspaper Program and the National Endowment for the Humanities to form the U.S. Digital Newspaper Program, which will preserve and make accessible local newspapers throughout the United States. Following the U.S. Newspaper Program model, the National Endowment for the Humanities expects to award ten cooperative agreements in 2005 to state-level institutions to digitize select newspapers from the 1900–1910 period and to deposit those files with the Library of Congress. The Library will be responsible for developing a repository to aggregate, store, and serve the deposited content freely on the Internet. This program is intended to assist in developing standards for page-level access

to historic newspapers converted from preservation microfilm and to serve as a model for cooperative digital content development.

The Preservation Directorate acquired new equipment to improve housing for all formats in the collection life cycle of storage, transport, use, exhibition, and processing. Two new automatic computer systems were purchased that design, measure, and cut custom mats and boxes, thereby reducing time and increasing accuracy and range of techniques and materials used to protect and display collections. An automatic mat-cutter can instantly cut any combination of shapes, and a Kasemaker box-making system contains a library of more than 200 box styles that allow operators to design new boxes using plastics, cloth, paper, and solid and corrugated board.

The Conservation Division hosted five interns from conservation programs in the United States, France, Italy, Japan, and South Korea, and then awarded its final Getty Preventive Conservation Internship to a Columbia University preservation graduate from Puerto Rico. To support increased diversity in the Library and to make conservation opportunities available to a broader, more diverse group of professionals, the directorate launched a Multicultural Fellowship Program and accepted the first fellow from the University of Texas's Graduate Conservation Program.

The Binding and Collections Care Division provided timely commercial bindery preparation, labeling, box-making, and repair of Library collections. Division staff members prepared and sent 212,445 volumes for commercial library binding and trained Asian Division and African and Middle Eastern Division staff members to prepare serial issues for binding, thus permitting this very labor-intensive work to be performed in those divisions and reducing the risk of loss and damage to the serial issues.

The Preservation Research and Testing Division completed the first phase of a study that investi-

gated the effect of laser-engraving permanent property identification around the central hub area (where no data resides) on compact disk media. Such laser engraving can discourage pilferage and was found to have no effect on the long-term life and signal stability of CD-ROMs. The division also supported national and international standards related to preservation of library materials, including standards for hot-melt, pressure-sensitive, and archive adhesives and test methods for adhesives. In this work, staff members collaborated with scientists from the National Archives and Records Agency, American Society for Testing and Materials, Yale University, New York University, and Forest Products Laboratories and technical representatives of adhesive manufacturers.

The Preservation Reformatting Division and its programs successfully converted 4,110,945 units (e.g., pages, photographs, or posters) of library material through a combination of preservation microfilming (4,038,946 pages, or 2,316,219 exposures), preservation facsimile (33,873 pages, or 116 volumes), digitization (36,390 pages, or 216 works), and other preservation photographic reproductions (1,706 images) for service to the public. Collections receiving focused efforts included Arabic-language newspapers, severely embrittled World War I-era military camp publications, acetate and nitrate photographs, and monographs identified through use (e.g., loan request, reference request, collection care request) that were too brittle to be served to readers.

Two new reformatting projects were undertaken with the Prints and Photographs Division to address deteriorating photographic materials. High-priority deteriorating acetate base negatives were identified for cleaning, stabilization, and reformatting treatment through a contract with Chicago Albumen Works. High-priority nitrate negatives stored at Wright Patterson Air Force Base were identified for digitization under a contract awarded to TransImage.

TECHNOLOGY POLICY DIRECTORATE

The Technology Policy Directorate has as its mission to provide technology leadership by setting policy and standards and by delivering technology and services to achieve the goals and objectives of Library Services in support of the Library of Congress, the Congress of the United States, and the larger library community. This new directorate was established in July 2004 as part of the Library Services realignment. It will provide better coordination of technology projects throughout Library Services, will enable Library Services to address technology issues such as information security, and will establish a formal liaison with the Office of Strategic Initiatives.

The Technology Policy Directorate consists of three divisions of the former Operations Directorate: the Automation Planning and Liaison Office, the ILS Program Office, and the Network Development and MARC Standards Office. The administrative functions formerly performed in the Operations Directorate are also the responsibility of this directorate (with the exception of the Technical Processing and Automation Instruction Office, which became the Instructional Design and Training Division and was moved to the Acquisitions and Bibliographic Access Directorate in the realignment).

After the service unit realignment, the administrative teams in the former Operations Directorate were grouped in an administrative services office with a chief reporting to the associate librarian and deputy associate librarian. As the divisions increasingly absorbed the work of the former Operations Directorate Human Resources Team, most of its human resources specialists were reassigned to divisions so they could perform their functions more directly and in a more timely fashion. The service unit's financial management analysts continued to provide the technical review and tracking of expenditures in appro-

priated, gift, trust, revolving, and reimbursable funds. They successfully executed the service unit's budget for fiscal 2004.

The management information systems analysts continued to support major Library Services initiatives and administrative systems. The analysts prepared a graphical analysis of the current budget projection system, allowing a visual depiction of cost trends in the staffing area during the fiscal year in progress. A five-year retrospective analysis was completed summarizing nonstaffing expenditures across all service unit funds.

Automation Planning and Liaison Office

The mission of the Automation Planning and Liaison Office (APLO) is to provide automation support for all divisions and offices in Library Services. APLO served as liaison between Library Services and providers of information technology products and services.

In the area of procurement, APLO experienced a high volume of requests for information technology items, such as hardware, software, database services, software maintenance, and hardware maintenance, throughout the year. APLO processed orders for special software, hardware, maintenance, and database services totaling \$605,148 in support of such programs as the Baseline Inventory Program and ILS.

Staff members of APLO completed 856 software installations in fiscal 2004. The greatest number of requests were for Macromedia and Adobe products. APLO expanded the use or investigation of various "push" or "remote" technology products in deploying software packages over the network, a major improvement in the service unit's ability to deploy and update software in a timely and efficient manner.

In addition, APLO's Software Asset Team conducted initial tests of On Remote software to evaluate the feasibility of using this network software

package to deploy individual instances of software packages in response to any number of issues—for example, trouble tickets, reinstallations of a package when a workstation is replaced, or new software installations. In the coming fiscal year, APLO plans to use the On Remote agent to remotely troubleshoot personal computers in Library Services.

In fiscal 2004, APLO made a concerted effort to upgrade the aging Dell OptiPlex GX1 P2 and P3 CPUs (central processing units) to Pentium 4. APLO upgraded 719 P2 and P3 CPUs to Dell OptiPlex GX240 or higher CPUs. It installed or delivered fifty ergonomic devices, sixty local or network printers, thirty bar-code scanners, fifty CRT (cathode ray tube) monitors, sixty-eight LCD (liquid crystal display) monitors, and thirty other devices. At year's end, APLO was responsible for 3,210 CPUs and 208 laptops.

In the area of systems analysis and workstation configuration management, APLO revised and updated the standard Library Services workstation configuration “seeds” for the four supported hardware platforms with recent operating system patches, software, upgrades, and changes requested by the divisions. APLO developed documentation for the four major configurations for equipment used for business continuity, teleworkers, and intermittent work-at-home staff members that will include all technical specifications, installation instructions, and troubleshooting techniques. This document will be available through the Web, enabling users to perform first-level troubleshooting from their remote locations. APLO provided increased support for remote computing to accommodate fifty-nine participants in the telework pilot and thirty-one off-site intermittent users. All configurations were current and compliant with security, server-based operating system fixes, and networking parameters established by Information Technology Services (ITS). APLO took a leading role in working with ITS and Library Services staff members to migrate Library Services' data and applications from the

older ITSNT1 Windows domain to the production LIB domain.

To safeguard the security of the Library's information systems, APLO worked with the ITS and Library Services staff to test an upgrade of the McAfee antivirus software that included a firewall component, as well as some antispyware capability. This version was to be introduced to all staff members during the next fiscal year. APLO staff members developed conceptual and practical information for use in combating spyware on Library PCs. As part of another critical security initiative, APLO worked with ITS to test and ensure that all Library Service personal computers were “baselined” to a defined standard of operating system patches, which will enable all Library Services' Windows 2000 PCs to receive critical operating system security patches that are pushed out over the network by ITS. APLO continued to work closely with ITS to identify devices that had security vulnerabilities.

Both technical assistance and analysis were provided in anticipation of deploying several systems throughout the Library, including the new financial system Momentum, Integrated Support Services' Facilities Automated Services Tracking System and Automated Hazard Abatement Program, and ccm-Mercury's version upgrade. As the Library's Learning Gateway was implemented, APLO staff members worked with the Instructional Design and Training Division, the Operations Management and Training Directorate, the Federal Library and Information Center Committee, and the Library of Congress Internal University to convert data from the Registrar into the Pathlore formats.

APLO staff members visited the Library's overseas field office in New Delhi, India, to help with local arrangements for the April 2004 Systems Administrators' Conference. The conference concentrated on information technology security issues and telecommunications in the field offices and included a briefing on the conversion to Unicode and on the support of the Library's GroupWise e-mail

system. After months of rigorous testing, APLO recommended that the field offices cease testing the acquisitions and financial components of the Integrated Field Office System and use the ILS for cataloging and acquisitions. The recommendation was accepted by the field directors and Library Services management in August.

Integrated Library System Program Office

During fiscal 2004, the ILS Program Office continued to maintain and implement improvements to existing production systems while planning for the implementation of new systems that would organize and manage licensing data for the Library's electronic resources, add functionality, and expand and improve access to the Library's collections for staff members and public users. This year also marked the transition from the use of a single integrated, commercial off-the-shelf product, the Endeavor Voyager ILS software, to multiple commercial off-the-shelf products to increase access to and to improve management of the Library's digital collections while continuing to support acquisition, description, preservation, and access for all materials in the Library's collections.

Integrated Library System. This year, the ILS office was able to increase the number of simultaneous *Library of Congress Online Catalog* users from 425 in fiscal 2003 to 525 in fiscal 2004, or nearly 25 percent. Cataloging production units also began to use Voyager software tools to make large-scale data changes in MARC records, thereby improving the quality of the Library's ILS database. The ILS workstation team updated the Voyager workstation client software on approximately 3,000 ILS workstations in the Library, after appropriate configuration and testing. Program Office staff members worked closely with the Copyright Office in planning the office's migration to a Voyager database. This assistance focused on specifications for data migration, indexing,

reporting, and configuration of the *Online Public Access Catalog* module in Voyager.

After the Library determined in fiscal 2004 that the Voyager 2001.2 Release would not meet the Library's requirements, specifically for supporting retrieval of items from the stacks, Library management decided that it would not implement a new ILS release until a Voyager release with Unicode was feasible in the Library's environment. Endeavor Information Systems Inc., which produces the Voyager product, performed three test conversions and upgrades on a copy of the Library's ILS database in which more than 30 million records were accurately converted to the Unicode standard. Because it is critical to discover any problems in a new software release as early as possible, while it is feasible to solve them, the ILS Program Office worked with the vendor to permit the Library to serve as a beta test site for the next Voyager release, thus coordinating testing at the Library with the vendor's other large research library customers.

OpenURL Resolver. The Library is undertaking a number of initiatives to improve linkages between metadata and the resources and services that are available over the Web. One such effort is the implementation of an OpenURL resolver, which is expected to improve staff and patron access to locally developed and commercial online resources. The Library purchased the SFX OpenURL resolver software from ExLibris USA in fiscal 2004 to support convenient linking between citations for resources to accessible full digital content and other Web services—for example, to online tables of contents and abstracts, to searches for “more information” in the *Library of Congress Online Catalog* or Web search engines, or to document delivery and interlibrary loan.

E-resource Management System. The Library acquired the electronic resource management system (ERMS) from Innovative Interfaces Inc. The system is the

first of its kind to base its application development on the Digital Library Federation's emerging Electronic Resource Management Initiative. Using ERMS, staff members in the acquisitions divisions could incorporate licensing and procurement of electronic resources into their regular workflows, resulting in reduced processing costs for acquisitions. Tentative plans called for testing a Web-based interface to the Library's ERMS data in fiscal 2005. The implementation of ERMS promised to improve the Library's electronic licensing information and to contribute to integrated user access to both digital and nondigital resources.

Federated Search Pilot Project for Library of Congress Bibliographic Databases. One area of rapid growth within the library community has been federated search or metasearch software that relies heavily on the Z39.50 search protocol. Library Services contracted in August 2004 with Index Data to provide search and retrieval gateways for representative Library of Congress databases (e.g., InQuery, Lucene, and MySQL), in addition to Voyager. The front end of those gateways will receive and process requests in Z39.50, SRU (Search and Retrieve URL), or SRW (Search and Retrieve Web Service) and will convert the requests to retrieve metadata records from InQuery, Lucene, or MySQL. In this pilot, ILS and Network Development and MARC Standards Office staff members will work with ITS to install Index Data's open-source metasearch application, known as the Keystone Digital Library Suite. The pilot project includes an exploration of Index Data's open-source Zebra database engine, which will enable the Library to make some test databases of Metadata Object Description Schema records directly searchable.

When the Library agreed to serve in fiscal 2004 as an early-release tester of RLG's new RLIN21 Web-enabled, Unicode-compliant client, ILS staff members coordinated the testing effort to ensure accurate conversion to the Unicode standard, a

smooth transition for bibliographic data contribution and distribution, and uninterrupted support for name authority component operations and non-roman script cataloging activities in RLIN21. Testing continued into the next fiscal year.

Handle Server Support. To provide persistent identification of electronic resources managed by the Library, Library Services staff members registered more than 50,000 new handles (persistent identifiers for digital resources) in fiscal 2004. As part of a major redesign of the Library's Electronic Resources Web site, handles were assigned to several hundred subscription resources that contain some sort of password authentication. Troubleshooting, maintenance of the handle support Web site for Library staff, and informational presentations to staff members continued as important tools for handle promotion and support. In September, ILS staff members worked with ITS to outline preliminary procedures for testing the movement of the Library's handle server application to an Oracle platform, with completion of the move expected in early 2005. As part of its support of handles, the Library participated in the Persistent Identifiers Task Force of CENDI, the federal center for defense, scientific, and technical information. In April 2004, this group issued a white paper on the federal government's use of persistent identifiers to the U.S. Interagency Committee on Government Information.

Other Initiatives. ILS staff members continued development work on a quality assurance program to support and speed the Baseline Inventory Program's review processes. Development work to meet evolving Baseline Inventory Program reporting and quality assurance needs will continue in the next fiscal year. ILS staff members developed specifications for a loose periodical shelving label that is based on bibliographic data drawn from the Library's ILS. ILS acquisitions experts worked with ITS and the Office of the Chief Financial Officer

to test the interface between the ILS and Momentum, the Library's new financial system, to ensure a smooth transition and to identify any workflow or data reporting changes that might be needed with the new system.

Network Development and MARC Standards Office

The Network Development and MARC Standards Office (NDMSO) is the focal point for technical library, network, and digital standards and for related planning in Library Services. In fiscal 2004, NDMSO continued to support the Internet activities of Library Services, and it provided leadership on both Library Services and Library-wide Internet committees and teams. In the International Federation of Library Associations and Institutions, the NDMSO chief represented the Library in information technology activities. Also, NDMSO continued to assist the Copyright Office in the effort to migrate Copyright Office data from its COPICS (Copyright Office Publications and Interactive Cataloging System) system to the MARC 21-based Voyager system.

Digital Standards and Projects. Standards development is a critical activity in the library and information communities. Standards identify best practices and methods for delivery of library services, and they enable information to be presented and exchanged in reliable and efficient ways. During fiscal 2004, NDMSO was very active in standards development. NDMSO represented the Library in the principal national and international standards bodies: the American National Standards Institute (ANSI) and its affiliate, the National Information Standards Organization (NISO), and the International Organization for Standardization (ISO). Other standards organizations on which NDMSO represented the Library included the World Wide Web Consortium

and the Text Encoding Initiative Consortium. NDMSO participated as a member of the NISO Standards Development Committee and contributed reports to the committee on standards maintenance and development in the areas of metadata and language identification.

A major goal for NDMSO is to maintain stability and upward compatibility in the information record interchange environment by providing the standards and tools for libraries to move forward to newer technologies. This year, NDMSO worked to provide standards for cataloging data, metadata about digital image collections, and archival finding aids expressed in XML (extensible markup language), a Web markup language that is gaining widespread use.

In the area of XML cataloging format standards, NDMSO continued to develop and promote MARCXML, an XML version of the traditional MARC 21 formats. The MARCXML schema provides a flexible bus through which metadata can be transformed in various ways.

Other standards based on the MARC 21 formats included the Metadata Object Description Schema (MODS) and the Metadata Authority Description Schema (MADS). Version 3.0 of the XML standard was called MODS. It was completed by the NDMSO staff and released early in the fiscal year. MODS is a simplified version of the MARC 21 Bibliographic Format that uses language-based tags rather than numeric ones (e.g., "Title" rather than "245"). The year saw wide interest in and adoption of MODS in the information community. MADS, a counterpart XML standard for authority data or controlled forms of names and topics, was also developed by NDMSO and published for review during the year.

In fiscal 2004, NDMSO staff members continued participation in developing the Metadata Encoding and Transmission Standard (METS) and served on the METS Editorial Board, which issued METS Version 1.4 for review. METS is an XML

schema for creating XML documents that express the hierarchical structure of digital library objects, the names and locations of the digital files that comprise those objects, and the associated metadata. NDMSO served as the maintenance agency for the METS standard, maintained the official METS Web site and the METS electronic discussion list for developers and implementers, and promoted understanding and use of the METS standard through outreach events.

This year, the NDMSO staff continued to maintain the MIX (Metadata for Images in XML) schema, an XML schema for a set of technical data elements required to manage digital image collections. The schema provides a format for interchange, storage, or both of the data specified in the *NISO Draft Standard Data Dictionary: Technical Metadata for Digital Still Images* (Version 1.2). After NISO and the MIX user community completed a review period of both the *Data Dictionary* and the MIX schema in December 2003, a revised version of the *Data Dictionary* was created. NDMSO then began work on a new version of the MIX schema, which reflected reviewers' comments. Use of the MIX schema has been widespread in the digital library community, and MIX has been incorporated into several other applications, including JHOVE, the metadata validation tool developed at Harvard University.

The Encoded Archival Description Document Type Definition is the standard implementation of XML used by archives to create archival finding aids. This standard, which is jointly maintained by the Society of American Archivists and NDMSO, is useful for providing access to collections that are to be digitized.

The Library is a member of the World Wide Web Consortium (W3C), the group responsible for standards used on the Web, and NDMSO provides the membership representation. During fiscal 2004, NDMSO participated in a W3C Advisory Committee meeting and represented the Library in W3C activities, including work on Uniform Re-

source Identifiers (URIs). NDMSO staff members continued to support development of a requirements document for full-text searching for the XQuery language, which was developed by the W3C to query and format XML data. In addition, NDMSO participated in developing the "info URI," which was led by the library staff of Los Alamos National Laboratory. The info URI opens up the possibility of establishing unique electronic identifiers for many elements in the library and in the publishing standards landscape, an important first step for semantic Web development.

Various rights expression languages (RELs) have recently emerged in the information community. The RELs support different aspects of rights management in the digital information environment, such as licensing and payment, as well as use control, access, and manipulation of data on the World Wide Web. This year, NDMSO contracted for a major survey of RELs, their characteristics, and their potential uses in an automated environment. Published on the Library's Web site in February, the survey clarified the similarities and differences of various emerging RELs in order to assist in choosing an appropriate REL for a particular digital application and, where feasible, to encourage cooperation among the developers of such languages.

In other metadata standards activities, NDMSO staff members continued to provide support and development for the following metadata standards: Minerva, Dublin Core, URIs for elements, OCLC/RLG Preservation Metadata: Implementation Strategies Working Group, Open eBook, Digital Library Federation/OCLC Digital Registry, and American Memory Digital Conversion Support.

Digital Reference Standard. NDMSO staff members provided the leadership for the NISO AZ Subcommittee, which was formed to define a protocol for communication among digital reference domains. The Library took this opportunity to provide for interoperability now, while collaborative

digital reference projects and consortia are in an early stage of development, so the Library can reduce the expense of future maintenance of digital reference collaborative systems. In fiscal 2004, a draft protocol was completed and released through NISO for trial use.

Information Retrieval Protocol Standards. The Library has a special interest in developing library application protocols for computer networking. Thus, the Library provides the maintenance agency for the ANSI/NISO Z39.50/ISO 23950 information retrieval protocol and chairs TC46 Subcommittee 4, which is the ISO group that is responsible for both ISO 23950 and the international Interlibrary Loan protocol (ISO 10160, 10161). The information retrieval protocol Z39.50 makes it possible for librarians and users to send searches to a target system and to receive responses without knowing the search syntax of the target system. As the Z39.50 maintenance agency, NDMSO also participated in developing application protocol profiles—agreements that are between vendors and users and are aimed at developing interoperable products through coordinated implementation of standards. In fiscal 2004, NISO Z39.89—the United States national profile for Z39.50—was approved and published.

The SRW/SRU initiative (Search and Retrieve Web Service and Search and Retrieve URL Service), which is an XML companion to Z39.50, progressed well this fiscal year. It is part of the ZING (Z39.50-International: Next Generation) initiative, which NDMSO organized, to evolve Z39.50 to a Web platform protocol that will be attractive to information providers, vendors, and users.

NDMSO continued to represent the Library of Congress in the Linked Systems Project, a cooperative effort of the Library, the RLG, the OCLC, the British Library, and others. The project uses computer-to-computer system links in support of resource-sharing activities, such as the maintenance

of a cooperative name authority file, in support of the Program for Cooperative Cataloging.

MARC 21 and Related Standards. NDMSO has responsibility for maintenance of the MARC formats, which are used extensively worldwide for the exchange of bibliographic data in machine-readable form. The office worked with the National Library of Canada, the British Library, and the library community on changes to the format through the MARC Advisory Committee meetings, an electronic forum, and continuous communication.

This year was productive for MARC 21 format maintenance. In January, the 2003 updates to all five formats (Authority, Bibliographic, Classification, Community, and Holdings) were published in print. Soon after, the 2003 edition of the *MARC 21 Concise Formats* was released in print and Web versions. The annual update schedule keeps the formats synchronized, because many fields are shared across formats. The MARC 21 Web site was expanded and updated continually throughout the year.

The FRBR (Functional Requirements for Bibliographic Records) Display Tool, which is based on the analysis in *Displays for Multiple Versions from MARC 21 and FRBR* uses XSLT (extensible stylesheet language transformation) technology to transform the bibliographic data found in MARC 21 record files into meaningful displays by grouping the data into the “Work,” “Expression,” and “Manifestation” concepts of the International Federation of Library Associations and Institutions’ *Functional Requirements for Bibliographic Records*. With MARC 21 records as input, the FRBR Display Tool is an example of the usefulness of MARCXML, MODS, and related transformations—all components of the tool. The FRBR tool is available to the MARC 21 user community from the MARC Web site for experimentation with applying FRBR concepts in local environments.

During fiscal 2004, more than 500 new MARC organization codes were assigned to domestic and



Associate Librarian for Library Services Deanna Marcum hosts a reporting session featuring Library staff members who attended the International Federation of Library Associations and Institutions conference in Buenos Aires in August.

international MARC format users in the *MARC Code List for Organizations*. NDMSO began designing a new system for requesting, assigning, and managing those codes to replace the existing online request forms and search system.

In other activities relating to MARC, NDMSO continued to develop and maintain several mappings between MARC 21 and other specialized data sets available on its Web site, including Dublin Core, METS, MODS, and ONIX—the publishing industry's online information exchange format. Those mappings play an important role in metadata transformations, which allow libraries and other users of bibliographic data to move information from one structural standard to another, especially for XML-based transformations. The Library, RLG, and OCLC undertook a major re-

view of the existing mappings of the MARC and Unicode character sets, which resulted in changes published during the fiscal year. The MARC-Maker and MARCBreaker software may now be used with Unicode UTF-8 encoding, allowing those institutions that depended on the programs to convert data to and from MARC 21 and to continue to use the programs even in their current DOS (Disk Operating System) versions.

NDMSO staff members continued to serve as database administrator and provided technical expertise for the Minaret classification database, which is used for regular maintenance of the Library of Congress Classification schedules.

National and International Standards Activities. The first meeting of the participants in the International Federation of Library Associations and Institutions/Conference of Directors of National Libraries Alliance for Bibliographic Standards was established to promote and harmonize standards and advance understanding of issues relating to the organization and preservation of digital resources. The meeting took place at the International Federation of Library Associations and Institutions Conference in August 2004. This experimental alliance involves the Library and the national libraries of Australia, Germany, the Netherlands, Portugal, and the United Kingdom. Through NDMSO, the Library has responsibility for activities in the following areas: MARC 21, Z39.50/SRW, metadata and XML schemas, and persistent identifiers.

In April, NISO established a Metasearch Committee, and two NDMSO staff members played an important role in its work. Metasearch refers to the ability to search across multiple sources, using different protocols. The SRW implementers group is working closely with this NISO group, because SRW will be one of the crucial protocols used by metasearch. NDMSO staff members are coordinating the development of search requirements to ensure that SRW can support them.



OFFICE OF THE LIBRARIAN

The Library sponsored a third annual National Book Festival on October 4, 2003, again hosted by First Lady Laura Bush. Held on the National Mall and featuring more than eighty authors and illustrators, the festival attracted tens of thousands of visitors. At year's end, plans were under way for the 2004 National Book Festival, to be held on October 9.

The Library's highest priority during fiscal 2004 remained the security of its staff members, visitors, collections, and facilities. In coordination with other agencies on Capitol Hill, the Library continued upgrading its perimeter security, entrance and exit screening procedures, emergency preparedness capabilities, and internal controls safeguarding the Library's priceless collections. The Library's Office of Security and Emergency Preparedness moved forward on the Library's Security Enhancement Implementation Plan for major physical security improvements while also focusing on emergency preparedness.

The northwest gallery, restored to its original use as an exhibition hall, includes lunettes by Gari Melchers. "War" depicts a victorious tribal chief crowned in laurel and returning home.

During the year, the Library sponsored hundreds of events for members of Congress as well as the public, including a memorial service for former Librarian of Congress Daniel Boorstin, who died on February 28. A prize-winning historian, Boorstin held the position of Librarian of Congress from 1975 to 1987, and then continued to serve as Librarian Emeritus until his death at the age of 89. During his tenure, he established the Center for the Book in the Library. A cybercast of the memorial service is accessible on the Library's Web site at <http://www.loc.gov/locvideo/boorstin>.

NATIONAL BOOK FESTIVAL

The third National Book Festival was held on October 4 on the grounds of the National Mall. Once again, devoted booklovers turned out by the thousands—about 70,000—for the most ambitious National Book Festival to date with more than eighty authors, illustrators, poets, and storytellers. (See also APPENDIX E: National Book Festival Sponsors and Participants.)

The evening before the festival, the Library hosted a gala in the Thomas Jefferson Building. At

a program in the Coolidge Auditorium, Librarian of Congress James H. Billington and First Lady Laura Bush welcomed the audience, which included President George W. Bush, congressional representatives, Cabinet secretaries, leaders in the business community, distinguished guests of the White House and Library, the festival's authors, and its generous donors. On stage, Bob Schieffer, an author and the renowned anchor of the Sunday

public affairs broadcast *Face the Nation*, talked about books as the place where dreams begin. Best-selling author Tom Clancy, who appeared only at the gala program, discussed the evolution of fiction. Gayle Ross, an author, storyteller, and descendent of John Ross, principal chief of the Cherokee Nation during the infamous Trail of Tears, described the wisdom and power of Native American stories and teachings. Stephen Carter,

Librarian of Congress James H. Billington and First Lady Laura Bush welcome more than eighty authors, illustrators, storytellers, and poets to the National Book Festival.



the William Nelson Cromwell Professor of Law at Yale University and author of the best-selling book *The Emperor of Ocean Park*, reflected on how reading engages the intellect and emotions. Julie Andrews, one of the most beloved figures in the world of entertainment and the author of many children's books, concluded the program by addressing the importance of reading to children. That same evening, a reception was held for participants of both the Let's Read America I Pavilion and the Pavilion of the States in the newly restored National Botanic Garden. This year was the first time an event had been organized just for the participants. It provided an opportunity for the individuals staffing the pavilions to share ideas with each other on reading promotion activities.

Early the next morning, after a White House breakfast for the festival's authors, organizers, and donors, the first lady shared the stage in the East Room with the Librarian of Congress; authors Walter Isaacson, Pat Conroy, and Catherine Coulter; and National Basketball Association all-star-turned-author Bob Lanier. Isaacson, who wrote *Benjamin Franklin and the Invention of America*, noted that Franklin—a voracious reader, a prolific writer, and the nation's first librarian—"would have loved the book festival." Conroy, describing the unexpected result of his mother's reading to her children from *The Diary of Anne Frank*, left the crowd in gales of laughter. Catherine Coulter spoke about her writing, and Bob Lanier talked about the National Basketball Association's "Read to Achieve" program, which has opened more than 60 reading and computer centers nationwide for children.

The festival again included the pavilions that proved so popular at the second festival: Fiction and Imagination, Mysteries and Thrillers, History and Biography, Storytelling, Teens and Children, and Children. This year, two new pavilions were added to the lineup: (1) Poetry and (2) Home and Family. In the new Poetry Pavilion, thirteen poets of different ethnic backgrounds came from all over

the United States to share their special voices. The Home and Family Pavilion featured a well-received mix of celebrity chefs, gardeners, and home decorators, including French chef Jacques Pépin; the award-winning chef and owner of The Inn at Little Washington, Patrick O'Connell; literary gardeners Barbara Damrosch and P. Allen Smith; Paige Davis and Frank Bielec of the hit cable television program *Trading Spaces*; and the *Dare to Repair* team of Julie Sussman and Stephanie Glakas-Tenet, spouses of Central Intelligence Agency employees (George Tenet was then CIA director).

The varied program attracted large crowds with well-known authors, illustrators, and storytellers, such as David Baldacci, Stan and Jan Berenstain, Michael Beschloss, Michael Connelly, Carmen Agra Deedy, Nelson DeMille, Dana Gioia, Julia Glass, Steven Kellogg, Wally Lamb, Mary Pope Osborne, James Patterson, Alma Powell, Anita Shreve, R. L. Stine, and Juan Williams. Seven of the festival participants were winners of major national book awards, including Eric Rohmann, winner of the 2003 Caldecott Medal; Avi, winner of the 2003 Newbery Medal; and Nikki Grimes, winner of the 2003 Coretta Scott King Author Award. In a morning session, National Basketball Association Hall of Famers Bob Lanier and Willis Reed were joined by Women's National Basketball Association player Stacy Dales-Schuman and the recently retired Rebecca Lobo to promote the associations' "Read to Achieve" program. They invited children on stage to read aloud with them from Lanier's book, *It's All in the Name*. Former player and current coach Sam Vincent and Women's National Basketball Association stars Kara Lawson and Tamika Williams led the afternoon's audience participation session.

Long lines formed to hop on board Scholastic's Magic School Bus, and thousands of children received free photos of themselves with their favorite PBS KIDS characters: Arthur, the Berenstain Bears, Caillou, Ord from *Dragon Tales*, Sagwa the

Chinese Siamese cat, Clifford the Big Red Dog, and many others. At the book signings throughout the day, festival-goers patiently waited for the opportunity to meet their favorite author and to get their books autographed.

National reading promotion and literacy programs from organizations as varied as the American Booksellers Association, First Book, National Book Foundation, National Institute for Literacy, Reading Is Fundamental, and Recording for the Blind and Dyslexic were again highlighted in the Let's Read America I Pavilion. In contrast, the Let's Read America II Pavilion was filled with an array of fun, family-oriented activities to spark kids' imaginations. Visitors voted for their favorite books on AT&T's Library Wall by filling in the book spine labels with their nominations. There were musical performances by José Luis Orozco, a multicultural educator who was brought to the festival by Scholastic Inc. Children posed for pictures in Target's Big Red Chair and learned about Target's "Letters about Literature" program. Parents picked up brochures from In2Books and Half Price Books that promoted literacy and provided a wealth of tips on how to get children reading. The latter company also presented an award and a copy of *Say Good Night to Illiteracy* to the Librarian of Congress for "creating public interest in books, reading, literacy, and libraries." Young journalists under the age of twelve learned what it was like to conduct interviews on their own when they questioned Julie Andrews and the Librarian of Congress in their own special press conference.

All fifty states, the District of Columbia, and the trusts and territories participated in the Pavilion of the States, which was staffed by individuals from around the country. Throughout the day, the pavilion was packed with adults and children talking to state representatives and picking up materials on state reading promotion programs, local book festivals, and famous state authors. A special map and new booklist for the brochure "Discover Great

Places through Reading" was again very popular with children, who got a stamp or sticker from each of the states. This year, a number of festival authors such as David Baldacci and Jane Yolen joined other well-known state authors such as Julie Baker and poet Kathryn Akipa to spend time at their state's table. Christie Vilsak, Iowa's first lady and founder of Iowa Reads and the Iowa Center for the Book, was a welcome addition to the staff from the center and state library; she greeted thousands of enthusiastic reading fans.

The Library of Congress demonstrated some of its programs, products, and services in a separate pavilion. Approximately 160 staff members provided information about the following: supplying free services for the blind or physically handicapped; preserving family books, albums, photographs, prints, and other treasures; registering a novel, poem, song, photograph, or other creative work for copyright; exploring the world of the online American Memory Historical Collections and the Learning Page, designed for teachers, students, and parents; conducting genealogy and local history research; and finding out about materials in the Area Studies Reading Rooms. Throughout the day, federal librarians staffed a table and made available postcards for holiday greetings that Army, Navy, Marine Corps, and Air Force librarians will send to troops along with book kits. There were special presentations, such as an introduction to copyright for kids and their families, a Korean paper fashion show, and an interactive session where the audience met the Librarian and asked him questions. The Library's Veterans History Project had a tent near the History and Biography Pavilion, where veterans could learn how to record their own story or people could find out about recording the story of a veteran in their family.

The biographer of Lyndon B. Johnson and Pulitzer Prize-winning author Robert Caro delivered the festival's closing remarks. He talked about the importance in books of a sense of place (that



The Library of Congress demonstrated its services and resources in its own pavilion at the National Book Festival.

is, where actions in the book occur) and then related that concept to the forces that shaped the life of Johnson.

The National Book Festival was made possible by many generous donors, including the festival's charter sponsors AT&T and the *Washington Post*; its patrons AARP, the James Madison Council, the National Endowment for the Arts and Nancy and Rich Kinder (Kinder Foundation), Target Stores, and WorkPlaceUSA; its contributors Barnes & Noble, the Coca-Cola Company, Half Price Books, the National Basketball Association and Women's National Basketball Association, PBS, Penguin Group (USA), Scholastic Inc., US Airways, and Nina Zolt and Miles Gilburne (cofounders, In2Books); and its friends Chevy Chase Bank, the Institute of Museum and Library Services, and the National Endowment for the Humanities.

In addition to several hundred of the Library's staff members and the Visitor Services' volunteers, volunteers from area libraries, other institutions, and businesses provided support for the festival. Nearly 300 members of the Junior League of Washington joined the volunteer ranks for the first time and lent crucial assistance to the festival's operation.

CONGRESSIONAL RELATIONS OFFICE

The Congressional Relations Office (CRO) is the primary point of contact between the Library and members of Congress, congressional committees, and congressional staff members for all functions other than legislative research. In fiscal 2004, the office responded to more than 8,000 congressional inquiries about the Library's holdings, activities, policies, and facilities. CRO prepared



The Congressional Relations Office and the Office of Communications launched “The Library of Congress Comes to Your Hometown” in Ohio. Pictured (from left) are Larry Caldwell, president of the board of directors of the Pritchard-Laughlin Civic Center in Cambridge, Ohio; Representative Robert W. Ney (R-Ohio); Wayne Lawson, executive director of the Ohio Arts Council; and the Librarian of Congress.

official correspondence for the Librarian and Deputy Librarian in response to inquiries from members of Congress. CRO also prepared numerous briefings, position papers, fact sheets, and policy analyses for members of Congress, congressional staff members, and Library officials on issues and legislation affecting the Library.

Appropriations. On September 30, 2003, President George W. Bush signed Public Law 108–83, the Fiscal Year 2004 Legislative Branch Appropriations Bill (H.R. 2657). The measure authorized an appropriation of \$562,619,000, including authority to spend \$36,514,000 in receipts. However, Public Law 108–199, signed by the president on January 24, 2004, called for a 0.59 percent rescission of federal agency budgets, which resulted in an appropriation for the Library of \$559,299,548, including \$36,298,567 in receipts.

The Library received funding for mandatory pay and price-level increases; for the Library’s National Audio-Visual Conservation Center in Culpeper, Virginia; and for a portion of its request for physical security priorities. The fiscal 2004 budget for the Architect of the Capitol (AOC) included up to \$10 million for a tunnel linking the Jefferson Building to the new Capitol Visitor Center. Congress also agreed to the assignment of twenty-three U.S. Capitol Police officers to the Library, but congressional committees have not yet approved a plan for the proposed merger of Library Police with the U.S. Capitol Police.

The Library’s budget request for fiscal 2005 totaled \$602.3 million, including authority to spend \$39.7 million in receipts (\$43 million above the fiscal 2004 level). This level of funding would support eighty additional full-time-equivalent positions. The Librarian and other Library officials

testified on the Library budget before the Senate Subcommittee on Legislative Branch Appropriations on March 11, 2004, and before the House Subcommittee on Legislative Branch Appropriations on May 12, 2004. (See also APPENDIX B: The Librarian's Testimony.)

The major focus of the Library's submission was funding for mandatory pay raises and price-level increases. Other essential increases were requested for acquisition, preservation and storage of collections, and security-related initiatives. The Librarian also spoke emphatically in support of two major capital improvement projects: one for continued transition support of the National Audio-Visual Conservation Center, and the other to construct climate-controlled storage Modules 3 and 4, as well as a copyright-deposit storage facility, at Fort Meade, Maryland. At fiscal year's end, the Legislative Branch Appropriations Bill was still pending, and the Library began operating on a Continuing Resolution.*

Joint Committee on the Library Meeting. The Joint Committee on the Library held its organizing meeting on March 3, 2004. The committee has oversight of the Library, Botanic Gardens, and certain functions of the AOC. The Librarian was invited to update the committee on the Library's operation. The Librarian also briefly outlined the challenges facing the Library at a time when it is incorporating a new digital library into its traditional archival collections. Specific activities discussed included the Library's request for funding for two major collection storage modules in Fort Meade, Maryland; the status of construction of

the National Audio-Visual Conservation Center in Culpeper, Virginia; the development of the Library's workforce at a time when many staff members will be eligible to retire; the activities of the Kluge Center for scholars; the National Book Festival; the significant new acquisitions; the negotiations for a proposed police merger with the Capitol Police and its effect on overall Capitol security; and the reauthorization of the National Film Preservation Program.

Veterans History Project. Throughout the year, CRO continued to work closely with staff members from the Veterans History Project so they can coordinate all aspects of congressional activity, including raising congressional awareness of the project and encouraging congressional participation. CRO assisted with congressional mailings and kept sponsors of the legislation that created the project informed about the program's activities and progress.

A particular focus in 2004 was the dedication of the National World War II Memorial during the Memorial Day weekend. Forty-five members of Congress participated in Library activities with the Veterans History Project during the weekend. CRO coordinated a display of oral histories already collected and other Library special collection items for a reunion of the Flying Tigers that was held in the Capitol and was hosted by Senator Ted Stevens (R-Alaska). The Library held an open house on Capitol Hill for three days for constituents who were in town to attend the memorial dedication, where they could learn about the project, arrange for veterans to be interviewed, and receive tours of the Library. Representatives Ron Kind (D-Wis.) and Chris Van Hollen (D-Md.) addressed constituents at the open house on the day of the memorial's dedication. Finally, Senator John Warner (R-Va.) and Representatives Kind, Amo Houghton (R-N.Y.), Marcy Kaptur (D-Ohio), and Steny Hoyer (D-Md.) participated in activities in the project's pavilion on the National Mall.

*The Consolidated Appropriations Act of 2005 (PL 108-447), signed by the president on December 8, 2004, provided a fiscal 2005 appropriation for the Library of \$589,587,000. This public law also called for a 0.8 percent rescission of federal agency budgets, which resulted in an appropriation for the Library of \$584,870,304, including authority to spend \$39,508,384 in receipts.

National Book Festival. CRO staff members assisted with the Library's 2003 National Book Festival held on October 4. CRO helped plan an enlarged Pavilion of the States—a very popular destination with festival visitors who were curious to learn about literacy programs in their states. The previous evening, the Library held a gala event in the Great Hall for participating authors, various donors, and more than 200 invited special guests. Actor and author Julie Andrews was one of the featured authors for this event.

National Film Preservation Program Reauthorization. CRO continued its work to reauthorize the National Film Preservation Program, last reauthorized in 1996. Reauthorization language was included in House and Senate legislation (S. 1923 and H.R. 3569) and folded into other authorizing legislation (H.R. 2391 and S. 2863), as well as the appropriations bill for the legislative branch. At year's end, Congress had not yet convened to consider those bills.

Human Capital Legislative Initiative. At the direction of the chief of staff, CRO convened a working group to analyze and present recommendations for legislative changes to the Library's personnel and compensation laws. The team, consisting of CRO, Human Resources, and the Office of the General Counsel, reviewed all recently enacted or introduced legislation affording agencies more flexibility in recruiting, retaining, and compensating federal employees, as well as other creative ways to retool a workforce to meet changing demands. The team determined that Congress has given executive agencies much more flexibility than exists for the legislative branch. With input from the Library's Executive Committee and the service units, the team drafted legislative language and support documents and then briefed key oversight staff members on the Library's proposal. Given other legislative priorities for the 108th

Congress, CRO worked to lay the groundwork to seek congressional approval of its proposal in the 109th Congress.

Congressional Events. In fiscal 2004, members of Congress hosted more than 100 events at the Library. CRO coordinated a large number of congressional lectures, symposia, policy meetings, and receptions held in the Members Room and other Library facilities throughout the year. CRO also assisted with congressional participation in Library-sponsored events, including a massive volunteer effort from Library staff members to interview veterans during the opening on the Mall of the new World War II Memorial on the weekend of May 29–30. Congressional events coordinated by CRO included the following:

☛ On October 28 and 29, 2003, Representative Jerry Weller (R-Ill.) and the House Republican Conference cohosted a “fly-in” program for the state of Illinois district offices outreach coordinators. The outreach coordinators met in both the Members Room and Whittall Pavilion for all-day meetings.

☛ Senator Thomas A. Daschle (D-S.D.) hosted a series of policy meetings that were for the Senate Democratic Caucus members and were held in the Members Room and in room LJ119 on January 29 and 30, 2004.

☛ On February 25–26, the Senate Republican Conference hosted a reception in the Great Hall for the first annual American Indian Tribal Leaders conference, hosted by Senators William Frist (R-Tenn.) and Rick Santorum (R-Pa.).

☛ The House Republican leadership meeting was held in the Members Room on March 31.

☛ CRO staff members participated on the planning team of the sixth Annual House Services Fair, held on April 14, 2004. Coordinated by the chief

administrative officer of the House of Representatives, this annual event provides the Library with an opportunity to share information on its activities and congressional services with House staff members.

☞ The Library hosted a reception on May 11 for the opening of the exhibition titled “*With an Even Hand*”: *Brown v. Board at Fifty*. The event was well attended by a number of members of Congress. Representative John Lewis (D-Ga.) delivered a stirring speech.

☞ On June 8–9, the Senate Republican Conference held several all-day meetings for the Historically Black Colleges and Universities. On the evening of June 8, a special reception was held in the Great Hall to commemorate five years of continued success between the Senate and House Republican Conference and the nation’s Historically Black Colleges and Universities. The meetings were hosted by Senator Rick Santorum (R-Pa.).

☞ On July 20, House Speaker J. Dennis Hastert (R-Ill.) and Lynne Cheney, wife of the vice president, addressed the press in the Members Room. The event was hosted by House Republican Chair Deborah Pryce (R-Ohio).

☞ During the week of the Congressional Black Caucus Annual Legislation Conference, the Congressional Black Caucus held its fifth annual reception in the Great Hall on September 10. This event was cohosted by Representatives James E. Clyburn (D-S.C.), Frank Balance (D-N.C.), and Melvin L. Watt (D-N.C.). Several members of Congress attended the affair.

DEVELOPMENT OFFICE

During fiscal 2004, the Library’s fund-raising activities brought in a total of \$11 million, representing 828 gifts from 713 donors. The donor categories included 543 individuals giving \$4.3 million; seventy-

six corporations giving \$2.2 million; thirty-six associations, councils, and societies giving \$2.6 million; and forty-two foundations and sixteen trusts and estates giving \$1 million each. Those gifts, including \$612,000 received through the Library’s Planned Giving Program, were made to ninety different Library funds and consisted of \$6.6 million in cash gifts, \$4.3 million in new pledges, and \$62,000 in in-kind gifts. The Library forged new partnerships with 300 first-time donors, including 230 individuals; twenty-one associations, councils, and societies; thirty-one corporations; eleven foundations; and seven trusts, estates, and embassies. Those new donors gave \$4.1 million, representing 37 percent of the gifts received this year. Thirteen 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, as well as the fourth National Book Festival, which was set for October 9, 2004. The charter sponsors of the 2004 festival were AT&T, the Institute of Museum and Library Services, Target Stores, and the *Washington Post*. Patrons included AARP, Jones International University, the James Madison Council, the National Endowment for the Arts, and Wal-Mart Stores Inc. The donors—along with others—gave nearly \$1 million to support the festival.

Other major gifts received during fiscal 2004 included the following:

☞ \$2.5 million from the International Center for the Integration of Health and Spirituality to establish the David B. Larson Fellowship in Health and Spirituality in the Library’s John W. Kluge Center as a permanent endowment for the support of a residential fellowship

☞ \$2 million from John W. Kluge to support the Leadership Development Program, which provides opportunities for individuals from diverse backgrounds who have potential for greater responsibility



John W. Kluge, right, whose generosity funds the Library's Leadership Development Program, gives advice to program participants as the Librarian of Congress looks on.

to participate in developmental experiences in professional administrative positions at the Library of Congress

☛ More than \$1.5 million from John W. Kluge, the Kreitman Foundation, H. F. Lenfest, and an anonymous donor to acquire retrospective materials for the Library's collections, including the Robert Blackburn Printmaking Workshop Collection; the Gandhari manuscript; and the Alan Lomax Collection, which contains the unparalleled ethnographic documentation collected by the legendary folklorist over a period of sixty years

☛ \$1 million from the Jay I. Kislak Foundation to support research and educational outreach programs related to the Jay I. Kislak Collection, including the establishment of the Kislak Fellows

Program, the annual lecture, and the publication of a catalog of the collection

☛ \$500,000 from the Ira and Leonore Gershwin Trusts in support of both the Gershwin collection and the George and Ira Gershwin room at the Library, as well as to support other worthy music and literary projects

Within gift categories by type of programs supported, the Library received \$6.2 million for internships, symposia, conferences, scholarly programs, and exhibitions; \$2 million for the development and preservation of the collections; \$1.8 million for outreach initiatives, including the National Book Festival, the Library's Web sites, friends' programs, and special events; and \$1 million for music, motion picture, and recorded-sound initiatives.

During fiscal 2004, the James Madison Council—the Library’s first private-sector advisory group—continued to provide substantial support for a number of Library initiatives. Five new members joined the council. Gifts from members in fiscal 2004 totaled \$5.9 million, bringing the Madison Council’s total support since 1990 to \$159.1 million. The contributions received this fiscal year provided the following:

- ☞ Support for numerous retrospective acquisitions, including various publications from Iraq, an eighteenth-century Hebrew and Spanish Bible, an American Revolutionary War–era powder horn, and an original George Gershwin letter
- ☞ Seed money to support the future acquisition of Southeast Asian illustrated manuscripts from Thailand and the archive of the St. Mark’s Poetry Project
- ☞ Major support for the General Collections
- ☞ Support for the fourth National Book Festival; the Veterans History Project; and the activities of the Phillips Society, a friends group of the Geography and Maps Division

The Madison Council’s meeting in the fall of 2003 was held in conjunction with the awarding of the first John W. Kluge Prize for Lifetime Achievement in the Human Sciences. The \$1 million prize—made possible by an endowment established by Madison Council Chairman John W. Kluge—is given for lifetime achievement in the humanities and social sciences, areas of scholarship for which there are no Nobel Prizes. In April 2004, council members came together for a special concert by country singer and musician Dolly Parton. Her performance at the Library and the presentation of the Living Legend Award by Librarian of Congress James H. Billington were taped for later broadcast on the Great American Country cable television station, which is accessible to more than 25 million homes.

In September 2004, forty-six Madison Council members and their spouses or guests joined Librarian of Congress James H. Billington and Mrs. Billington and Pulitzer Prize–winning author David McCullough and Mrs. McCullough for the Madison Council’s sixth Great Libraries of the World trip. Council members spent ten days in Amsterdam, London, and Paris retracing the steps of John Adams, second president of the United States; visiting the residences of the U.S. embassy in each country as the Library’s representatives; and bearing witness to the signing of a cooperative agreement between France’s Bibliothèque nationale and the Library of Congress.

The Library of Congress Leaders Circle was initiated in fiscal 2004. This new membership group was initiated on the recommendation of the Friends and Outreach Committee of the Madison Council that a new group of Library supporters be formed with a target audience of younger individuals. Like the Madison Council, the Leaders Circle is an invitation-only members group. The mission of the Leaders Circle is to make the Library of Congress and its collections, programs, and resources universally known and accessible, as well as to increase involvement with the Library of Congress through the talent, creativity, influence, and resources of a new generation of philanthropic leadership. The Library of Congress Leaders Circle’s Executive Committee was formed in May 2004. The committee held on-site meetings at the Library and focused on recruiting members. At year’s end, the Leaders Circle had nine members. (See also APPENDIX C: Advisory Groups.)

OFFICE OF COMMUNICATIONS

The Office of Communications supported and advised the Librarian of Congress and his senior managers about all matters relating to the Library and the media and about the use of the Library’s name and logos.

During fiscal 2004, the Public Affairs Office (PAO) within the Office of Communications issued 206 press releases and public service announcements, fielded 1,292 phone calls and more than 2,496 e-mails, and responded to inquiries from 221 people who visited the office. The office compiled 1,110 news clippings that mentioned the Library of Congress, including 422 major news stories that featured the Library's programs and activities, and then distributed them each week to senior Library officials. Of those, approximately 100 appeared in international publications in languages other than English. As a result of PAO's efforts, the Library of Congress had a strong presence in the print and electronic media this year. Highlights appear below.

Sponsored and organized by the Library of Congress and hosted by First Lady Laura Bush, the third National Book Festival was held on October 4, 2003. Working with the public relations firm of Fleishman-Hillard, PAO mounted a successful public relations campaign that built on the success of the first two national book festivals. C-SPAN again covered the event live, beginning with the gala on the evening of October 3 and continuing with the opening ceremony the following morning. Eight hours of coverage followed, including interviews with authors and festival organizers. The 2003 National Book Festival generated more than 200 stories and mentions in the national and international press, including CNN, NBC, the Associated Press (AP), United Press International (UPI), Cox News Service, *USA Today*, the *Washington Post*, the *Los Angeles Times*, the *New York Times*, the *Chicago Tribune*, the *New York Daily News*, the *Guardian* (London), *Time*, and *Time for Kids*. UPI wrote that "the National Book Festival has risen in stature to rival the Kennedy Center Honors in celebrating and distinguishing excellence in American culture. . . . The National Book Festival is now a Washington institution." The festival continued to garner press mentions throughout the year in outlets such as the *Washington Post*, *USA*

Today, *Publisher's Weekly*, *New York Newsday*, the *Richmond Times Dispatch*, and the *Miami Herald*. At year's end, PAO was engaged in publicizing the 2004 National Book Festival, to be held on October 9, 2004. To generate media interest in the upcoming book festival, PAO consulted on the production and distribution of an eight-minute video featuring highlights of the 2003 National Book Festival.

In celebration of the 200th anniversary of the Library, Metromedia president John W. Kluge donated in 2000 an unprecedented \$60 million to support an academic center where accomplished senior scholars and junior postdoctoral fellows might gather to use the Library's incomparable collections and to interact with members of Congress. The donation included a \$1 million Kluge Prize in recognition of a lifetime of achievement in the human sciences, which is comparable to the Nobel Prizes in literature and economics. PAO worked with the public relations firm of Fleishman-Hillard to publicize the inaugural award to Polish historian and philosopher Leszek Kolakowski on November 5, 2003. As a result, the Kluge Prize was featured in more than fifty-five stories in the national and international press, including the *New York Times*, the *Washington Post*, *The NewsHour with Jim Lehrer*, NPR's *Morning Edition*, AP, PAP Newswire, the *Chicago Tribune*, *USA Today*, *Gazeta*, *Deutsche Presse-Agentur*, and CNN International. Specifically, *Roll Call* quoted Senator Ted Stevens (R-Alaska): "This award is the capstone of the Kluge Center's mission to bring the world's leading thinkers to the Library and recognizes an area of scholarship for which there are no Nobel Prizes. . . . Prof. Leszek Kolakowski deserves this high honor for his lifetime vision, courage, and commitment to freedom and tolerance."

"The Library of Congress Comes to Your Hometown"—a pilot program initiated by PAO to showcase the Library's resources in towns across the nation—debuted in Ohio during November 14–17, 2003. Working with Representative Robert W. Ney (R-Ohio) and the Ohio Arts Council, the

Library sponsored workshops and programs about the Veterans History Project, the Library's digital resources, and other initiatives in Cleveland, Columbus, and Cambridge, Ohio. Those events were covered by the *Cleveland Plain Dealer*, the *Daily Jeffersonian* in Cambridge, and the *Columbus Dispatch*. The Zanesville, Ohio, television station (WHIZ) interviewed Representative Ney, Wayne Lawson of the Ohio Arts Council, the Librarian of Congress, and Library staff members who participated in the event.

Major Library collections and acquisitions drew media attention, including the opening to the public of Supreme Court Justice Harry A. Blackmun's papers and the acquisition of the Alan Lomax collection. To accommodate the anticipated high demand for access to the Blackmun Papers immediately following their public opening on March 4, 2004, PAO and the Manuscript

Division set up and staffed a temporary media center equipped with eighteen workstations on which to view a digitized finding aid to the collection, eight of the most controversial Supreme Court cases, and thirty-eight videotapes containing oral interviews with Blackmun. As expected, nearly 100 stories on the opening of the Blackmun Papers were carried by national and local print, broadcast, and newswire outlets. They included ABC, CBS, CNN, NBC, *The NewsHour with Jim Lehrer*, NPR, the *Washington Post*, the *New York Times*, *USA Today*, AP, and UPI. Several members of the press took the time to personally thank the Library for its extraordinary efforts to accommodate the media during this busy period. They included Chuck Lane, the *Washington Post*; Pete Williams, NBC News; Tony Mauro, *Legal Times/American Lawyer Media*; and Anne Gearan, AP. In an article about her experiences researching the Blackmun Papers,

CNN reporters William Mears and Marna Palmer research the papers of Supreme Court Justice Harry A. Blackmun in a temporary media center set up for the press.



New York Times reporter Linda Greenhouse wrote, “The reading room of the Library of Congress’s Manuscript Division was unlike any place I had ever spent time. . . . The rules, the reasons for which are completely understandable, help create a kind of community of worshippers at the shrine of the original document.”

The March 24 announcement that the American Folklife Center in the Library of Congress had acquired the Alan Lomax Collection was covered by AP, CNN, NPR, the *New York Times*, the *Washington Post*, *Daily Variety*, *Roll Call*, and *The Hill*. This unparalleled ethnographic documentation collected by the legendary folklorist over a period of sixty years, coupled with the material acquired by his father, John Lomax, during the latter’s tenure at the Library’s Archive of American Folk Song during the 1930s and 1940s, brings the entire collection together for the first time at the Library of Congress.

In March, the Librarian of Congress announced the second annual selection of fifty sound recordings to the National Recording Registry. Under the terms of the National Recording Preservation Act of 2000, the Librarian is responsible for selecting recordings annually that are “culturally, historically, or aesthetically significant.” Like the inaugural selections, this year’s selections celebrate many milestones in the history of sound recording in America—from Emile Berliner’s gramophone recording of “Twinkle Twinkle Little Star” (1888) to Bruce Springsteen’s *Born to Run* album (1975). The Librarian’s announcement resulted in more than fifty stories and mentions in print, television, and radio, including the *New York Times*, the *Los Angeles Times*, AP, UPI, *Variety*, *Billboard*, CNN, CNBC, and CBS Radio.

The Library’s grassroots effort to record and preserve veterans’ memories through its congressionally mandated Veterans History Project (VHP) remained a favorite story with the American press. Throughout the year, hundreds of articles appeared in national and local newspapers, including

Parade, *USA Today*, and the *Washington Post*, and on newswires such as AP and UPI. The VHP has also been featured in military trade publications such as *Soldiers Magazine*, *Stars & Stripes*, and *Army News*. Local as well as national television and radio stations have covered the VHP, including CNN, *CBS Evening News*, *The Bob Edwards Show* on XM Satellite Radio, NPR, and the VHP and Public Radio International series titled *Experiencing War*. The unprecedented reunion of World War II veterans on the National Mall on Memorial Day weekend to mark the opening of the new World War II Memorial provided an opportunity for VHP staff members and volunteers to collect and preserve veterans’ stories. The VHP’s participation in this event garnered press attention from more than seventy journalists, representing media outlets such as *USA Today*, the *Washington Post*, the *Los Angeles Times*, NPR’s *All Things Considered*, CNN, and *CBS Evening News with Dan Rather*.

The opening of three major Library exhibitions generated more than 200 stories and mentions in the national and international media. *Churchill and the Great Republic*; “*With an Even Hand*”: *Brown v. Board at Fifty*; and *From Haven to Home: 350 Years of Jewish Life in America* were covered by media outlets such as the *New York Times*, the *Washington Post*, the *Washington Times*, *Washingtonian* magazine, the *Baltimore Sun*, *U.S. News and World Report*, CNBC, CNN, *The NewsHour with Jim Lehrer*, AP, and Gannett. President George W. Bush’s speech delivered at the Library on the occasion of the opening of the Churchill exhibition generated huge media attention. The event was carried live by some of the television networks, and articles ran in the national and international press, including *Newsweek*, AP, UPI, *Agence France Presse*, the *London Times*, and the *Philadelphia Inquirer*.

The August announcement of the appointment of the newest poet laureate consultant in poetry, Ted Kooser, for the 2004–2005 term brought a wave of media attention in the form of radio, tele-

vision, and newspaper stories. Stories appeared in the *New York Times*, *New York Times Magazine*, the *Washington Post*, *Roll Call*, the *Los Angeles Times*, the *Lincoln Journal-Star*, the *Philadelphia Inquirer*, the *Omaha World-Herald*, *Publisher's Weekly*, the *Sunday Star-Times* (Auckland, New Zealand), *USA Today*, and British Broadcasting Corporation online. Stories issued by AP, Reuters, and UPI were picked up by other media outlets. In addition, the new poet laureate was interviewed by *The Bob Edwards Show* on XM Satellite Radio, NPR's *All Things Considered*, and *The NewsHour with Jim Lehrer*.

In 2000, the U.S. Congress asked the Library of Congress to lead the effort to preserve the nation's digital resources. On September 30, 2004, the Library's National Digital Information Infrastructure and Preservation Program advanced this goal by announcing awards totaling \$13.9 million to eight lead institutions and their partners to identify, collect, and preserve historically important digital material. The announcement received widespread media attention, including a feature in the *New York Times* "Circuits" section.

During the year, PAO coordinated and facilitated more than fifty news and documentary productions featuring the Library and its collections. Requests to showcase the Library in broadcasts came from BBC, CBS, Christian Broadcasting Network, CNN, C-SPAN, Discovery Channel, Fox, History Channel, Middle East Broadcasting, NBC, NHK, NPR, PBS, Public Radio International, Senal Colombia, Seoul Broadcasting System, Tokyo Broadcasting Systems, TV One Network, and Voice of America. Among the most notable was a documentary on Russia's Culture Channel that showcased the Library of Congress as one of the world's greatest libraries. The Library's Main Reading Room was the focus of a segment of PBS's *Globe Trekker* that highlighted landmarks in Washington, D.C. The Librarian of Congress was frequently interviewed by various media outlets, including *Fox News Sunday with Chris Wallace*.

The office continued to be responsible for many aspects of the Library's most popular public face, its World Wide Web site, which remained a "best site," according to publications such as *PC Magazine*. The office also published the Library's two monthly publications, *Library of Congress Information Bulletin* and the *Calendar of Events*, as well as a weekly staff newsletter, the *Gazette*. The *Bulletin* contained reviews of Library activities such as concerts, lectures, symposia, new publications, and announcements of new acquisitions and exhibitions. Cover stories highlighted special events such as the third National Book Festival; the awarding of the John W. Kluge Prize; the opening of the Blackmun Papers; and three major exhibitions: *Churchill and the Great Republic*; *Brown v. Board at Fifty*; and *From Haven to Home*.

The *Gazette*, which published forty-three issues, reported on the Library's budget progress through the legislative process, exhibition openings, new acquisitions, myriad talks by guest speakers, and staff news. Several issues covered the events of the third National Book Festival, and three issues were devoted to the recording of veterans' stories by the VHP during the World War II Reunion in May.

In cooperation with the Publishing Office, PAO compiled and produced the *Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2003*.

PAO continued its leadership role with the Library-wide Internet Operations Group, spearheading the group's complete reorganization and the development of working subcommittees. A PAO staff member serves as one of three chairs of the group, which oversees and coordinates new initiatives of the Library's award-winning Web site. 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 *Library of Congress Information Bulletin*, News Releases, and CyberLC (the home of the Library's audio and video Webcasts), as well as the

Poetry 180 Web site, which was conceived by Poet Laureate Billy Collins to introduce high school students to a poem each day during the academic year.

PAO continued to promote the America's Library Web site (<http://www.americaslibrary.gov>) for children and families, which offers interesting historical stories and interactive activities. The site, one of the Library's most popular, handled 218 million hits in fiscal 2004, and more than 750 million hits since it debuted on April 24, 2000, the 200th birthday of the Library.

Working with the Ad Council, PAO has overseen a successful public service campaign advertising the America's Library Web site, as well as the Library's home site at <http://www.loc.gov>. The campaign—one of the council's top ten most successful campaigns in its history—has resulted in nearly \$185 million in donated radio, television, and Internet ads since 2000. The campaign includes publicity for the monthly "Wise Guide to [loc.gov](http://www.loc.gov)," which introduces newcomers to the educational and useful resources available on the Library's Web site. PAO continued to maintain and publish this magazine-style feature, which *PC Magazine* described as "delightful . . . a quick way to discover many of the site's buried treasure."

The office's other information-sharing efforts for staff members included approval of flyers to be posted in Library buildings about Library events, dissemination of 128 important electronic mail broadcast messages—a function rendered more critical in the post-9/11 climate of increased security—and management of the information kiosk in front of the Madison Building.

OFFICE OF THE GENERAL COUNSEL

During the year, the Office of the General Counsel (OGC) responded to nearly 1,000 formal requests for legal opinions from Library units and managers. In addition, the OGC responded to numerous informal requests from Library managers

and to a number of sensitive and confidential legal questions posed by senior Library officials.

The OGC participated in seventy-nine federal court and administrative cases during the year, including the fifty-nine cases carried over from fiscal 2003. Of those seventy-nine cases, the office closed thirty-eight during the year. The Library won fourteen administrative cases (including eight dismissals), settled seven, and lost one. At federal court, the Library won ten cases (including seven dismissals) and settled six cases. Three of the cases are on appeal to the U.S. Court of Appeals for the District of Columbia Circuit. In two additional cases that the Library won at the U.S. district court level, plaintiffs have appealed to District of Columbia Circuit. Four other cases are on direct appeal to the District of Columbia Circuit. At the end of the year, forty-one cases remained open.

The OGC continued to work in close coordination and cooperation with the Office of Workforce Management and the Office of Workforce Diversity on adverse action and matters regarding equal employment opportunities. Specifically, the OGC met regularly with Library managers to ensure that all disciplinary actions were taken in accordance with relevant rules and regulations. The office continued to disseminate administrative and district court decisions to managers to inform them of how the decisions were reached.

During the year, the office worked with the Office of Contracts and Grants Management, the Office of the Inspector General, and the Office of the Chief Financial Officer to streamline the review process for contracts and to provide guidance to contracting officers. As a result, the OGC examines for legal sufficiency only procurement contracts of supplies and services in excess of \$100,000. In fiscal 2004, the office reviewed thirty such contracts. The improvements also resulted in OGC's reviewing only those expert and consultant contracts in excess of \$25,000. This year, the office examined forty such

contracts. The OGC's legal guidance to the FEDLINK (Federal Library and Information Network) program included the review and approval of many administrative documents. In fiscal 2004, FEDLINK issued more than 3,300 new contracts for a total contract value of more than \$94 million. The contracts covered services such as serials acquisitions, book acquisitions, information retrieval, document delivery, and interlibrary loan services.

A major accomplishment for the OGC during the year was the resolution of a bankruptcy proceeding that threatened the financial stability of the FEDLINK program. One of FEDLINK's primary suppliers of publication was Faxon/RoweCom (RoweCom). In February 2003, that company filed for bankruptcy, which meant that FEDLINK's customers would no longer receive many of the publications on which their libraries and agency staff rely. Shortly thereafter, the Library terminated the FEDLINK-RoweCom contracts for default and established new serials contracts for more than sixty agencies affected by the bankruptcy.

In fiscal 2004, the Library pursued its \$2.6 million contract claim against the bankrupt company, demanding refund of subscription payments as well as administrative and repurchase costs incurred by the federal government. In partial resolution of their claims against RoweCom, publishers and former RoweCom customer libraries arranged for publishers to provide subscriptions in exchange for a pro rata share of the libraries' bankruptcy claims. Under this arrangement, publishers supplied approximately \$2.1 million worth of subscriptions to FEDLINK libraries. With the Department of Justice, the Library agreed to settle the remaining \$535,000 of the Library's FEDLINK claim for \$434,000. The Library benefited by resolving this complex matter without litigation and by recovering either in kind or in cash all but \$100,000 of what was potentially a \$2.6 million loss. The settlement ensured that most 2003 subscriptions were added to the shelves of the affected

federal libraries and that the FEDLINK revolving fund was not depleted by the failure of one vendor. To decrease future risks to the FEDLINK program and its customer agencies, the OGC worked with the Contracts Office and FEDLINK to require more rigorous, ongoing demonstrations of the solvency of the vendors offered through the program.

The OGC also is responsible for reviewing orders from state courts and federal courts that affect the take-home pay of individual employees. After the OGC concludes that an order is legally enforceable, the office sends a memorandum to Human Resources Services for processing into the payroll system. During fiscal 2004, the OGC reviewed 116 court orders relating to garnishments or attachments. Such orders involve child support, commercial garnishment, bankruptcy, and student loan defaults.

The OGC advised Library officials on numerous ethical issues, including outside employment, conflicts of interest, travel, and gifts. The office also reviewed 384 financial disclosure reports filed by Library officials in accordance with the Ethics in Government Act (5 U.S. Code Appendix 4, §§ 101 et seq.). In fiscal 2004, the office continued offering the Library's mandatory ethics training program on a quarterly basis. The OGC will continue to offer regular ethics briefings to ensure that all employees receive the training. In addition, the OGC presented separate ethics sessions for new employees and for the Library's contracting officers. In view of the upcoming presidential and congressional elections, the office offered three voluntary ethics sessions on employee political activities. As a result of the ethics briefings and the OGC's ethics Web site, the office responded to approximately thirty inquiries from staff members through its ethics e-mail account.

The office provided advice 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 OGC monitored the appointments to the board, coordinated its meetings, and drafted correspondence relating to board matters.

The OGC furnished legal advice regarding the operations of the John W. Kluge Center at the Library of Congress and the Kluge Center Scholars' Council. Specifically, the office provided advice on various tax and immigration matters, as well as issues relating to the awarding of the second Kluge Prize by the Librarian of Congress, which is scheduled to occur early in fiscal 2005. The research, analysis, and conclusions associated with Kluge Center projects will be applicable to the Library's other visiting scholar programs. At year's end, the office was preparing to present a series of briefings for fund managers on those complex tax and immigration matters.

The office reviewed more than forty gift instruments and other agreements that added materials to the Library's collections. The agreements included those relating to the donation by the Jay I. Kislak Foundation of several thousand rare books, manuscripts, maps, and artifacts of pre-Columbian culture and colonial art from North and South America; the American Folklife Center's acquisition of the Alan Lomax Archive; and the donation by the AARP and the Leadership Council on Civil Rights of Voices of Civil Rights, a collection of firsthand accounts of participants in the civil rights movement. The OGC also reviewed gift instruments relating to the papers of Judge Robert Bork; composer Jerry Herman; political cartoonist Ann Telnaes; and the late Isaac Stern, who was composer, conductor, and musician.

The OGC worked closely with Library Services, the Office of the Librarian, the Office of Security and Emergency Preparedness, and the Public Affairs Office in preparation for the opening of the papers of U.S. Supreme Court Justice Harry A. Blackmun. Under the terms of the Instrument of Gift, Justice Blackmun authorized the Library to

release his papers five years after his death. The office was a major participant in the Library's discussions with the executors of the Blackmun estate in terms of access to the papers, public availability of the collection's finding aid, and digitization of certain papers in the collection and of the videotapes of an extended oral history the justice made with one of his law clerks. The OGC was also involved in planning for the opening, as well as complex issues relating to privacy and security. The office continues to advise on various follow-up issues relating to the Blackmun collection.

The Library's Federal Research Division (FRD) was able to increase its activity with the use of FRD's revolving fund authority. OGC reviewed sixteen new interagency agreements to support FRD's expanded program. OGC also reviewed cooperative agreements for various other projects at the Library, such as agreements with Russian and Alaskan state libraries to provide digitized material for the Library's Meeting of the Frontiers Web site and agreements or extensions of agreements with the national libraries of Brazil, France, and the Netherlands. Other examples include a cooperative agreement between the Library and ProQuest to digitize certain copies of the *Chicago Tribune* from the Library's collection; a memorandum of understanding and an interagency agreement between the Library and the National Endowment for the Humanities in support of the multiyear National Digital Newspaper Program; and a cooperative agreement between the Library and the Academia Sinica, a Taiwanese public research institution, for a long-term project to inventory, catalog, and digitize the Library's non-rare paper map holdings of China. OGC drafted and negotiated a license agreement between the Library and Zazzle, an e-commerce and art reproduction company, authorizing Zazzle to copy and sell on-demand facsimiles on its Web site of certain images from the Library's collections, in exchange for Zazzle's payments to and discounts for the Library.

The OGC continued to provide legal support to the National Digital Information Infrastructure and Preservation Program, including reviewing the program's solicitation of proposals for partnerships between the Library and outside organizations. The office participated in negotiations with the institutions that submitted proposals in response to the program announcement. Before execution, the office reviewed all of those agreements for legal sufficiency. The program grants, totaling \$13.9 million, were awarded to eight institutions during the fiscal year. In addition, the office assisted in drafting a cooperative agreement between the Library and the National Science Foundation for a collaborative research program and transfer of approximately \$2 million from the Library to the National Science Foundation for digital preservation.

The office worked closely with staffs of the Motion Picture, Broadcasting, and Recorded Sound Division and Human Resources Services regarding the complicated personnel issues associated with the relocation in 2005 and 2006 of MBRS employees to the new National Audio-Visual Conservation Center in Culpeper, Virginia.

The office worked with the Copyright Office's general counsel and the Motion Picture, Broadcasting, and Recorded Sound Division on a regulation to authorize the Library to acquire news programs under the American Television and Radio Archives Act. This regulation was published in the *Federal Register* during the fiscal year. The regulation allows the Library to record certain news programs off the air without requiring the Library to secure the permission of copyright owners. Its issuance supports one of the act's goals, which is for the Library to establish and maintain a permanent record of the television and radio programs that are the heritage of the American people.

The OGC was involved in the Copyright Office's second section 1201 rulemaking to determine whether the prohibition against circumvention of technological measures that control access to

copyrighted works—set forth in *U.S. Code* 17 § 1201(a)(1)—should not apply to people who engage in noninfringing uses of any particular classes of copyrighted works. Together with the Copyright Office, the OGC staff members briefed the Librarian on the Copyright Register's recommendations. During the fiscal year, the Librarian made his determination and published in the *Federal Register* the four classes of works exempted from the prohibition on circumvention. The exempted classes will be in effect for three years.

The office worked with the Copyright Office in connection with the issuance of regulations pursuant to the copyright statute. Because those regulations must be approved by the Librarian of Congress, the OGC reviews the proposed rules and recommends to the Librarian whether he should sign them. Among the rules the office analyzed this year were interim and final regulations regarding notice and recordkeeping requirements under the copyright law's statutory licenses and a regulation concerning the acquisition of new materials for the Library's collections through the law's mandatory deposit provision by redefining what the "best edition" is for published motion picture works.

The OGC continued to review, revise, edit, and cancel Library regulations in cooperation with the Library's service and infrastructure units. This year, the office issued or reissued twenty-four regulations and canceled eight. As a cost-saving measure, it discontinued the printing of regulations because they are accessible on the OGC Web site. The office still provides hard copies of regulations to the recognized labor organizations, as required by their bargaining agreements. This change in policy saved the Library thousands of dollars in fiscal 2004. The OGC now reports on regulatory changes through publication in the *Gazette* and through *LC Events* on the Library-wide e-mail system. During the year, the office undertook a complete review of the Library regulations that are published in the *Code*

of *Federal Regulations*. Although the Library is not required to publish its regulations in this manner, as a matter of policy the Library publishes those regulations that affect members of the public. As a result of this initiative, the Library eliminated a number of outdated and unnecessary regulations, which should save the institution a considerable amount of money in printing costs over time.

The OGC published several articles in the *Gazette* on topics of importance to the staff, including the public domain status under copyright law of works created by Library employees as part of their official duties, the use of permission forms for cybercasting Library events, and the trademark protection for certain Library names and logos. During fiscal 2004, the office obtained protection from the Patent and Trademark Office (PTO) for the marks *Wise Guide*, *Learning Page* (name), and *Learning Page* (logo). This process involves examination of existing marks, preparation of an application, petition for a fee waiver, and response to opinion letters, which the PTO issues when it has questions about the propriety of issuing a particular mark. The OGC responded successfully to three opinion letters, and the PTO subsequently approved the marks. The office also obtained fee waivers from the PTO, which saved the Library the application costs for the three marks.

During the year, the office assisted the Library in establishing a separate office to handle grants received by the Library and those given by the Library. The OGC drafted the implementing regulation that was adopted on an interim basis.

The OGC worked closely with the U.S. Capitol Police and the Library's Office of Security and Emergency Preparedness regarding a proposed merger of the Library Police and the U.S. Capitol Police.

Within the Library, the office continued to coordinate the agency's response to complaints filed by Library employees with the Office of Compliance regarding alleged safety and health issues. The OGC convened regular meetings with personnel

from Integrated Support Services and the Office of Security and Emergency Preparedness to ensure the Library's compliance with the Occupational Safety and Health Act and to develop the Library's response to inquiries from the Office of Compliance.

The office 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 group met bimonthly during the year. The general counsel met regularly with the inspector general, the director of the Office of Security and Emergency Preparedness, and the director of the Office of Investigations on sensitive security matters. In fiscal 2004, the office organized three training sessions on matters of interest to lawyers in the Library. At one of the seminars, the OGC's student intern from Ireland presented an overview of the Irish legal system. In cooperation with the Federal Library and Information Center Committee, the OGC convened three meetings of federal agency general counsels and librarians from all three branches of the federal government to focus on legal issues of importance to both groups and to the government. During those sessions, participants discussed, among other issues, "fair use" under the copyright statute.

The Library's general counsel continued to lead two other interagency groups that meet monthly to exchange information and ideas on matters of common concern. The first group 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) and the second group is composed of the legal officers of the legislative branch (Library of Congress, Architect of the Capitol, Capitol Police, Congressional Budget Office, Government Accountability Office, and Government Printing Office).

OFFICE OF SPECIAL EVENTS AND PUBLIC PROGRAMS

Fiscal 2004 was the first complete year for the Office of Special Events and Public Programs to operate as a revolving fund and to electronically track all events through the use of an online database. During the year, many new procedures related to the online database were implemented, including the electronic routing of the event approval form and the addition of numerous database codes that allow the office to track information more efficiently and effectively. The number of individuals who have access to the Special Events database, including online access to the Special Events calendar, increased from thirteen to thirty.

The office coordinated and managed more than 330 events during the year. (See also APPENDIX A: Major Events at the Library.) The events included 191 Library-sponsored events, more than 100 congressional events, 30 events for nonprofit organizations, and 13 corporate events. Many events took place during a period of several days or involved the coordination of multiple activities throughout the day. When viewed from this multilayered perspective, the event planners managed a grand total of 586 events.

Major events held at the Library during the year (see APPENDIX A: Major Events at the Library) included the following:

- ❧ The opening of the Library's *Churchill and the Great Republic* exhibition on February 5, 2004—the first major U.S. exhibition about Sir Winston Churchill—with opening remarks at the gala event the night before by President George W. Bush and visitors such as Mary, Lady Soames, who is Churchill's youngest daughter, and members of her family, including Winston Churchill III
- ❧ The third Henry Alfred Kissinger Lecture given on February 11, 2004, by George P. Shultz, secretary of state under President Ronald Reagan for eight years
- ❧ The Madison Council's fall meeting held November 2003 in conjunction with the awarding of the first John W. Kluge Prize of \$1 million for Lifetime Achievement in the Human Sciences
- ❧ The third National Book Festival gala, held in October 2003 and attended by President and Mrs. Bush, Secretary of State Colin Powell and Mrs. Powell, and other members of the Cabinet
- ❧ The May 13, 2004, opening of the exhibition "*With an Even Hand*": *Brown v. Board at Fifty*, commemorating the fiftieth anniversary of the Supreme Court's 1954 decision
- ❧ The celebration of the acquisition of the Alan Lomax Collection, which comprises the unparalleled ethnographic documentation collected by the legendary folklorist over a period of sixty years, including pioneering documentation of traditional music, dance, tales, and other forms of grassroots creativity in the United States and abroad
- ❧ The inaugural Herblock Prize Award Ceremony and Lecture on March 11, 2004, featuring Benjamin C. Bradlee, one of the major figures of the twentieth century in the world of American newspapers
- ❧ The opening of the *From Haven to Home* exhibition in September 2004, marking 350 years of Jewish life in America and featuring more than 200 treasures of American Judaica from the collections of the Library of Congress, augmented by a selection of important loans from other cooperating cultural institutions
- ❧ The Madison Council's spring meeting in April 2004, which featured a special concert by country singer and musician Dolly Parton

The office continued to support the observances of African American History Month, Hispanic



Country singer and songwriter Dolly Parton accepts the Living Legend Award from the Librarian of Congress following her performance for the Madison Council and invited guests.

Heritage Month, Women's History Month, and Asian Pacific American Heritage Month, as well as other recurring events such as the holiday program and retirees luncheon. The office also planned and coordinated events for many Library initiatives and committees, including the Leadership Development Program, a John W. Kluge Center event featuring scholars from around the world, the Chinese Section's seventy-fifth anniversary, the National Recording Preservation Board, a symposium on the war in Iraq, a luncheon for the national librarian of Brazil, and numerous poetry readings featuring Rita Dove and other internationally known poets. In April 2004, the office managed the memorial service for Librarian of Congress Emeritus Daniel J. Boorstin. Boorstin, a prize-winning historian, was the Librarian of Congress from 1975 until he retired in 1987.

This year saw a substantial increase in the corporate use of the Library's facilities, which had de-

clined significantly over the preceding two years following 9/11. The increased use by corporate clients had a positive effect on the revolving fund's balance and at the end of the fiscal year had resulted in the fund having a six-month cash reserve.

OFFICE OF CONTRACTS AND GRANTS MANAGEMENT

During fiscal 2004, the Office of Contracts and Grants Management served as the principal adviser to the Librarian, the Deputy Librarian, and the service units on acquisition policy and contract administration and management.

In fiscal 2004, the Contracts Operations Section, which supports internal Library service units, completed more than 4,885 contractual actions valued at approximately \$158 million for supplies, services, and equipment. Of those, 2,596 actions (53 percent) were for simplified procurements (\$100,000 and below), 887 actions (18 percent) were for contracts valued at \$100,000 or more, and 1,432 actions (29 percent) were for prior-year contract closeout activities. The office also facilitated the training of 116 contracting officers' technical representatives.

Major contracts awarded for the Library include approximately \$11 million for talking books and magazines produced by the National Library Service for the Blind and Physically Handicapped; \$8 million for the National Audio-Visual Conservation Center in Culpeper, Virginia; approximately \$7 million for the Open World Program; and \$4.5 million in support of the Momentum financial management system.

The FEDLINK Contracts Section completed more than 3,300 interagency contractual actions valued at approximately \$94 million, as well as more than 2,300 prior-year contract modifications in support of the FEDLINK Program. The FEDLINK Contracts team established and administered more than 100 multiagency contractual vehicles, including sixty-three indefinite delivery/indefinite quantity

contracts, which provide for vendors to pay the program's administrative fees rather than FEDLINK customers. The FEDLINK Contracts team also established contractual vehicles for preservation services, a new offering for FEDLINK members.

During 2004, the office completed its response and implementation of the Office of the Inspector General's recommendations regarding the Purchase Card Program listed in the 2003 audit. The office has posted the *Purchase Card Manual* on both the Contracts and the OGC Web sites. The office has implemented a new filing system, a set of new audit procedures, and a fraud protection system. Purchase Card usage increased by more than 19 percent over fiscal 2003, from \$3,988,684 to \$4,759,471. Cardholders remained steady at 133, with the number of transactions totaling 9,872.

The Office of Grants Management (OGM) was created in January 2004 to ensure that grants, awards, and fellowships are made and administered in accordance with applicable laws, regulations, and Library policy and that internal controls are in effect to provide Library oversight of such funding.

The Office of Grants Management assisted the OGC in writing two interim regulations outlining authority and procedures for the office. The regulations were issued on November 18, 2003. Grants and funded cooperative agreements will be awarded and managed pursuant to Library of Congress Regulation (LCR) 2130. Funding of awards and fellowships will be in accordance with LCR 2131.

The OGM manages the Adventure of the American Mind, a project that funds the teaching of educators and librarians on how to incorporate the Library's digital collections in K-12 curricula. During 2004, a grant amendment in the amount of \$8.5 million added four additional colleges and universities and increased funding for other participating educational institutions. The total project grant exceeds \$38 million for twenty-three participating educational institutions. Grant agreements were executed for the Knox College Abraham Lin-

coln Studies Center and for the Louisiana Purchase Bicentennial Celebration. The OGM conducted on-site monitoring for the Adventure and the Telecommunications projects. The Telecommunications project has improved broadband capacity for Adventure project participants and other institutions located in the rural western areas of the Carolinas. A requested amendment to the Telecommunications grant agreement was made to reflect necessary economic and technical modifications to the project.

In cooperation with the Library's Office of Strategic Initiatives and the OGC, the OGM participated in negotiations to award \$13.9 million to eight institutions under the Library's National Digital Information Infrastructure and Preservation Program. More than thirty conference calls were conducted from May through September to negotiate the terms and conditions for each award. Eight Cooperative Agreements were executed during September, specifying duties and responsibilities during the three-year terms of the National Digital projects.

OFFICE OF THE INSPECTOR GENERAL

The Office of the Inspector General (OIG) provided audit and investigative services; maintained a hotline; acted as a technical adviser to management in areas such as financial management, internal controls, and contracting; participated on Library-wide committees; conducted a comprehensive Library-wide survey of the quality of infrastructure services; participated in various external panels and groups; and reviewed laws and regulations.

During the fiscal year, the OIG issued four performance audit reports that addressed important aspects of managing the Library's programs and operations. The subjects included use of the Library's reading rooms and information centers, internal control over purchase cards, management of the Library's police force, and cost allocations

using the Administrative Working Fund. The OIG followed up on an earlier review of the Office of Contracts and Grants Management. The OIG's audit report on reading rooms and information centers recommended more consistent use of statistical measures to record in-person visits and reference questions. Standardization of measurement criteria and a subsequent year-long detailed study to be completed in 2006 should result in more efficient use of reading room space and could result in converting unneeded space into offices or storage, or possible consolidation of reading rooms. The police management audit addressed policy, training, management oversight and controls, strategic planning, conduct and performance issues, communication, staffing shortages, and relations with Library staff and the public. The audit is resulting in significant improvements in police force management.

Under contract with the OIG, the accounting firm of Kearney & Company issued a report, dated February 6, 2004, on the Library's 2003 Consolidated Financial Statements. The report stated that the Library's financial statements were presented fairly in all material respects. For the eighth consecutive year, the Library received an unqualified "clean" audit opinion. Kearney & Company also audited and issued unqualified "clean" audit opinions on the 2003 financial statements of the Madison Council, National Digital Library, and Cooperative Acquisitions Program.

Following up on some of its prior year recommendations, the OIG reported that several new Library controls were added in 2004 to help control purchase cards, improve management systems to track equal employment opportunity (EEO) and dispute resolution cases, improve grant recipient accounting systems and financial reporting, bolster oversight of facility service functions, and ensure better quality processing of personnel actions.

The OIG continued to operate a hotline for allegations of fraud, waste, abuse of authority, and

mismanagement. During fiscal 2004, the OIG processed thirty-four allegations (eight were from the previous fiscal year). Two allegations did not require investigation, six were referred, and twenty-six were investigated by the OIG. At year's end, two investigations remained open.

In fiscal 2001, the OIG began proactive involvement in two significant Library information technology initiatives: progressive system replacement and reengineering efforts in the Copyright Office and in the Office of the Chief Financial Officer. The efforts are taking advantage of new technologies to improve operating efficiency. The OIG began working closely with those units and plans to be involved through the life cycle of the initiatives to aid in reducing acquisition and operational risks. The OIG's early involvement in those initiatives includes evaluation of reengineering studies; cost, benefit, and alternatives analyses; requirements development; and project management. In 2003, a third initiative, the Library's National Digital Information Infrastructure and Preservation Program, was added. The OIG conducted an initial fact-finding survey of that program and provided comments to the Librarian on the planning, oversight, communication, and policy aspects.

In fiscal 2004, much effort was devoted to the oversight of the planning, development, conversion, and implementation of the new Library-wide, Web-based Momentum accounting system. The OIG is a key participant in the certification and accreditation (C&A) of the new financial system. C&A reviews help to address security issues for new Library systems. A memorandum on the C&A process was issued in 2004 and will be followed by an audit report in 2005.

During the year, the OIG assisted the Library's National Library Service for the Blind and Physically Handicapped. The OIG analysis of cost proposals for replacing cassette playback machines identified excessive cost components and resulted in a negotiation strategy that yielded \$4.7 million

that can be put to better use in 2004. The OIG cost analysis and negotiation support resulted in a \$8,500 reduction in a claim against the Library and the receipt of \$64,000 from a grant recipient as a result of unallowable costs identified by the OIG in 2003. With Protective Services (Office of Security and Emergency Preparedness), the office also initiated statistical sampling of selected collection assets to verify their existence and condition.

Finally, during fiscal 2004, the OIG was the subject of a peer review. Offices of Inspectors General are required to be peer-reviewed once every three years by an independent, third-party agency. The National Science Foundation's Office of Inspector General reviewed the OIG's work products and issued an unqualified "clean" opinion on the quality of the office's work.

OFFICE OF WORKFORCE DIVERSITY

The Office of Workforce Diversity (OWD) successfully completed its first full year of operations as a fully integrated office supplying infrastructure support. It reported directly to the Office of the Librarian on matters relating to diversity activities at the Library, including affirmative action and special programs, alternative dispute resolution, and equal employment opportunity complaints processing. OWD's numerous activities and accomplishments heightened a greater understanding and awareness of the Library's commitment to EEO for all employees and patrons of the Library. In addition to providing numerous culturally enriching educational programs for the Library staff, OWD ensured that the rights of all employees and applicants for employment were protected. OWD provided mediation and other alternative dispute resolution services and protected employee rights under its EEO Complaints Office. OWD also worked in concert with key stakeholder offices to plan and implement a strategic outreach and recruitment program that would

address workforce diversity needs. The following information focuses on the major events and activities of the OWD during fiscal 2004.

Affirmative Action and Special Programs Office. The Affirmative Action and Special Programs Office (AASPO) continued to direct the Library's multifaceted efforts to increase the participation of minorities, women, and people with disabilities in all Library programs and activities. During fiscal 2004, the chief position remained vacant. As a result, senior staff members rotated into the position of acting chief of AASPO on 120-day appointments and will continue to do so until the position is filled.

During 2004, a new Multiyear Affirmative Employment Program Plan was successfully negotiated. On June 30, 2004, an agreement was reached between Library management and representatives from four labor organizations and was approved by the Librarian of Congress. The plan is intended to eliminate underrepresentation and to substantially reduce grade-level disparity in the Library's workforce among minorities, women, and people with disabilities.

The AASPO staff continued to conduct affirmative action reviews of the applicant pools for all vacancy announcements. Affirmative action reviews are an important element in monitoring the hiring process at the Library to ensure fairness and nondiscrimination.

In partnership with Human Resources Services, AASPO sponsored a targeted outreach and recruitment campaign to attract and recruit new employees to the Library of Congress from various ethnic groups. Two new state-of-the-art displays were used extensively by AASPO staff members as they represented the Library at several conferences and conventions, including those of the Asian Pacific American Federal Employees Association, National Council of La Raza, League of United Latin American Citizens, National Association for

the Advancement of Colored People, Federally Employed Women National Training Convention, National Urban League, and Hispanic Association of Colleges and Universities.

AASPO continued to administer the Affirmative Action Intern Program. Since its inception in 1990, the program has helped approximately eighty Library staff members in clerical or technical positions receive additional training and advance into permanent administrative or professional positions leading to the GS-11 or GS-12 level. The program includes intensive on-the-job training, a training allotment stipend, formal course work, professional development plans, mentors, and sponsored seminars and training courses. In September 2004, the sixth class of affirmative action interns completed its first year of the two-year professional development program.

Forty-six Library staff members received awards under the Fiscal 2004 Affirmative Action Tuition Support Program. Each award carried a stipend of up to \$2,000 toward payment of tuition, books, and other fees related to their education. This program provides an opportunity for Library staff members to gain additional education and training that will help them compete for positions in targeted job series, such as administrative officer, computer science specialist, copyright examiner, economist, general attorney, information technology specialist, librarian, and social science analyst.

The Library's Federal Women's Program continued to provide educational programs to highlight the contributions of women in the workplace and to heighten awareness of a wide variety of women's issues. During the year, the acting Federal Women's Program manager chaired the Library's Advisory Council on Women's Issues. Through two standing committees, Advisory Council members produced programs and assessments that aided the flow of communication, provided advice on workplace issues faced by female employees, highlighted some decision-making female man-

agers, and further established the council's role at the Library.

In fiscal 2004, the Disability Employment Program was renamed the Access Programs Office and continued its mandate to provide reasonable accommodation of all patrons, employees, and visitors of the Library. Under direction of the office, the Assistive Technology Demonstration Center provided reasonable accommodation and ergonomic equipment, and it presented programs, technical assistance, consultation, and training to Library employees and visitors throughout the year. The center purchased and installed assistive listening technology for the Kluge Center, visual enlarging equipment for Library employees, and LAN-based teletypewriter software and Webcam software to improve communication options for employees who are deaf and hard-of-hearing. During the year, the program director of the Access Programs Office received the nationally recognized Assistive Technology Applications Certificate from the California State University of Northridge.

The renovation of the Library's Pickford Theater marked a milestone in accessibility for Library staff members and visitors. This project provided new brass railings, carpets, and seats and added options for people with disabilities, including an accessible entrance, seating, lighting, and sound amplification. The project was funded in the fiscal 2004 appropriations bill for the AOC.

The Library's efforts to make its National Book Festival accessible to all received praise and recognition from participants with disabilities, who enjoyed equal access through mobility, sight, and hearing accommodations.

The Interpreting Services Program provided more than 1,500 hours of interpreting services. Through the program, the Model Secondary School for the Deaf Internship Program provided volunteer work for a variety of Library service units in exchange for career mentorship and employment training. For the first time, the Access Programs Office offered



The Library's newly renovated Pickford Theater is accessible to persons with disabilities.

targeted recruitment in the Career Expo for Persons with Disabilities held at the Washington Convention Center and collected an electronic database of hundreds of job resumes of people who have disabilities.

Emergency evacuation planning that deals with people who have disabilities took a central role in the Library's strategic planning. The Access Programs manager designed the Library's first Assisted Evacuation Training Course in cooperation with

the Library's Office of Security and Emergency Preparedness. The course was written with direct input from Library employees with disabilities and from the Department of Labor. Concerns raised by the Library's employees who are deaf have led to improvements in the communication procedures for notifying them through emergency pagers.

Under the 2004 National Internship Program of the Hispanic Association of Colleges and Universities (HACU), five students worked at the Library. On April 6, the Library and HACU entered a new cooperative agreement to recruit more Hispanics into the workforce. The Deputy Librarian and the HACU president signed an agreement committing the Library to hire qualified Hispanic interns. A former HACU intern became the first HACU cooperative participant hired for permanent employment at the Library. The new employee works in the Congressional Research Service.

The Multicultural Fellowship Program was developed as a joint effort between the OWD and the Library's Preservation Directorate to recruit Hispanics into conservation and preservation occupations.

Under the 2003–2004 Work–Study Program, thirty-six local high school students worked at the Library under the paid portion of the program, and ten students worked as volunteers. An additional fifteen students joined the Library's paid work force under the 2004–2005 Work–Study Program.

Funded by a \$100,000 donation from the Madison Council and administered by the OWD, a new Library of Congress Summer College Intern Program placed forty college students in offices throughout the Library.

In fiscal 2004, the Presidential Management Intern Program was renamed the Presidential Management Fellows Program with two new components: Presidential Management Fellows and Senior Presidential Management Fellows. During the year, six Presidential Management Fellows were hired at the Library.

AASPO continued to present a number of highly visible cultural awareness programs to promote the important contribution of women and minorities. To celebrate diversity at the Library, the OWD sponsored thirty-five cultural events. The events included programs to recognize African American History Month, Asian Pacific American Heritage Month, Disability Awareness Month, Hispanic Heritage Month, and Women's History Month. Those programs celebrated the special ethnic and cultural diversity of Library of Congress staff members and Library collections. Among the speakers was civil rights activist Dorothy Height.

Dispute Resolution Center. In its thirteenth year, the Dispute Resolution Center (DRC) continued its mission to provide a nonadversarial forum for Library of Congress staff members to address workplace concerns. The DRC operated under three negotiated agreements for bargaining-unit employees (CREA, AFSCME Locals 2910 and 2477) and under LCR 2020-7 for nonbargaining unit members.

DRC received thirty new cases during fiscal 2004 and closed out thirty-two. The conveners helped resolve thirty of the thirty-two closed cases, giving the office a 94 percent settlement rate. Of the two cases that were closed and not resolved, one was forwarded to the EEO Complaints Office and one case proceeded through the Library's adverse action process (LCR 2020-3).

In fiscal 2004, DRC continued to offer extensive consultation services. The conveners met with a record number of Library staff members to explore various ways of resolving potential workplace problems. The conveners documented 1,065 consultations with managers, employees, and union representatives. Hundreds of Library employees left DRC with solutions to problems and without filing official cases in the Labor Relations Office, EEO Complaints Office, or DRC.

A Remedy-based dispute tracking system became fully operational in January 2004. All cases filed in

DRC during fiscal 2004 were processed in the new system. The DRC staff worked with the Information Technology Services specialist during the year to refine the automation system. A reporting mechanism (Crystal Reports) was added to the system to better track performance measurements for DRC.

During the year, OWD entered an agreement with the Office of the Comptroller of the Currency (OCC). The agreement will assist the OCC's employees, who have been trained as mediators, to obtain certification under the Department of the Treasury's Shared Neutrals Program by observing and co-mediating disputes in the Library's DRC. After the OCC's mediators have been certified, the Library of Congress and the OCC will use services of the mediators from both OWD and OCC.

Equal Employment Opportunity Complaints Office. The Equal Employment Opportunity Complaints Office continued to process discrimination complaints to ensure administration of the Library's EEO program in accordance with federal statutes, Library regulations, and policies. The change in the office's reporting line of authority to the Office of the Librarian, which became effective in fiscal 2003, provided greater independence, authority, and neutrality for the office, thereby increasing its credibility among the Library's workforce.

Fiscal 2003 ended with a total caseload of 117 cases. During fiscal 2004, the office received 102 cases, bringing the total workload to 219 cases; of those, 91 were resolved. At the end of fiscal 2004, the office had a total caseload of 128 cases; of those, 65 were informal and 63 were formal complaints.

The EEO Complaints Office recently completed its first Strategic Plan for fiscal 2005 through fiscal 2009. The plan presents a challenging set of program-focused goals and objectives promoting the vision, mission, and objectives of OWD and the EEO Complaints Office through the next five years. The plan will be revisited to allow for midcourse adjustments and changes as events unfold.

During the year, the office launched a number of initiatives to streamline in-house and contractor operations. One involved development of a sufficiency review tool for reviewing Reports of Investigation to expedite review of the high volume of investigative reports received by the office from outside contractors. The sufficiency review tool was distributed to EEO contractors for dissemination to their investigators to ensure that all investigative documents were included in the Report of Investigation.

Another new initiative involved development of a counselor's review tool to review all EEO counselor's reports submitted by contractors. It was designed to reduce the number of remands that EEO Complaints Office was experiencing. The review tool closely follows the Library's EEO counseling requirements and allows EEO Complaints Office to efficiently review counselor's reports submitted by contractors.

The office's two guiding regulations for processing individual and class complaints were updated and amended during the year to bring them up to statutory standards. Both LCR 2010-3.1 (Resolution of Problems, Complaints, and Charges of Discrimination in Library Employment and Staff relations under the Equal Employment Opportunity Program) and LCR 2010-3.2 (Resolution of Class Complaints of Charges of Discrimination in Library of Congress Employment and Staff Relations under the Equal Employment Opportunity Program for Non-Bargaining Unit Staff Members) were more than twenty-one years old. The revised regulations will enable the EEO Complaints Office to operate more efficiently and timely.

OFFICE OF OPERATIONS MANAGEMENT AND TRAINING

Since its creation in fiscal 2003, the Office of Operations Management and Training has supported the Deputy Librarian in his role as chief operating officer. Specifically, the function of the office is to en-

hance the Librarian's ability to formulate and implement operational policy across service unit boundaries; strengthen the communication, collaboration, and delivery of support services; provide oversight and staffing to the Management Control Program Committee; and provide training and leadership skills to current and future managers necessary to enable them to carry out the Library's mission and vision in the twenty-first century and beyond.

Library of Congress Internal University. The Library of Congress Internal University (LCIU) continued to provide training programs and services to Library management and staff members. To automate and centralize the administration of the training program, LCIU worked with other Library offices to implement Pathlore Classroom 5.5 (the LC Learning Gateway). Launched on July 20, 2004, this new system effectively automates all the administrative functions of a training program in a Web-enabled environment. It allows staff members to view a catalog of available course offerings, access their training records, and self-register for internal training. A series of training sessions was conducted for staff members to orient them to the Pathlore 5.5 system located on their desktops.

Following the Pathlore 5.5 upgrade, LCIU purchased licenses to upgrade Pathlore Classroom 6.0 to the full Pathlore Enterprise Learning Management System. This additional upgrade will be implemented in fiscal 2005. The upgrade will allow the Library to integrate online courses, integrate supervisor's approval for course registration, and perform several other functions. More important, this upgrade will establish a centralized core-learning infrastructure for the Library by expanding and using the learning management system as the single source for all training-related activities. Library service and support units will use the system to manage training activities for their staffs.

Along with the Pathlore Enterprise Learning Management System upgrade, LCIU secured an

integrated Skills Management Module. This extremely powerful competency management tool will be key in meeting the Library's employee development and career planning goals by mapping specific training activities (e.g., courses) to each competency or KSA (knowledge, skills, and abilities) and by establishing dynamic professional development plans. LCIU licensed a library of 500 online courses that will be hosted within the Pathlore Enterprise Learning Management System to significantly increase development opportunities for Library employees. Included in the online courses licensed this fiscal year is a series of courses specifically focused on information technology skills, project management certification, leadership development, and change management. A mandatory curriculum or collection of courses on those topics will be assigned to each current and future manager and supervisor.

Use of the Learning Support Center increased during the year. A total of 562 Library employees used the center's products and learning tools for career and self-paced learning. The center supported the Affirmative Action Work-Study Program's high school students with resume building, career assessment, and financial aid forums. The center also supported the training needs of the Mentoring Program, Library Police, FEDLINK, Office of Strategic Initiatives, and various other service and support units. In May 2004, the center's materials were relocated to the main LCIU office in LM-644 to provide greater access to Library employees. A revamped Learning Support Center is planned for fiscal 2005.

The Library's Mentoring Program continued to provide a pathway for junior staff members to explore their career objectives. Through the participation of twenty-five mentor and protégé pairs, the program addressed employee orientation, career options and opportunities, problem solving, and coaching. Substantial improvements in the Mentoring Program are envisioned to better provide a pathway for preserving institutional

knowledge while helping employees achieve personal and professional career goals.

LCIU continued to assist the service and support units in their training efforts by providing both logistical and administrative support. LCIU continues to serve as a resource and broker for Library managers and staff members in arranging for and supporting training that is responsive to specialized training needs. This work includes both mandatory and mission-critical training.

LCIU supports the Library's emergency preparedness training initiative for all employees. In total, 358 training sessions were conducted with logistical support from LCIU. This emergency preparedness training consisted of six courses, including "Assisting Persons with Disabilities," "Quick Hood Respirator Training," "Basic Evacuation Team Training," "Evacuation Stair Chair Training," "Incident System Command Training," and "Heart Saver Automatic External Defibrillator (AED)/Cardiopulmonary Resuscitation (CPR) Training."

In fiscal 2004, leading government training and development programs at various agencies were identified and reviewed to determine best practices of those most relevant to the Library. Those agencies included the Department of State, Department of Interior, National Institutes of Health, National Aeronautics and Space Administration, and Government Accountability Office (GAO). By leveraging applicable best practices, the Library saved approximately \$100,000 in courseware purchases.

Operations Management Division. In support of the Library's Strategic Plan, the Operations Management Division of the Office of Operations Management and Training focused on evaluating current operations and delivering support services while supporting the Deputy Librarian in his role as the Library's chief operating officer.

The Operations Management Division coordinated Library-wide input to GAO's Self-Certification Survey, which focused largely on ac-

tivities that have been successfully moved to the private sector or could potentially be privatized. In addition, Operations Management and Training coordinated similar surveys for the legislative branch's Chief Administrative Officers Council and the legislative branch's photoduplication and distribution services within prescribed time frames and requirements. The division also supported GAO's cost-cutting mandate for savings in commercial mail delivery by performing an internal cost-benefit analysis on processing commercial mail.

Serving as the lead office, the division coordinated a task assigned by the House of Representatives that calls for the Library to evaluate support services of the Congressional Research Service (CRS) to determine if duplication exists between CRS and the Library's centralized infrastructure operations. The professional services of SRA were contracted to conduct the study, which will conclude by December 2004.

The Operations Management Division served as the Deputy Librarian's liaison to the Emergency Management Team, to the Emergency Measures Task Force, to initiatives of the Designated Agency Safety and Health Official, and on the proposed merger of the Library Police with the Capitol Hill Police. Other liaison activities included working with Library support units to monitor Capitol Hill construction projects (e.g., the Capitol Visitor Center, the security construction, and the Capitol Hill twenty-year construction plan).

The division served as the program coordinator for the Library's Management Control Program, encompassing more than 200 of the Library's functional operations. The program systematically evaluates risk and internal controls in the Library's operations. All milestones for fiscal 2004 were met, and several program management improvements were made. The division assisted in establishing the Grants Office in its first year of operation and served as the Deputy Librarian's representative on Library Services Business Enterprises team to im-

prove the Library's retail operations. The team developed an integrated e-commerce Web site at <http://www.loc.gov/shop>, which was scheduled to be operational in time for holiday sales.

OFFICE OF SECURITY AND EMERGENCY PREPAREDNESS

The Office of Security and Emergency Preparedness continued developing the Library's security program. It focused especially on building the Emergency Preparedness Program under the difficult circumstances of increasing threats and decreased staffing. The Library has significantly enhanced security measures protecting its staff members, patrons, facilities, and collections in the post-9/11 world. In coordination with other agencies on Capitol Hill, the Library continued upgrading its perimeter security, entrance and exit screening procedures, emergency preparedness capabilities, and internal controls safeguarding the Library's priceless collections.

Emergency Preparedness Program. The office received funding under the fiscal 2004 appropriations bill to hire additional staff members to develop and maintain the Emergency Preparedness Program. Until new employees could be hired, existing staff members were temporarily managing the program, which includes training office emergency coordinators, floor wardens, and zone monitors as well as training other staff members in using escape hoods, evacuating the building, using the stair chair, and assisting people who are disabled. The program includes enhancing incident command training, identifying locations for sheltering in place, and conducting table-top command post exercises, all of which are part of the training objectives.

The office prepared a "Comprehensive Emergency Management Plan" and an "Employee Emergency Action Guide" in March 2003 and distributed the former to Library Emergency Management Team

officials and the latter to all staff members. Using the comprehensive plan and updating the action guide, the office's emergency planners were leading the further development of the continuity of operations and business-recovery planning as part of the Emergency Preparedness Program. The office retained two employees from Systems Research Analysis Inc. under a contractual obligation to assist with emergency preparedness until new staff members could be brought on board. The office collaborated with the Library's Office of Strategic Initiatives to develop an enterprise-wide emergency preparedness Web site for the Library. Emergency preparedness information for staff members will be placed on this Web site, which is anticipated to be operational by June 2005.

The office participated in three Town Hall meetings in which emergency preparedness topics were conducted. A design contract was let to Northrop-Grumman TASC for a new public address system throughout the Library. The design concept is comparable to that in the House and Senate office buildings.

The office took the lead in coordinating plans for the Library's new Emergency Management Center, which will be built in the former Madison Building Police Communications Center in LM G-01. Construction was due to begin early in fiscal 2005. The center will be interconnected to the Police Communications Center in the Jefferson Building, thus ensuring enhanced communication throughout the Capitol complex and metropolitan area. The office also took the lead in coordinating the Library's enhanced emergency communications with the Senate, House, U.S. Capitol Police, Federal Emergency Management Agency, D.C. Emergency Management Center, and others. The Library Police have received additional emergency communication devices from the Capitol Police, and emergency preparedness coordinators have been issued Blackberry wireless communication devices. All new devices increase communication across the Capitol complex.

Major Physical Security Enhancements. The Library's 1999 Security Enhancement Implementation Plan continued to move forward under the project engineering management of the Space and Naval Warfare Systems Center. Two components of the plan remain to be completed. Under the first component, which is consolidation of the Library's two police communications centers, the new consolidated Police Communications Center, will integrate the Library's upgraded intrusion detection and security monitoring systems. The center became operational in July 2003, and final construction was completed in mid-2004, with the expansion of the security equipment room and the addition of a manager's office. Installation of upgraded intrusion detection and security monitoring systems is expected to be completed by early 2005. Efficiencies and effectiveness of police communications are continuously improved as more state-of-the-art security systems come online. The office had an uninterrupted power source room built and ordered equipment to support the center in the event of a power loss. The source room became operational in January 2004. A police break room and a female officers' locker room are planned to be relocated to accommodate construction of the underground tunnel that will connect the Jefferson Building and the Capitol Visitor Center. The police facilities are expected to be completed in March 2005.

The second remaining component of the Security Enhancement Implementation Plan is to expand entry and perimeter security, which will include deploying additional X-ray machines and detection equipment, completing security upgrades of building entrance lobbies, installing exterior security monitoring cameras and lighting, and implementing garage and parking lot safeguards. At year's end, the office was coordinating those efforts and was expected to complete this phase of the Library's security plan by mid-2004. Because of delays caused by Architect of the Capitol

funding issues, the new target date is March 2005. The AOC's waterproofing project for the east parking lot is also delaying perimeter security system installations. This delay will be resolved by September 2005. Most building lobby upgrades—including construction, installation of new security systems, and permanent installation of screening devices—were completed in mid-2004. Delivery of the police lecterns and associated security systems for the lobbies was completed in early 2004.

The design for the perimeter closed-circuit television (CCTV) cameras for the Library campus was completed in April 2004. All CCTV camera monitoring was switched over to the Police Communications Center in mid-2004. The AOC's perimeter security construction project has delayed infrastructure installation for the perimeter CCTV, with completion now expected by September 2005. Vehicular entrance and exit security features were completed for the Jefferson Building's southwest and northwest front driveway, and Library Police began staffing the new police kiosks in October 2003. Installation of reinforced barrier walls at the southeast corner of the Jefferson Building was completed, and similar barriers for the northeast corner were completed in January 2004. At the Madison Building, enhancements of the perimeter security construction on the First Street, S.E., garage ramp were completed in March 2004. The Adams Building construction was anticipated to begin in early 2004, pending completion of the waterproofing project for the Folger Shakespeare Library alley. The installation of bollards on the Adams perimeter is approximately 50 percent complete, with completion expected by June 2005. An AOC funding issue has delayed perimeter security installations in the Adams Building alley on C Street, S.E.; 2nd Street, S.E.; and 3rd Street, S.E. All funding issues have been resolved, and the AOC is awaiting final designs of the aforementioned areas.

Protective Services Division. The Protective Services Division continued supporting the Library's multifaceted security program, thus enhancing controls to protect the Library's priceless collections, facilities, staff members, and patrons. With regard to collections security, Protective Services continued leading a collaborative effort throughout the Library to sustain implementation of the 1997 Library of Congress Security Plan in coordination with the Collections Security Oversight Committee (CSOC), whose members include representatives from the service units, as well as the key infrastructure offices. The division also facilitated preparation of the Library's draft 2005 Strategic Collections Security Plan.

Monitoring the effectiveness of staff security practices and enhancing staff security awareness were continuing activities led by Protective Services in collaboration with the CSOC throughout fiscal 2004. Protective Services and the CSOC have now completed a two-year cycle of site assistance visits (SAVs) to more than ninety divisions. Two-person teams conduct the SAVs with two weeks' notice. On each SAV, a physical security expert is joined by a librarian. SAV findings are reported to the director of the Office of Security and Emergency Preparedness and to the chief of the division inspected. SAVs have significantly enhanced the security practices of the Library's staff members. Practices that continued to improve during the past twelve months include proper display of Library identification badges, timely charging of books, and enhanced control over keys and generic electronic access cards. Moreover, division chiefs frequently requested tailored briefings and follow-up assistance visits from Protective Services.

The security Web sites designed by Protective Services and the CSOC for patrons and staff members continued to enhance security awareness. In fiscal 2004, the patron Web site averaged about 9,800 hits monthly. The staff Web site averaged 680 hits monthly. As of the end of fiscal

2004, hits for the patron Web site since inception (November 5, 2001) totaled more than 350,800; hits on the staff Web site since inception (July 22, 2002) totaled more than 13,600.

The Police Communications Center and lobby upgrade projects in the Madison, Jefferson, and Adams Buildings have been fully supported by Protective Services in coordination with the AOC and several contractors. Protective Services formalized maintenance and repair procedures to ensure the reliability of newly installed Natsatka barriers and addressed specific issues with the manufacturer, with special focus on cold weather and key switch operations. The division served as the Library's primary contact for coordinating radio frequency allocation issues, as authorized by the National Telecommunications and Information Administration of the Department of Commerce. It also coordinated the phase-out of frequency allocations expiring in January 2008.

Protective Services enhanced a wide array of electronic and physical security controls protecting the Library's three major buildings on Capitol Hill. The division coordinated the continued build-out of intrusion detection and electronic access control systems with the AOC, Library facilities management, and associated contractor personnel. Protective Services determined appropriate radio and radio channel procedures for the Library's emergency floor wardens and it addressed automation requirements for contractors supporting the office's Emergency Preparedness Program. Protective Services continued to collaborate with senior Library managers and contractors on installing major upgrades for electronic and physical security controls, thus reducing vulnerability of the Madison Building's loading dock.

Protective Services' senior physical security specialist continued serving as the Library's contracting officer's technical representative on the contract with Securiguard Inc. Library security officers employed by Securiguard have played a central role in deter-

ring the theft and mutilation of the Library's priceless collections. Over the past twelve months, security officers stopped fifteen researchers who were attempting to exit the Manuscript Division's Reading Room with original materials.

Protective Services also designed and upgraded security controls protecting many of the Library's annexes off Capitol Hill. Protective Services' electronic and physical security experts continued serving as integral members of teams planning construction of the Library's National Audio-Visual Conservation Center in Culpeper, Virginia. At the Landover Center Annex, Protective Services replaced analog recorders with digital recorders for all cameras. At the High-Density Storage Facility at Fort Meade, Maryland, Protective Services customized emergency entrance procedures for the host installation's fire and police departments.

Library of Congress Police. In conformance with the security objectives of the Capitol complex, the Library of Congress Police (LC Police) continued to provide support for additional security measures to protect the Library's facilities, staff members, researchers and visitors, and collections. For twenty-four hours a day, seven days a week, the LC Police staff the Police Communications Center, which is the primary communications center for all calls for police services (e.g., emergencies, requests for general information and assistance, response to alarms, and so forth). Several improvements have been made in the way the LC Police are informed of emergencies affecting the Capitol complex. Marked improvements have been achieved in acquiring better coordination during emergencies between the U.S. Capitol Police and the LC Police, as well as with outside entities.

The LC Police continued to provide the appropriate level of security with the minimum amount of disruption to normal Library operations during special events for statutory protectees; elected local, state, and national officers; domestic and foreign dig-

nitaries; and heads of state. In fiscal 2004, the LC Police provided efficient and timely law enforcement support for the following: 188 special events of which 71 were hosted by the congressional leadership, 12 were state or official visits (including those by foreign heads of state), and 105 were Library-sponsored events such as Madison Council events and exhibition openings held in the Library's buildings.

A representative from the LC Police participated as a member of the Metropolitan Washington Council of Governments and the Federal Bureau of Investigation's Joint Terrorism Task Force, which brings together law enforcement agencies to share information (sensitive or intelligence) and to encourage the same level of heightened vigilance to combat both crimes and threats to our national security.

Personnel Security Office. The Personnel Security Office administered the Library's background investigations program to determine the suitability of employees, contractors, and volunteers and to grant security clearances for classified access when required by job duties. In addition, the office provided clearance certifications for staff members and visitors, delivered defensive travel briefings to Library staff members traveling overseas to countries that present specific security concerns, and provided advice and guidance on personnel security matters to staff and management.

Year-end statistics regarding background investigations evidenced an increase in case openings over the previous year: 717 cases were initiated, only a 1 percent increase over fiscal 2003 figures, but a 14 percent rise over fiscal 2002. This increase maintained the upward trend since fiscal 1999, when only 548 investigations, or 31 percent fewer cases, were required. The number of case closings, 790, rose almost 29 percent over the previous year. Contractor cases remained a substantial part of the workload, totaling more than 48 percent of new investigations. The Personnel Security Office

recommended administrative actions ranging from removal to counseling in twenty-three cases, which generally involved issues of adverse employment, criminal history, and material falsification.

The Personnel Security Office worked to tighten procedures concerning contractor background checks by conducting a Library-wide survey and by reviewing procedures with Library customers.

The office continued its partnership with Human Resources Services to improve the timeliness of case initiations, and it hosted training about program procedures by the Office of Personnel Management (OPM). Personnel Security Office representatives presented information regarding personnel security requirements during new employee orientations. Office representatives attended training at OPM about security and suitability program matters. The Personnel Security Office also served as a member of a panel addressing investigative and adjudicative issues at the OPM security professionals seminar.

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. The office was fully staffed by two criminal investigators and one general investigator.

Year-end statistics showed the following investigative activity:

☛ Thirty-three investigations were conducted that related to reports of suspected theft and mutilation of collection material; twenty-eight were closed.

☛ Thirty-one investigations were conducted that related to theft of government property and violations of Library regulations; twenty-one were closed.

The Office of Investigations' staff members provided fraud awareness training for the Library's contracting officer's technical representatives and performed workers' compensation fraud detection,

Internet crimes detection, and theft detection using Internet resources. Office staff members provided technical support to management-initiated administrative inquiries. 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. When 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 THE CHIEF FINANCIAL OFFICER

The Office of the Chief Financial Officer (OCFO) serves as the principal adviser to the Librarian and Deputy Librarian on all financial activities of the Library. The OCFO directs a comprehensive financial management program and is responsible for strategic planning; annual program performance planning; formulation, presentation, and execution of the Library's budget; establishment and monitoring of financial systems controlling the expenditure and reporting of funds; financial reports; and establishment of all budgetary and accounting standards.

Under the Legislative Branch Appropriations Act of 2004 (PL 108-83), which was signed by the president on September 30, 2003, the Library received \$562,619,000, including authority to spend \$36,514,000 in receipts. However, Public Law 108-199, signed by the president on January 24, 2004, included a 0.59 percent across-the-board rescission of federal agency budgets, which resulted in fiscal 2004 appropriations for the Library of \$559,299,548, including authority to spend \$36,298,567 in receipts.

Strategic Planning Office. The Strategic Planning Office (SPO) in the OCFO continued to improve the Library's Planning, Programming, Budgeting, Execution, and Evaluation System. The system is

the Library's management tool for ensuring sound financial management and results-oriented business practices. The Library's organizations use the planning and programming phases of the system to establish strategic and annual plans, including strategic goals and objectives, annual goals, and performance targets, as well as to support the budgeting (formulation and justification), execution, and evaluation phases.

SPO worked closely with the Library's service and support units as they developed their Annual Program Performance Plans (AP³). The AP³ integrate the Library's operating programs with the strategic plan and budget formulation process. Through the goals and targets of the AP³, organizations establish performance measures for evaluating Library operations in terms of results or outcomes, efficiency, and effectiveness. The AP³ are the foundation for creating the performance section of the Library's annual operating plan, which must be submitted to Congress within 30 days after the budget is enacted.

By working with service and support units to establish baseline measurements for the Strategic Plan measures, SPO focused on improving the Library's performance measurement efforts. The focus will continue into fiscal 2005.

On a quarterly basis throughout fiscal 2004, SPO requested that each of the service and support units review and evaluate their performance for each AP³ goal using green, amber, or red to indicate progress toward achieving the goals. SPO consolidated and analyzed the results of those quarterly evaluations for senior management and posted the detailed reports on the Library's staff home page.

During the year, SPO organized and led the Planning Working Group. That group, whose membership roll includes the planners from all the Library's organizations, met several times with the specific purpose of improving the Planning, Programming, Budgeting, Execution, and Evalua-

tion System. The group streamlined the support coordination process; eliminated a significant amount of paperwork; and, most important, improved the level of coordination through structured, face-to-face meetings between support providers and their customers.

SPO explored the use of Momentum, the new central financial management system, to create an online form for AP³. The form serves as the front-end access to a searchable and sortable relational database in which users can review the plans and managers can create both standard and ad hoc reports. Although the development effort is on hold during Phases 1 and 2 of the Momentum implementation, SPO hopes that Momentum eventually will be able to provide the needed capability.

Budget Office. The Fiscal 2004 Legislative Branch Appropriations bill was one of only three bills that Congress passed before October 1, 2003, allowing the Library of Congress to start the year with full funding. As required by law, the Library prepared and submitted its annual operating plan to Congress within 30 days following enactment of the bill. The financial section of the plan was particularly complicated because pay had to be readjusted for the actual pay raise of 4.42 percent rather than the 3.7 percent budgeted amount. Both pay and other matters had to be adjusted to cover an across-the-board rescission. The operating plan also incorporated several major office realignments within the Library that required establishing new codes in several of the Library's major financial and personnel systems. All requested reprogramming and changes in the plan were approved by Congress.

The Library submitted its congressional budget request for fiscal 2005 by the deadline of January 2005 despite difficulties posed by new guidelines, new formats, additional requirements, and changing budget assumptions, which created a dynamic budget formulation year. Working with the Legislative Branch Financial Management Council,

the Library developed pay-raise and inflation rates that were used by all the legislative branch agencies in their congressional budget submission.

The Library took the lead in developing operating-base definitions by dividing pay-related costs into three subcategories (mandatory or required by law, relatively uncontrollable costs, and relatively controllable costs). Those definitions were important because they could affect the approval or rescission of funds in future budgets. All definitions were accepted and approved by the congressional appropriations subcommittees. The Library sought and won approval from the congressional appropriations committees on presentations of organizational and staffing data in the fiscal 2005 submission. This new requirement resulted in sixteen additional charts in the budget document. The committees also accepted the Library's recommendation to eliminate the gift and trust fund chapter in the congressional budget submission for fiscal 2005. The reformatted budget document reflected past accomplishments and future priorities and was consistent with the Library Strategic Plan's goals and objectives—another new requirement.

After the submission of the fiscal 2005 budget request, the Library, along with all legislative branch agencies, prepared impact statements on receiving a flat budget in fiscal 2005. Other recalculations of the fiscal 2005 budget were also required on the basis of different economic assumptions, recently passed laws regarding overtime and Federal Employees Retirement System increases, and other possibilities defined by the appropriations committees. At year's end, the Fiscal 2005 Legislative Branch Appropriations bill was still pending.*

*The Consolidated Appropriations Act of 2005 (PL 108-447), signed by the president on December 8, 2004, provided a fiscal 2005 appropriation for the Library of \$589,587,000. This public law also called for a 0.8 percent rescission of federal agency budgets, which resulted in an appropriation for the Library of \$584,870,304, including authority to spend \$39,508,384 in receipts.

The Budget Office began the budget formulation process for fiscal 2006, a process that starts eighteen months in advance of the fiscal year. The Library continued to improve its budget process. The Budget Office was added in the approval process of all personnel actions processed in LEADS (the Library Employee Automated Data System) to ensure that all personnel actions were within authorized full-time-equivalent ceilings, were consistent with congressional guidance, and were coded correctly for consistency between organizational and pay codes. The status-of-funds documents were revised and enhanced to capture more data on staffing and pay-related costs. Separate codes were established for offsetting collections and appropriated funds for three accounts to correct past reporting errors in direct and reimbursable expenditures in the Treasury's FACTS II and the Office of Management and Budget's MAX reporting systems. This change eliminated the need for manual calculations, adjustments, transfers, and other manipulation of funds between the annual direct and no-year offsetting collections.

The OCFO took the lead in conducting a Library-wide review of the Call Accounting System database, which is used to record and report statistical data on telephone usage and to ensure that local and long-distance telephone charges were distributed in a fair and equitable manner. Unfunded or unnecessary lines were disconnected, and phone data were reviewed to ensure consistency with organizational structures and current staff members.

The first OCFO Directive on Entertainment Expenses (meals) for Employees was developed and activated—a joint project between OCFO and the Office of the General Counsel. New guidelines were developed for the formulation and execution of nonappropriated funds, including the reporting of interagency and intra-agency agreements (with data on intra-agency agreements limited to current year only).

The Budget Office established a new Budget Working Group for fund managers of nonappropriated funds to help improve the overall management of nonappropriated funds. (A Budget Working Group for appropriated funds managers already exists.) Other actions—such as the establishment of additional funding codes to track new, sensitive, or major budget costs; the enhancement of the Library's coding manual to include budget object class definitions, purchase card guidance, Office of Management and Budget object classifications, and a subject index to assist users in selecting the appropriate code for financial transactions; and the Budget Office's active participation in drafting Library-wide regulations, directives, and analysis of Library-wide programs—continued to improve the management, accountability, and use of the Library's budgetary resources.

Accounting Operations Office. During the year, Accounting Operations (AO) received significantly more invoices in electronic formats by e-mail and continued scanning invoices received in the mail to facilitate the electronic routing of invoices for approval. The AO continued expanding the process of accepting invoice approvals by e-mail to process payments more efficiently. As a result of efforts to continuously improve invoice processing efficiency, the AO was able to process 93 percent of invoices within thirty days. This accomplishment is consistent with last year's percentage and 3 percent above the standard established for the year. The Library also paid 99 percent of its eligible recipients through electronic funds transfer, including 95 percent of vendor payments. (Electronic payments are mandated by the Debt Collection Improvement Act of 1996.)

The Library continued to encourage use of credit cards for small purchases while improving the accountability of the credit card process by implementing prepayment reviews and timely reconciliation of the purchase card accounts. For fiscal 2004, the Library discontinued use of an on-site

travel management contractor. This transition has resulted in cost savings to the Library. The AO continued to support the Momentum implementation and expects major changes to its workflow and position descriptions as well as increased efficiency in making payments and processing reimbursable travel transactions.

Disbursing Office. The Disbursing Office (DO) continued to focus its attention on improvements in cash management and on the use of technology. Major accomplishments included increased coordination with the E-Government Working Group and the transition to the Treasury Department's PAY.GOV platform for receipt of credit card and electronic fund payments for the many service units, such as the Retail Sales Shop, the Photoduplication Section, and the Catalog Distribution Service. Use of this system not only speeds up payment receipts, but also has expanded sales of product lines, thereby bringing in much higher revenue. Additionally, to speed up customer service, as well as to comply with U.S. Treasury requirements, the DO successfully switched to electronic reporting of Treasury checks written each month. With the switch to the new central financial management system, the DO will actually report bi-weekly, which will be a significant accomplishment in balancing the Library's cash books with Treasury.

In coordination with Information Technology Services, the DO implemented the ccmMercury software for capturing data related to deposits and supporting documentation. The switch from paper copies to the ccmMercury database system affords the service units online access to deposit information. The change significantly reduces paper and photocopying costs for the Library.

The DO also prepared investment results and recommendations for resolving the problem of underwater endowments, which was accepted by the Investment Committee and forwarded to the Trust Fund Board for a vote. At the request of the In-

vestment Committee, the DO is continuing a study on alternative portfolios to assist the Investment Committee in making definitive investment recommendations to the Librarian and the Trust Fund Board.

Financial Reports Office. The Financial Reports Office (FRO) prepared five sets of fiscal 2003 financial statements for audit: the Library of Congress Consolidated, the James Madison Council Trust Fund, the National Digital Library Trust Fund, the Cooperative Acquisition Program Revolving Fund, and the Capitol Preservation Commission. The FRO's preparation and coordination led to the Library's receiving the eighth "clean" audit opinion for the Consolidated Financial Statements, as well as continued "clean" opinions for the other four financial statements.

The FRO provided technical support in the configuration of the new financial management system. While senior staff members participated directly with workflow and the configuration of tables, other senior and junior staff members supported those tasks, addressed data conversion issues, and filled in on normal operational duties in the absence of senior staff members. In fiscal 2004, the FRO continued its process of conforming to the government-wide acceleration of monthly, quarterly, and yearly reporting of data to the Treasury Department. The FRO submitted the Library's proprietary financial data (and that of cross-serviced agencies) almost one month earlier than in the previous fiscal year. Finally, the FRO led the second Indirect Cost Committee, which resulted in approval by that committee and the Executive Committee of a methodology for calculating the fiscal 2005 and fiscal 2006 indirect cost rates.

Financial Systems Office. During fiscal 2004, the Library's central financial management system (the existing federal finance system) processed 190,433

documents that contained 292,857 lines of transactions for the Library and all cross-serviced agencies. Purchase and payment transactions dominated processing with a combined total of more than 179,944 lines of transactions.

The Financial Systems Office (FSO) completed all tasks scheduled for Phase 1 implementation of Momentum, the Library's new central financial management system. Phase 1 included system installation, implementation project planning, workflow analysis and table configuration, transaction analysis, data conversion, performance stress testing, interface development, nightly and daily cycle development, and training. Phase 1 focused on replicating the existing system's functionality in Momentum.

Specifically, the FSO worked with the contractor, CGI-AMS, and representatives from each of the OCFO offices and Library service units to complete the new system's Phase 1 tasks. Workflow guides for Momentum transactions were defined and were used for the basis of training. The FSO developed a Web site, which provides access to all of the system's project deliverables, meeting notes, status reports, training materials, and other project documentation. The FSO worked with Information Technology Services to develop the certification and accreditation materials required by LCR 1620 IT Security. In addition to completing implementation tasks for Phase 1, the FSO converted the Financial Reporting System reports and nightly cycle procedures to work with the Momentum database. The OCFO staff members assisted CGI-AMS in conducting the training classes by first attending the sessions as the subject matter experts and then by procuring the various classrooms, preparing the training material and binders for those attending, setting up the classrooms, and scheduling the Library and cross-serviced agency staff members in the various classes. CGI-AMS trained more than 200 Library staff members on approximately twenty different Momentum mod-

ules. The training allowed staff members to familiarize themselves with document processing within Momentum before the actual implementation.

At year's end, Momentum was scheduled to be implemented on October 1, 2004, with approximately 500 users.

HUMAN RESOURCES SERVICES

Human Resources Services (HRS) delivered efficient and effective services to its many and varied customers in fiscal 2004 and strengthened Library operations by reaching numerous agreements with labor organizations. HRS addressed all grievances in a timely manner; provided expert employee relations services; and ensured comprehensive performance management program design, training, and oversight. It helped managers and supervisors make more than 400 competitive selections, streamlined the hiring process, improved time and attendance functions in all service units, and expanded employee assistance services to staff members. In addition, HRS enhanced the senior-level program, supported workforce and succession planning, and gave Library offices new automation tools to meet their human resources needs.

Office of Workforce Management. The Office of Workforce Management supports the Library's goal of becoming a performance-based organization through the design of programs and policies. The office manages all aspects of labor and employee relations, as well as performance management programs at the Library. During the past year, the office directed an effort to update human resources regulations.

The Labor Management Relations team began fiscal 2004 with the addition of two labor relations specialists—one a Presidential Management Fellow and the other a labor relations specialist with experience in both union and management issues—who enhanced the effectiveness of the

team. Early in the fiscal year, the team successfully concluded negotiations leading to midterm agreements that implement permanently the Library's new Web-based time and attendance system (WebTA), make changes in the selection process for professional and administrative positions and for the 2004 Voluntary Early Retirement Authority (VERA) program, and extend a voluntary leave bank pilot program.

Additional midterm negotiations throughout the fiscal year resulted in a number of agreements, including the following: a GS-13 promotion plan for acquisitions specialists in Library Services, a new Multiyear Affirmative Employment Program Plan, the implementation of a new computer system in the Motion Picture Broadcasting and Recorded Sound (MBRS) division of Library Services, and the extension of a telework pilot program. Other midterm agreements benefiting the Library and its staff members included a Memorandum of Understanding addressing some concerns of employees in MBRS and in the Special Materials Cataloging Division of Library Services who have decided not to relocate to the Library's new Culpeper facility. It also covered conversion of some MBRS employees with time-limited appointments to permanent positions. In addition, a Memorandum of Understanding renewing the Leadership Development Program will provide opportunities for individuals from diverse backgrounds—including minorities, women, and persons with disabilities—who have potential for greater responsibility to participate in developmental experiences in professional and administrative positions.

During the year, the Labor Management Relations staff recorded forty-eight midterm bargaining agreements, four unfair labor practice charges, thirty-one grievances, thirty-eight information requests, and forty-six requests for waivers. The Library's position was effectively presented, and all grievances were investigated and handled in a

timely manner. Five grievances were either withdrawn or amicably settled. One grievance challenging the security "banner" that appears on the Library's computers at log-on was settled on terms satisfactory to all. Four additional grievances were presented before an arbitrator, with decisions in favor of the Library's position in two cases, both of which the Federal Labor Relations Authority upheld on appeal. One of the two cases decided against the Library is pending on appeal before the Federal Labor Relations Authority, which dismissed two of the three unfair labor practice charges filed by unions against the Library and at year's end had not yet issued a determination on the remaining matter. The Labor Management Relations team also responded to numerous information requests, thus satisfying statutory obligations.

The Employee Relations team conducted 320 consultations. It processed thirty-two adverse actions, sixty-seven counseling memos, twenty-seven final letters, nine notices of appeal, nine separations or disqualifications, one termination of temporary employment, ten notices of intent to deny within-grade increases, five event reports, seven information requests, and seventeen oral or written warnings regarding performance.

The Office of Workforce Management continued the function of performance management, which was added to its responsibilities in fiscal 2003. During the year, the office established intermediate and long-term objectives for the performance management program that were responsive to the Library's objectives, priorities, and regulatory constraints. It reviewed performance management policies and practices in other agencies and determined that two of the Library's new approaches—training managers on the entire performance management cycle (rather than just the completion of performance appraisal forms) and introducing the practice of using foundational performance plans—were best practices, which were not found in most other agencies.

The office updated the performance appraisal tracking module, which was added to the Library's Human Resources Information System in April 2003. This module records the dates and overall ratings of staff members and reminds supervisors and managers when individual performance appraisals are due. The Library completed 2,440 appraisals and was well on the way to completing appraisals for all staff members.

The office continued to review and update the Library of Congress Regulations in the 2000 series (Personnel Administration), as well as related LCRs outside the 2000 series. The oversight will ensure consistency with applicable laws, governmentwide regulations, human resources best practices, and current and projected future needs of the Library's service and infrastructure units. The office sought input from subject-matter experts, from the Library's HR-21 Steering Committee, and from other sources in the service and infrastructure units. Among the 103 LCRs requiring review, 10 were issued, 21 were in draft form, and 72 await first drafts by subject-matter experts.

Office of Workforce Acquisitions. The Office of Workforce Acquisitions recruits and hires Library staff members through internal and external partnerships. The office ensures a diverse and talented workforce through the design of innovative strategies that emphasize speed and flexibility.

In fiscal 2004, managers made 257 professional, administrative, and supervisory technical competitive selections. Some 164 paraprofessional competitive selections were made during the year. The office assisted managers in reorganizations of the Asian Division, Information Technology Services (ITS), and Integrated Support Services.

The Office of Workforce Acquisitions worked closely with all service units to improve the efficiency and effectiveness of the Library's position classification and staffing processes. The Library began implementing changes to the hiring process on the ba-

sis of the recommendations from a Library-wide task force after completing a Memorandum of Understanding with the affected labor organizations. Those changes focused on streamlining administrative tasks and reducing the time and work to fill vacancies while improving the quality of the interview pools. Interim guidances issued in fiscal 2004 provided tangible evidence of the process improvements.

The office invited all Library service units to develop revised classification and staffing requirements. This invitation resulted in weekly meetings with service unit representatives; focus groups with management officials, HRS staff members, and administrative officer personnel; and special meetings with select HRS staff members. In fiscal 2005, ITS intends to conduct a market analysis of current vendor products to determine which best meets the Library's requirements. HRS and ITS circulated drafts of the requirements document for comments in June, incorporated extensive comments from service units, and released the final requirements document in July for formal approval by heads of the service unit or infrastructure unit.

Office of Worklife Services. The Office of Worklife Services provides a wide array of human resources services and information to Library managers and staff members. Such services include benefits, retirement, employee assistance counseling, human resources consultation to managers, personnel action, and payroll processing.

Among the most significant accomplishments of Worklife Services during fiscal 2004 was the successful Library-wide implementation of WebTA, a Web-based program that allows all employees— independent of location—to enter and manage their time and attendance. This effort enabled service units to improve their business processes, better account for and manage time, and have a planning tool for recordkeeping and audit purposes. This system allowed Worklife Services to provide more

effective management of the Library's leave program. All donations of leave are now effected electronically and with the confidence and confidentiality necessary for all employees to manage their leave appropriately. WebTA also enhanced management of the Library's leave bank pilot program.

The Technical Services Group of Worklife Services continued to provide expert, accurate, and timely support, advice, and assistance to Library service units, management, and staff members. During fiscal 2004, those efforts included processing more than 5,000 personnel actions for activities such as temporary appointments, promotions, re-assignments, details, retirements, and resignations. The group ensured payroll processing for more than 4,300 Library employees; managed employees' official personnel files; coordinated the Library's transit subsidy, incentive awards, Combined Federal Campaign, length of service, and savings bond programs; served as liaison to the Library's recognized employee organizations; advised service units on numerous salary determination issues; processed separation clearances; reviewed and approved advance sick leave requests; and administered the Library's donated leave program. The Technical Services Group also efficiently and effectively managed a retroactive cost-of-living adjustment that was congressionally mandated for Library employees.

Worklife Services' Retirement and Benefits staff members provided extensive support to the Library community by offering eight retirement planning seminars, processing 140 retirements, managing death cases; and administering the Federal Employees Health Benefits Program, the Federal Employees Group Life Insurance Program, and the Thrift Savings Plan. The health benefits, life insurance, and thrift savings programs each held open seasons during fiscal 2004.

Retirement counseling services included providing staff members with retirement estimates; explaining retirement options, such as disability or

regular, deferred retirement as opposed to resignation, and early retirement under Voluntary Early Retirement Authority; discussing Social Security and Medicare benefits (Windfall and Government Pensions Offset); verifying undocumented federal service; assessing the effect of sick leave balances on Civil Service Retirement System annuities, as well as part-time service or leave without pay; and responding to basic retirement benefits questions. For each of the 140 Library employees who retired during fiscal 2004, office staff members provided at least three counseling sessions, computed annuity estimates, assisted employees in completing their retirement applications, verified and signed off on the final separation clearance forms for retirement, photocopied the complete retirement packages, and sent the packages to the National Finance Center.

Support for the Federal Employees Health Benefits Program, the Federal Employee Group Life Insurance Program, and the Thrift Savings Plan included the following: health benefits open season changes; temporary continuation of coverage; continuation of health coverage for a child with disabilities; eligibility for health coverage; completion of Medicare forms; designation of beneficiary forms; and inquiries regarding the Thrift Savings Plan, including the new catch-up contribution feature, its loan feature, and withdrawal information. The office also contracted for retirement counseling services, which resulted in improved program efficiency and reduced costs.

Worklife Services supported staff members through the Employee Assistance Program (EAP). Staff members conducted nearly 500 counseling sessions covering a wide range of issues concerning Library employees. Staff members also held nearly 1,000 consultations, briefings, and coaching sessions. Those efforts included consultations with Library managers, supervisors, and medical and legal personnel; workplace interventions and conflict resolutions; team-building activities; grief support sessions; and workshops for Library employees.

Consistent with best practices in the federal and private sector, Worklife Services contracted for EAP services at the end of fiscal 2004. This action ensured twenty-four-hour staff access to experienced and qualified EAP counselors for both crisis and routine assistance. Web-based information and referral services were also available for urgent, nonclinical concerns, such as elder care support.

Office of Strategic Planning and Automation. The Office of Strategic Planning and Automation ensures that the Library's human resources plans, programs, and systems are aligned with the institution's strategic goals and objectives. The office conducts workforce transition plans to identify current and future required skill sets, and it assists Library offices in succession and workforce planning initiatives. In addition, it identifies and implements electronic solutions to human resources needs.

In partnership with the OGC and CRO, the Office of Strategic Planning and Automation produced a report titled *The Library of Congress Human Capital Flexibilities Act of 2004*, which is designed to ensure that the Library provides leave, compensation, and performance options comparable to those found in the executive branch and the Government Accountability Office. Recommendations included a proposed bill, section-by-section analysis, and justification. The OGC, HRS, and CRO provided numerous briefings to Library management personnel, unions, and employee groups. The package is currently being reviewed by Congress.

During fiscal 2004, the Office of Strategic Planning and Automation supported numerous initiatives to enhance the Library's senior-level program. In November 2003, HRS sponsored an inaugural senior-level executive forum. Comptroller General of the United States David M. Walker delivered a keynote address that stressed the importance of human capital management.

The office also supported an assessment of the process used to create and manage new senior-level

executive positions. On the basis of data analysis, HRS recommended changes to the senior-level evaluation criteria and designed requirements for developing a business case to justify new positions. The Library's Performance Review Board (PRB) and senior leadership adopted those changes, resulting in improved producers for evaluation and management of senior-level positions.

HRS revised the standards used in measuring senior-level performance effectiveness in equal employment opportunity, affirmative action, and diversity. HRS implemented this change for all non-bargaining unit senior-level employees in January 2004. In support of this effort, Strategic Planning and Automation assisted a multiservice unit working group in developing a guide for measuring performance in this area.

The office also supported the director for human resources in her role as chair of the PRB. In that capacity, the director ensured that all senior-level employees received fair and timely performance appraisals, as well as prompt pay adjustments and performance awards. Office activities included monitoring Executive Orders on annual pay adjustments for senior executives, recommending Librarian concurrence with the presidential decision, informing the National Finance Center and senior executives of the Librarian's decision, revising the senior-executive pay table, canvassing the PRB on the proposed formula for performance-based pay adjustments and guidelines on performance awards, informing the Librarian of the PRB's recommendations, canvassing the PRB on the performance appraisal schedule, informing the Executive Committee, calculating the monetary value of senior-level appraisals, and applying those values to the database to coincide with the senior-level regulation requirements.

Strategic Planning and Automation supported the Library's workforce and succession planning initiatives. At the end of fiscal 2003, the office researched various workforce planning tools and pro-

cedures and acquired high-quality software to measure workforce skills and skill gaps at minimal cost to the Library. The office is moving forward with a pilot program for testing this tool and is on track for implementation in calendar year 2005.

The office created a workforce and succession planning guide titled *Building the Library's Future: A Guide to Workforce and Succession Planning* for Library managers. This guide provided managers with (1) the Library's Workforce Planning Model, (2) information on the Library's Workforce Planning Tool, (3) descriptions of the Library's current flexibilities and programs that are available to shape the workforce, and (4) a template to assess current and future workforce requirements and to identify short-term and long-term workforce planning goals.

Through an interagency agreement with the U.S. Department of Agriculture, the office implemented the foundational elements of PeopleSoft version 8.8 in September 2004. Office staff members developed Library requirements, conducted extensive testing, wrote a comprehensive training guide, trained the Library's existing LEADS users, converted all LEADS records into the new system, and worked closely with U.S. Department of Agriculture in putting the system into production. This Web-based system will serve as the Library's Human Resources Information System and will expand to include additional modules, such as performance management.

Strategic Planning and Automation continued to manage "LC Events," an online alert system that informs Library staff about important employee issues (e.g., benefits open seasons, transit subsidy updates, retirement planning opportunities, heritage month observances, conferences, and presentations). "LC Events" was widely regarded by staff as an accurate, timely, and effective communications tool.

The office also prepared a letter for the Librarian's signature requesting Office of Personnel Management (OPM) approval of VERA for fiscal

2004 and then successfully shepherded that letter through the OPM's review process. Working closely with the OPM, the Library received VERA authority through March 31, 2005. After VERA approval, the office convened a Library-wide working group to determine implementation procedures, including establishing service unit eligibility and application windows. Those efforts led to a VERA program that had full agency support.

INTEGRATED SUPPORT SERVICES

During fiscal 2004, Integrated Support Services (ISS) managed contracts for millions of dollars in goods and services for the Library, including custodial and food services, furniture and furnishings installation, mail services, and photocopy machine use and maintenance. Staff members of ISS provided infrastructure support to the Library's service and support units throughout the year, including printing, graphics, transportation, postal, and freight services from Office Systems Services; facility design and construction, facility operations, and public programs support from Facility Services; and property and supply management, as well as warehousing and receiving services through Logistics Services. ISS also ensured the health and safety of Library staff members through the work of Safety Services and Health Services. ISS staff members completed several major renovations and numerous smaller design projects, and they provided expertise and consultation in planning for the book storage facilities and logistics warehouse at the Library's Fort Meade, Maryland, campus; the Capitol Visitor Center tunnel to the Library; the Copyright Office renovation; and the National Audio-Visual Conservation Center in Culpeper, Virginia.

ISS 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 ISS

Automation Team checked the Library's surplus computers for operational capability and cleaned their hard drives, and the Logistics staff members handled storage and shipment to qualified educational institutions. In fiscal 2004, the Library donated 258 computer systems—valued at more than \$351,000—to seventeen schools and nonprofit organizations nationwide.

A permanent ISS director was appointed in September 2004. ISS supported the Deputy Librarian in his role as designated agency safety and health official, and it continued to be responsible for the day-to-day operation of the Library's health and safety program. ISS initiated management review of the Library's smoking policies and practices as stated in LCR 1817-7 and recommended to Library management the elimination of smoking from all of the Library's buildings and vehicles in 2005.

Directorate Office. In fiscal 2004, ISS managed an annual budget of \$24 million that included funding for ISS offices, space rental, and Madison Building modernization, as well as the processing and delivery of mail.

The ISS Directorate Office continued to manage the Library's parking program in fiscal 2004. The office received and processed 1,604 parking applications, accommodating staff members for eight different work shifts. It also accommodated 2,395 official guest or visitor requests for parking at the Jefferson West Front Drive, maintaining same-day confirmation response, often within an hour of the request.

The Directorate Office's Automation Team continued to manage personal computer hardware and software needs, network connectivity, and telecommunications issues, including maintenance and troubleshooting for all ISS PCs. In fiscal 2004, the Automation Team implemented three noteworthy automation improvements, including use of the Remedy database program for Library-wide, facilities-related requests for service

(Fast system) and an automated hazard abatement system to track abatement of identified safety hazards. The team developed an automated inventory of warehouse storage and provided an online supply catalog for Library users. A trained Web master on the team continued editing and updating the ISS Web site, which is available Library-wide on the Library's staff Web page.

Facility Services. Facility Services is responsible for coordinating all space use, maintenance, relocation, renovation, new construction, and public programs within the Library's facilities, including the Library's three Capitol Hill buildings and the Little Scholars Child Development Center on East Capitol Street (totaling more than 4 million square feet). It oversees an additional 4 million square feet of leased facility space in the Washington metropolitan area (Landover, Maryland, and Taylor Street in the District); at the Wright-Patterson Air Force Base Film Storage Facility in Dayton, Ohio; and at the Library's Records Retention Center in Boyers, Pennsylvania. Facility Services also cooperates with the AOC in design and construction of the Library's book-storage modules at Fort Meade, Maryland, and the National Audio-Visual Conservation Center at Culpeper, Virginia; provides labor support for facility operations; manages the custodial services and the food services programs; and oversees the use and operation of public meeting spaces to facilitate meetings, workshops, seminars, and receptions for public and private events.

During fiscal 2004, Facility Services moved forward on several initiatives to enhance infrastructure support to Library service units and programs. New modernization initiatives planned and funded in 2004 include the acquisition of a state-of-the-art computer-aided facility management system and procurement of contracts for surveying physical space, assessing the survey, and entering data into the new space management system. Working with

ITS and other offices in ISS, Facility Services completed the multiyear implementation started in 2002 of a Library-wide automated Request for Services system (Fast) to improve service delivery.

Internal realignment in Facility Services, including separating Facility Operations from Facility Design and Construction (FD&C), improved the delivery of core services. Facility Services evaluated and reengineered the process by which small facility projects are implemented. This change not only reduced the time required to complete small projects by approximately 75 percent, but also achieved a substantial cost savings for the Library in the areas of clerical and administrative support.

During fiscal 2004, the facility managers continued to oversee the Library's high-profile, multi-million-dollar food service contract, as well as the Library's trash removal and custodial contracts. Under the food service contract, approximately 695,000 patrons were fed in four commercial food facilities (cafeteria and Montpelier Room in the Madison Building, as well as two snack bars: one each in the Madison and Adams Buildings). More than 3,042 tons of refuse were removed from the Library's Capitol Hill facilities and the Little Scholars Child Development Center under the trash removal contract, and more than 3 million square feet of staff and public space were kept clean by means of the custodial contract.

Staff members of the FD&C Section processed more than 1,800 requests for service, 279 purchase requisitions, and 184 ergonomic evaluation reports on behalf of all the Library's service and support units. During the year, FD&C staff members provided ongoing support for safety and security upgrades for the Library's collections and facilities. FD&C staff members completed various projects ranging from office renovations and redesigns to furniture, carpeting, and workstation purchase and replacement. They also completed a 26,000-square-foot programming, design, and procurement for expansion of the Office of Strategic Ini-

tiatives (OSI) to accommodate 120 new staff members. FD&C staff members monitored renovation by the AOC of the loading dock administrative areas of the Madison Building, including removal of asbestos flooring from those areas. They provided planning support for the Capitol Visitor Center tunnel and for additional off-site facilities at Fort Meade, Maryland; at Culpeper, Virginia; and at the temporary relocation of the Copyright Office. As part of a multiyear project to replace furniture in the Madison Building, FD&C—with a special budget of \$1 million—designed and purchased 285 additional ergonomic workstations in fiscal 2004. FD&C also began workstation installation in the Congressional Research Service.

The Public Programs Services staff supported a total of 221 public and staff events, including 43 events sponsored by the Office of the Librarian, 177 events hosted by members of Congress, and many other Library events such as meetings, seminars, and conferences. Support included event and room scheduling, location setup, food service, catering, provision of equipment, and other logistical support essential for successful events.

Health Services Office. The Health Services Office (HSO) staff provided acute and emergency treatment to approximately 7,675 staff members and visitors during fiscal 2004 and responded to seventy-five medical emergencies, eighteen of which were life threatening. HSO administered 3,479 flu vaccines and 27 pneumonia vaccines for the fiscal year. In addition, HSO conducted staff health screenings for diseases such as diabetes and prostate, ovarian, and breast cancers. As part of its health promotion program, HSO sponsored six major health forums for Library staff members on topics such as glaucoma, depression, nutrition, and long-term care. HSO also coordinated a two-day wellness fair that featured interactive programs and access to numerous vendors of health-related services and products.

HSO trained all 140 Library police officers, all 7 medical staff members, and 260 nonmedical staff members in administering CPR (cardiopulmonary resuscitation) and using automatic external defibrillators to support its Public Access Defibrillator program. The program was established in fiscal 2002 in compliance with the Cardiac Arrest Survival Act and Rural Access to Emergency Devices Act, which are components of the Public Health Improvement Act of 2000. In 150 restrooms of the Library's Capitol Hill and off-site buildings, HSO placed posters that were designed by a staff senior nurse practitioner and that emphasized the public health benefits of hand washing. Also in support of public health, HSO hosted twelve Red Cross Bloodmobile donation drives, which drew 478 donors and yielded 373 productive units.

During the year, HSO managed the workers' compensation program. The office processed twenty-eight reportable injury claims, but no illness or occupational repetitive-motion claims. It counseled more than 184 individuals with prospective injury complaints. The Department of Labor's charge-back to the Library for workers' compensation decreased by 18 percent, a savings of approximately \$117,000.

HSO continued to track and issue briefs on SARS (severe acute respiratory syndrome) as a health threat, which remained an issue for Library staff members traveling to the Far East. An outbreak of avian flu raised the specter of a flu pandemic, to which HSO responded by procuring additional flu vaccines for Library staff members and by arranging to begin its vaccination program for the 2004–2005 flu season earlier than usual in the fiscal year.

Logistics Services. Logistics Services accounts for and ensures proper use and disposal of more than 100,000 line items of Library property valued at more than \$326 million. It manages a reimbursable supply operation so the Library can buy commonly used office supplies in bulk to take advantage of volume discounts. In fiscal 2004, this operation

filled 2,125 requisitions with total sales of nearly \$763,000. In collaboration with the Automation Team, Logistics Services developed a new online supply catalog for Library staff customers.

The receiving and warehousing operations staff manages an 85,000-square-foot warehouse operation in Landover, Maryland. The staff is also responsible for the receipt, storage, and delivery of materials and supplies destined for the Library's Capitol Hill buildings, as well as the pickup, recycling, and disposal of surplus property. In fiscal 2004, the staff picked up and delivered more than 34,300 items, including furniture and equipment.

The Library's Recycling Committee, which is chaired by the ISS director, and has representatives from three ISS divisions (Logistics Services, Facility Services, and Safety Services), the Office of the General Counsel, and the Office of the Chief Financial Officer, was busy during the year preparing the framework for a mail recycling program at the Library. The committee designed new policies, procedures, and technologies that will be used to implement the program. During fiscal 2003, the Library changed to a recycling contract with the General Services Administration, which permits a recycling contractor to collect the recycled product, process it, and pay the Library for recycled products at negotiated General Services Administration fees. Under this new contract, the Library recycled 510 tons of paper and generated \$21,437 in revenue during fiscal 2004, which will be used to support appropriate Library employee programs and costs associated with recycling initiatives.

Logistics Services coordinated and supported the Computers for Learning program by publicizing the program, receiving and processing the requests, storing equipment, shipping it to educational and nonprofit institutions, and maintaining the records.

Office Systems Services. Office Systems Services (OSS) continued to meet the printing, postal, freight, transportation, and records management

needs of the Library. The security and integrity of the Library's mail system remained a high priority in fiscal 2004. The OSS tracked high-security mail processing for all Library offices. It continued to represent the Library on the House and Senate Joint Mail Management Task Force, which is charged with implementing new protocols related to mail delivery and distribution on Capitol Hill, changes necessitated by the October 2001 anthrax attacks. The Memorandum of Understanding among the House, Senate, and Library was amended to incorporate the enhanced security protocols for all first-class mail and went into effect in February 2004. The changes followed the ricin attack at the Dirksen Senate Office Building. The OSS also submitted an Addendum to the Memorandum of Understanding for the continued support in fiscal 2005 of co-located mail operations. It included fully implemented new Library-wide procedures for secure receipt, testing, and delivery of commercial courier and messenger deliveries to the Library through a newly established congressional courier acceptance site.

The OSS staff monitored contractor-provided mail operations during the year. The office continued to archive two copies of all Library of Congress publications. More than 2 million pieces of mail were received and distributed safely during the year.

The Printing Management Section supported the Library's printing needs by providing composition, proofreading, graphics, and printing work for posters, reports, brochures, and calendars for major Library exhibitions; for special events; and for other Library programs, such as the National Book Festival, Veterans History Project, and Madison Council functions. The printing specialist team conducted more than fifty press-sheet inspections. Print managers provided 2,604 estimates for in-house printing that resulted in 2,525 actual orders. The number of printing orders placed using the Simplified Purchase Agreement increased to 115

compared to 64 in fiscal 2003. The Simplified Purchase Agreement adds a 7 percent surcharge to orders instead of the Government Printing Office surcharge of 14 percent. The Printing Management Section coordinated the Library's administrative copier program, through which Library staff members made more than 14 million copies or impressions in fiscal 2004 at an average cost of eight cents per copy.

The Transportation Services Unit continued to provide transportation services for Library of Congress staff members, officials, and special guests, including the secretary of state and White House guests who attended the National Book Festival. The unit managed a fleet of twenty-two vehicles and provided daily shuttle service to the Library annexes and to the State Department for confidential mail and telegrams destined for the Library.

The Records Management Section responded to more than 200 records management inquiries from Library divisions and congressional offices regarding records scheduling, subject file classifications, and disposition. The office responded to thirty-seven Freedom of Information Act requests within ten days. It processed more than 300 requests to reprint forms. The unit continued to provide technical support on its electronic forms pilot program, as well as to revise and design eighteen new electronic forms. The unit processed more than 979 cubic feet of Library records for temporary storage.

The Correspondence Control Unit of the Records Management Section continued to scan, classify, and route the Librarian's correspondence electronically using the ccmMercury software system and to archive hard-copy original documents in the unit. In fiscal 2004, the unit recorded 6,709 entries in its automated electronic system, including classifying 6,241 pieces of Librarian's correspondence. During the year, staff members retrieved 399 files and letters at the request of the Librarian's office, conducted numerous specialized

searches, and filed 6,299 documents. In fiscal 2004, the unit continued to provide technical assistance and expert advice to other Library offices now using the ccmMercury correspondence-tracking system. The unit continued to maintain the official history of the Library of Congress Regulations, including all the transmittals, and to prepare and send to a bindery the *Library of Congress Information Bulletin*, the *Gazette*, and the annual reports for Library divisions.

Safety Services. Safety Services added two additional professional staff positions with special funding received from Congress to modernize the Library's Safety Services operation. Safety Services coordinated the Library's planning and implementation of a comprehensive Library-wide safety training program, also specially funded by Congress. It implemented a Remedy-based Automated Hazard Abatement Program tracking system for staff members to record safety hazards identified in the workplace in a database and to track the hazards until corrective action is complete.

Safety Services reported that the Library completed the fiscal year with a lost-time injury rate of 0.3 injuries per 200,000 hours worked—down 50 percent from the previous year and well below the projected rate of 1.4 injuries. According to the latest data available from the Bureau of Labor Statistics, other libraries and museums have, on average, almost three times as many lost-time mishaps annually. The total workforce of the federal government has, on average, more than thirteen times as many lost-time accidents per year as the Library of Congress.

During fiscal 2004, Safety Services completed four initial directives in the new series of "Safety Services Directives" that will provide requirements and guidelines for implementing national safety standards at the Library. Those directives address administration, life safety, ergonomics, and forklift operation. Four new occupational safety directives

were drafted; they address inspection protocols, personal protective equipment, machine guarding, and control of hazardous energy. The directives serve as a mechanism for implementing legal requirements and recommended practices of federal and nationally recognized safety standards. Also developed were a "Hazard Assessment Checklist" for personal protection equipment and an equipment inventory safety evaluation document. The division supported the OGC by participating in meetings and negotiations and by drafting written replies for matters raised by the congressional Office of Compliance.

Safety Services partnered with Facility Services and the Architect of the Capitol to provide the Library with design reviews on building construction projects to ensure that the projects meet current regulatory fire and life safety requirements. In fiscal 2004, this work included deck renovations in the Jefferson Building, planned construction for the Office of Strategic Initiatives and the Serial Records Division in Library Services, and temporary relocation of the Copyright Office.

During the year, the division provided fire and life safety reviews, professional engineering advice, and safety management services for numerous projects, including for secured storage room projects that are under way in the Music Division, Prints and Photographs Division, and Geography and Map Division; for renovation of historic space in the Jefferson Building for the Kislak collection; and for building modifications to accommodate a new ATM machine for the Library's Federal Credit Union. Safety Services participated on the design and construction team that remodeled the Pickford Theater so it could meet requirements of the Americans with Disabilities Act. In addition, Safety Services reviewed and approved the safety aspects of more than 140 of FD&C's space modification projects.

Safety Services coordinated an Ergonomics Program for the Library, providing comprehensive

ergonomic consultations to 225 Library employees and assisting in the design of workstations and the purchase of equipment for the Madison workstation replacement project.

In cooperation with the Library's Joint Labor-Management Health and Safety Committee, Safety Services completed health and safety audits of Library facilities totaling more than 4 million square feet of office, collection, and assembly space in Library buildings. Identified hazards were entered into the Automated Hazard Abatement Program system and were sent to the units responsible for corrective action.

Safety Services prepared a scope document and assisted with procurement of a licensed fire protection engineering firm to develop specialized training that would assist FD&C designers with application of the Life Safety Code to Library projects. It also initiated a comprehensive chemical inventory program to identify the location in Library facilities of hazardous materials used in the workplace, to establish the maintenance of up-to-date lists of hazardous materials held by operating units, and to create both a written hazard communication program and a written chemical hygiene program for the Library.

In a panel painted by Edward J. Holslag below the dome in the Librarian's ceremonial office, a young woman ponders the meaning of the book she has just closed beneath a pennant whose motto translates, "Books, the Delight of the Soul."





NIVELLE

MORIN

OFFICE OF STRATEGIC INITIATIVES

The Office of Strategic Initiatives (OSI) completed its third fiscal year of operation in fiscal year 2004. OSI is charged with institutionwide management and oversight of the Library's digital initiatives and technology requirements. Its services include digital conversion of the Library's primary source materials for broad public access through the Web, management of many of the Library's most popular public Web sites, and information technology support for the institution.

OSI also leads the National Digital Information Infrastructure and Preservation Program (NDIIPP), a congressionally mandated initiative to collect and preserve significant materials in digital formats for current and future generations of users. In fiscal 2004, OSI's major focus was continued planning for NDIIPP.

To improve communication with the Library staff members, OSI launched its Intranet in April 2004. Another new site for staff members, the Digital Strategy and Initiatives Intranet, serves as an

Euphrosyne, one of the three Graces in Greek mythology, was painted by Frank Weston Benson and adorns the vault of the south corridor on the Jefferson Building's second floor.

institutionwide resource for information relevant to managing digital content at the Library. In addition, OSI developed a new Digital Formats Web site to support both strategic planning and individual selection decisions regarding digital content and its preservation at the Library of Congress. Over time, the site will offer an increasing inventory of information about current and emerging formats that may be promising for long-term storage and preservation.

In fiscal 2004, OSI initiated a Web Capture Team to collect, ingest, acquire, and archive "born-digital" content in the form of Web sites. Because there is usually no analog (physical) version of materials that are created solely in digital formats, born-digital materials such as Web sites are at much greater risk either of being lost and no longer available as historical resources or of being altered, thereby preventing future researchers from studying them in their original form. During the year, the OSI Web Capture Team collected 4.3 terabytes of Web sites relating to the 2004 elections, the war in Iraq, the 108th Congress, and public policy topics. The team participated in the International Internet Preservation Consortium made up of eleven national libraries (including the

Library of Congress) and the Internet Archive. The International Internet Preservation Consortium is cooperatively developing tools for Web collection and archiving.

NATIONAL DIGITAL INFORMATION INFRASTRUCTURE AND PRESERVATION PROGRAM

In December 2000, Congress authorized the Library of Congress to develop and execute a congressionally approved plan for NDIIPP. The program is funded by a fiscal 2001 appropriation of \$99.8 million from the U.S. Congress, which asked the Library to lead this nationwide effort “in collaboration with other federal and nonfederal entities.” NDIIPP is working to develop (1) a nationwide network of partners committed to collecting and preserving at-risk digital material of vital importance to the nation; (2) a technical infrastructure to support long-term preservation of those materials; and (3) a research program to develop advanced technology, tools, and methods for digital preservation.

In August 2003, NDIIPP issued its first “Program Announcement to Support Building a Network of Partners.” The deadline for submitting proposals was November 12, 2003. All qualified proposals were reviewed by a panel of experts assembled by the National Endowment for the Humanities. Librarian of Congress James H. Billington made the final selections; on September 30, 2004, the Library announced awards totaling more than \$13.9 million to eight lead institutions and their partners. (See also APPENDIX I: Online Collections, Exhibitions, and Cooperative Digital Projects.) Those institutions—the first formal NDIIPP partners—have agreed to identify, collect, and preserve historically important digital materials within a nationwide digital preservation infrastructure. The awards from the Library will be matched dollar for dollar by the winning institutions in the form of

shared costs to execute the cooperative preservation program. The institutions will share responsibilities for preserving at-risk, born-digital materials of significant cultural and historical value to the nation. The three-year preservation projects that will receive Library funding include digital content relating to important people, events, and movements that have had a major effect on the nation’s history, such as the birth of the dot-com era, satellite mapping, public television programs, historical aerial photography, and opinion polls and voting records.

In June 2004, NDIIPP partnered with the National Science Foundation to establish the first research grants program to specifically address digital preservation. The National Science Foundation will administer the program, which will fund cutting-edge research to support the long-term management of digital information. This digital archiving and long-term preservation research program will make approximately \$2 million in initial awards using NDIIPP funds. Proposals are being sought in three main focus areas: digital repository models; tools, technologies, and processes; and organizational, economic, and policy issues. Awards will be announced early in fiscal 2005.

NATIONAL DIGITAL LIBRARY PROGRAM

During fiscal 2004, the National Digital Library program continued to receive widespread praise as a provider of free, high-quality, and educationally valuable American cultural and historical resources on the Library’s Web site. The American Memory Web site, America’s Library (for children and families), *Today in History*, *Wise Guide*, and THOMAS legislative information system reach millions of Americans and people around the world with their high-quality commercial-free content that draws on the riches of the Library and other institutions. At fiscal year’s end, more than 9.2 million items from the Library of Congress and other partner institu-



Associate Librarian for Strategic Initiatives Laura Campbell (left) reports to the National Digital Strategy Advisory Board on progress made by the National Digital Information Infrastructure and Preservation Program.

tions were available online or in digital archives, including 744,105 items added in fiscal 2004.

Three new collections of historical multimedia were added to the American Memory Web site during the fiscal year, bringing the total to 126. Eight existing collections were expanded with new content. Those additions included the George Washington, Thomas Jefferson, and Alexander Bell Family papers that rendered the collections complete. In addition, seven new Library exhibitions were mounted on the Library's Web site by the Information Technology Services' Digital Scan Center. (See also APPENDIX I: Online Collections, Exhibitions, and Cooperative Digital Projects.)

At year's end, the redesign of the American Memory Web site was nearly completed by Information Technology Services and Web Services. Implementation is expected early in fiscal 2005.

Collaborative Digital Initiatives. Work continued on expansion of the Global Gateway Web site, a portal to the Library's unparalleled international collections with links to information from other major repositories worldwide. Redesign of the site began in fiscal 2004, and implementation is expected in fiscal 2005. New content was added to several existing Global Gateway presentations, including Meeting of Frontiers: Siberia, Alaska, and the American West; The Atlantic World: America and the Netherlands; and United States and Brazil: Expanding Frontiers, Comparing Cultures. Fiscal 2004 additions included Selections from the Nazi Manuscript Collection, which featured ceremonial writings of the Nazi people of China's Yunnan Province, and The Lewis Carroll Scrapbook, an original scrapbook kept by the Victorian-era children's author between 1855 and 1872.

The OSI assisted the Library's Prints and Photographs Division in making available online several of its most popular and important collections of materials. These sites include American Cities and Landscapes; Carol M. Highsmith Collection, American Political Prints, The Middle East in Pictures, and the National Child Labor Committee Collection.

Educational Outreach. The OSI continued to reach out to the education community through its programs for educators and their students and through its various Web sites, such as America's Library, the Learning Page, Today in History, and *Wise Guide* (a joint project with the Public Affairs Office).

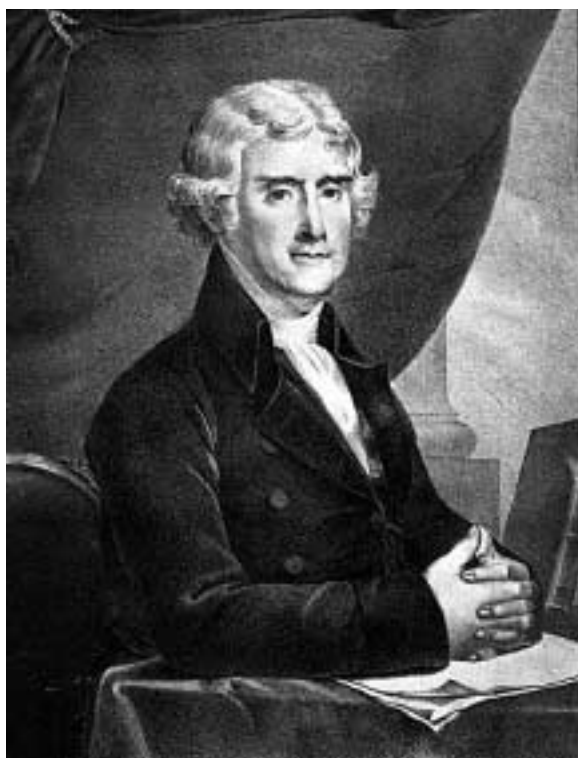
The George Washington Papers and the Thomas Jefferson Papers were mounted on the Library's American Memory Web site for use by researchers around the world.

Right. George Washington by Gilbert Stuart.

Below. Thomas Jefferson by Henry Robinson.

America's Library continued to attract users with new content, including interactive games and other activities.

The Learning Page's Web site is designed specifically to help teachers use the Library's online primary source materials in the classroom. It offers ready-to-use, teacher-tested lesson plans, activities, and features, as well as a Community Center chat room that puts teachers in touch with one another on a variety of education topics. Among the new offerings added to the Learning Page during the year are an updated "Getting Started" section to ease usability; four features and activities, four lesson plans, and four Community Center chat rooms; and five "Collection Connections," which



point teachers to highlights of the American Memory Web site.

Today in History, a Web site based on materials in American Memory, continued to offer information about the events that occurred on any given day in history. The site was in the process of being redesigned in fiscal 2004.

The Library's monthly magazine, the *Wise Guide*, is designed as a Web portal to introduce users to the many fascinating, educational, and useful resources available from the Library online. The *Wise Guide* was refreshed monthly throughout the year, with articles and links to the best of the Library's online materials in its other Web sites.

The Adventure of the American Mind program grew to include nineteen partners in six states—Colorado, Illinois, North Carolina, Pennsylvania, South Carolina, and Virginia. Created by Congress and implemented by the Library of Congress with the Educational and Research Consortium of the Western Carolinas, the program brings the riches of the Library's online collections to students in the classroom by providing educators with the tools and training to integrate the primary resources into their teaching. Several new partners joined the Adventure program in fiscal 2004. They included Barat Educational Foundation, Eastern Illinois University, and Illinois State University (all from Illinois); California University and Waynesburg College (both from Pennsylvania); and Metropolitan State College (Colorado). During the year, the Library hosted two orientation sessions for new partners of the program, bringing directors from all partner schools to the Library for professional development activities, curatorial visits, and program meetings. The Library staff made presentations with seven program directors at eighteen workshops in four states, reaching more than 600 educators.

The Educational Outreach staff of OSI reaches other teachers in the nation through workshops and presentations at major conferences such as the National Council for Social Studies (4,000 at-

tendees) and the National Educational Computing Conference (17,000 attendees). Staff members also made presentations during the Library's National Book Festival and in five states and the District of Columbia, reaching more than 800 teachers. More than 600 educators attended twenty-six workshops held at the Library of Congress, and more than two dozen videoconferences reached teachers nationwide.

INFORMATION TECHNOLOGY SERVICES

Information Technology Services (ITS) supports the technology needs of all Library service units and their staff members. In fiscal 2004, ITS initiated significant strategies to ensure the current and future soundness of the Library's technical infrastructure. With those strategies, ITS will continue to provide the highest levels of service to Congress and the public through the Library's digital initiatives and business applications.

In fiscal 2004, while maintaining more than 200 enterprise-level applications, research and development staff members initiated myriad efforts to improve work processes and applied them to more than a dozen new development efforts, including several large projects. On the infrastructure side, staff members made enormous advances in positioning the Library for the huge amounts of digital materials to be acquired and produced as part of the National Digital Library, NDIIPP, and other Library programs. Several studies initiated in fiscal 2004 will be completed in fiscal 2005 and will serve as an architectural roadmap for the further evolution of the infrastructure.

Service to Congress and the Public. The Library's online computer resources attracted an even greater number of users than in previous years. In fiscal 2004, there were more than 3.3 billion Internet transactions, or hits, on the Library's Web sites, an increase of 0.8 billion over fiscal 2003.

The American Memory Web site continued to be the Library's most popular, registering more than 617 million hits in fiscal 2004—more than 50 million above the previous year. The America's Library Web site for children and families handled 218 million hits in fiscal 2004 as compared with 184 million hits the previous year. The THOMAS public legislative information system and online Library exhibitions remained popular sites on the Library's Web, receiving 150 million and 130 million hits, respectively.

To improve service on those popular sites, ITS launched an upgraded Web site search engine, implemented enhancements to the Legislative Information System for Congress, installed new features for THOMAS, and began work on implementing a new American Memory interface design to improve navigation of the growing number of collections.

ITS brought more processing power to the Library's Integrated Library System to meet increasing demand from all sectors. The upgrades allow for doubling the number of sessions available for search and retrieval.

In addition, ITS doubled the number of multimedia programs that are captured, edited, and distributed through the Library's Web site. Programs made available on the Library's CyberLC page include the Congressional Medal of Honor Award ceremonies, the news conference for opening the papers of Supreme Court Justice Harry A. Blackmun, the National Book Festival, the events of the World War II Memorial and Veterans History Project, the Kluge Center scholarly lectures and conferences, the exhibition openings, and the Living Legend Award events for Dave Brubeck and Odetta.

Support of Digital Initiatives. ITS worked closely within the OSI and with Library Services on a range of research and development projects to support the Library's digital initiatives for the twenty-first century, including NDIIPP, as well as all new collections and materials added to the National



Information Technology Services supports the CyberLC Web site, which offers the Library's audio and video Webcasts.

Digital Library. ITS made available four Web archives collections hosted at the Library in support of NDIIPP.

As the Library assumed a larger leadership role in establishing standards, specifications, and processes for preservation of digital content, ITS continued to provide analysis and technical evaluation, as well as the infrastructure to support and sustain digital materials collected by the Library, such as Web content and audiovisual collections. ITS supported a range of pilot projects, such as those for electronic journals and digital copyright deposits.

Strategies for Sustaining the Infrastructure. To ensure that the Library's technical infrastructure is available and sustainable for current and future operations, ITS launched a number of multiyear initiatives. The largest effort was establishing standard operating procedures and regular testing for the Alternate Computer Facility. Building on an earlier mirroring effort in support of the Legislative In-

formation Service, ITS created this fully mirrored, remote computing facility, with a separate Internet connection, independent voice communications facility, and Windows server environment to ensure the continued provision of computing services in the event of a disaster.

In conjunction with the Alternate Computer Facility, ITS launched a Continuity of Operations Plan for survivability of the information technology (IT) infrastructure and the more than 200 applications that the infrastructure supports. The plan provides the foundation for a rigorous, well-documented, and repeatable set of procedures for accountable management of the Library's valuable IT resources.

A major milestone was the issuance of the first IT Security Plan, which was based on the guidelines of federal security best practices. The IT Security Plan, developed with service unit representatives, serves as the basis for associated security directives and practices to ensure the protection and safeguarding of IT data and systems in an increasingly complex and uncertain environment.

To provide a disciplined methodology for managing current and future IT activities and reducing risk, ITS led the Library in adopting and implementing project management practices. The ITS initiated a Library-wide training program in project management. The program has been well received by all service units, and ITS issued an *ITS Project Management Handbook* that provides guidance for project managers and project sponsors and users. ITS recruited and hired four new high-level project managers to boost this effort.

Strengthening of the Infrastructure. Following through on the importance of discipline in security and management of IT resources, ITS launched several Library-wide programs to strengthen the technical infrastructure. Most important, a certification and accreditation program for new IT systems was initiated. New application systems now

undergo the same rigorous process used in other federal agencies.

Another large and successful project was the creation of a separate test and development environment for the enterprise Unix, Linux, and Windows server environments. An ambitious program to upgrade all 6,000 Library workstations (employee, reading room, etc.) to current operating system and virus protection levels has brought an unprecedented level of rigor and service unit involvement in the workstation management process of the Library.

ITS implemented a system development life cycle methodology to reflect current best practices in industry and government IT management. ITS managers and staff members apply the methodology practices within a project management framework to continue to improve the quality and vigor of Library IT activities.

ITS retained the services of expert consulting to perform a top-to-bottom analysis of the Wide Area Network, Metropolitan Area Network, and Local Area Networks of the Library. Still in progress, the effort has yielded several critical recommendations for improving the Library's network architecture and support operations. At the end-user level, ITS continued to migrate the Jefferson and Adams Building users off an old Token Ring network and onto the high-speed Ethernet network.

Installation of the in-building wireless system began in fiscal 2004. At year's end, nearly the entire Madison Building had been wired, as well as much of both the Jefferson and Adams Buildings, keeping the project on schedule for a December 2005 launch. This project is a large undertaking to ensure that most wireless devices (cell phones, personal digital assistants, pagers) operate reliably for members of Congress, visitors, and staff members throughout the common and office areas of the Library's buildings.

As part of the major effort to ensure the security and integrity of the Library's infrastructure and

data, ITS restructured the Library's firewall configurations to implement a management server that controls the configurations. This change included installing a new intrusion detection system. To keep up with ever-increasing storage needs, ITS installed two new, higher-capacity, faster EMC DMX storage systems, replacing four older Symmetrix systems. This major effort involved moving more than forty terabytes of data attached to fifteen enterprise-class UNIX servers. The tape backup system and software were also upgraded to adjust to the demands for backing up the growing digital libraries and archives.

Working closely with members of the AOC staff, ITS commissioned an expert analysis of the electrical and environmental services in the Madison Building data center. The study will establish a definite baseline of current services and of project short- and long-range needs. Here as elsewhere in the infrastructure, ITS aims to bring a more disciplined approach to the development and support of mission-critical services.

Business Applications and Support of Staff. ITS continued to provide support throughout the Library in application development and product integration. During this year, significant work was performed on most of the major administrative applications that support the work of Library staff members.

Following through with the Project Management initiative, ITS provided project teams for large projects, including the Copyright Business Process Reengineering effort and the replacement of the Hiring and Classification System.

Working with the Office of the Chief Financial Officer and its contractors, ITS successfully deployed a new financial system (Momentum) on a modern, open-system platform. The new system features data warehousing capabilities for reporting and retrospective analysis.

During this year, ITS staff members completed the implementation and deployment of a Web-

based time and attendance system (WebTA) that is for Library staff and significantly reduces time spent entering data and improves accuracy. A new imaging system for the Copyright Office was also implemented; it provided additional capacity for the Copyright Office to increase processing throughput for copyright registrations.

As part of the plan to achieve better efficiencies in system development for the Library, ITS has provided an enterprise platform for the secure management and deployment of Crystal Enterprise, which provides a central repository and control for management reports for more than a dozen major Library database-based application systems. This project has provided a focus for best practices for report development and management. Similarly, ITS has leveraged the Remedy product line to provide rapid and repeatable development and management of tracking applications. Development staff members deployed six new tracking applications using the Remedy utilities: (1) the Basic Activities Tracking System, (2) the Dispute Resolution Office system, (3) the Facility Application Service Tracking System, (4) the Hazardous Abatement System, (5) the Office of Investigations systems, and (6) the Planning, Management, and Evaluation Directorate Processing System.

ITS assembled a team of senior technical staff members and expert consultants to design an architectural model for the transport and preservation storage of digital audiovisual materials in the National Audio-Visual Conservation Center. The proposed architectural model has been reviewed by various groups, and ITS has built an initial prototype that uses audiovisual material from the American Folklife Center; the Motion Picture, Broadcasting, and Recorded Sound Division; and Vanderbilt University as input. At present, the system is accepting an average of four to five terabytes of new material each week.

Staff members designed, developed, and implemented a set of programs to limit the effect of Web

site robots on the performance of the Integrated Library System. ITS developed mainframe migration plans for two major mainframe applications to use the same software as the Integrated Library System. Staff members created test environments and detailed plans for those migrations.

Staff members planned and implemented the creation of an Assistive Technology Demonstration Center. The center includes more than fifty types of hardware and software disability-accommodation products. Staff members have provided needed assistance to more than thirty Library employees. A coordination program was successfully started with the Library's industrial hygienist, Safety Services, Office of Workforce Diversity, and professional disability evaluation contractors. Other successes in this area

include (1) replacing obsolete teletypes with a modern TTY Local Area Network that currently supports more than twenty employees and (2) installing twenty Web cameras for video interpreting.

The ITS Digital Scan Center continued to support digital conversion projects throughout the Library. During the year, the center mounted seven new exhibitions on the Library's Web site. (See also APPENDIX I: Online Collections, Exhibitions, and Cooperative Digital Projects.) While successfully providing those services, the center underwent a complete business process reengineering study. Nearly all of the recommendations from the study were implemented, including the request and prioritization process, workflow process, tracking software, and project management.

Corinthian capitals grace the columns of the second-floor colonnade around the Great Hall. Distinguished by acanthus leaves and volutes, the order was often used by the Romans.





APPENDIX A: MAJOR EVENTS AT THE LIBRARY

2003

October 1. Dave Brubeck and his quartet and the Brubeck Institute Sextet open the Library's concert season with a program of jazz in the Coolidge Auditorium. The Library honors Brubeck with its Living Legend Award.

October 4. The third annual National Book Festival, held on the National Mall, brings more than eighty authors and storytellers to Washington.

October 9. Scholars and scientists from around the world examine the complex relationship among science, religion, and values in the symposium "Islam, Science, and Cultural Values." The program is sponsored jointly by the Library's John W. Kluge Center and African and Middle Eastern Division; the National Academy of Sciences; the Center for Muslim-Christian Understanding at Georgetown University; and the Dialogue on Science, Ethics, and Religion of the American Association for the Advancement of Science.

October 14. Michael Dirda, Pulitzer Prize-winning critic and senior editor at the *Washington Post*, discusses his new book, *An Open Book: Coming of Age in the Heartland*.

October 16. Elizabeth Oyler, Library of Congress Fellow in International Studies, gives a presentation on "Swords, Oaths, and Prophetic Visions: Narrative Cycles and the Authoring of Warrior Rule in Medieval Japan."

October 17. Jazz pianist and composer Gonzalo Rubalcaba, winner of the 2002 Best Latin Jazz Grammy, performs with his trio in the Library's Coolidge Auditorium.

October 21. Spaelimenninir, a group of folk musicians based in the Faeroe Islands (between Iceland and Norway), brings to life the music and stories of Scandinavia.

Visitors can view the Main Reading Room of the Thomas Jefferson Building from a secure gallery on the top level that flanks the magnificent clock by John Flanagan.

October 21. Poet Laureate Consultant in Poetry Louise Glück reads from her poetry to open the Library's fall literary season.

October 22. The Juilliard String Quartet performs works by Bach, Babbitt, and Beethoven.

October 23. The new Library of Congress/Ira Gershwin Gallery opens in the Walt Disney Concert Hall in Los Angeles, the new home of the Los Angeles Philharmonic Orchestra. The gallery displays more than fifty items from the Library's collection.

October 23. "A Hidden Treasure: The Armenian Adam Epic by Arakel of Siwnik" is the topic of a lecture delivered by Michael E. Stone, Senior Distinguished Visiting Scholar in the John W. Kluge Center.

October 24. David Levering Lewis and Deborah Willis discuss their contributions to the book titled *A Small Nation of People: W. E. B. DuBois and African American Portraits of Progress*.

October 27. Three Library staff members travel to Baghdad to assess war damage to the National Library of Iraq and to offer assistance in restoring that cultural asset. The mission is part of an official State Department effort.

October 30. Arman Kirakossian, ambassador to the United States from Armenia, talks about his new book, *British Diplomacy and the Armenian Question: 1830–1914*.

October 31. The Library's Chinese Section celebrates its seventy-fifth anniversary with an all-day symposium on the historical development and use of the Library's Chinese collections. Secretary of Labor Elaine Chao delivers the keynote address.

November 4. The annual Judith Austin Memorial Lecture is delivered by mystery novelist Elizabeth Peters. The program is sponsored by the Humanities and Social Sciences Division, where Austin worked for many years.

November 5. The \$1 million John W. Kluge Prize for Lifetime Achievement in the Human Sciences is given by the Library of Congress to Polish philosopher and historian Leszek Kolakowski.

November 6. Edward Papenfuss, state archivist and commissioner of land patents at the Maryland State Archives, discusses his recent book, *Maryland State Archives Atlas of Historical Maps of Maryland, 1608–1908*, in a program sponsored by the Geography and Map Division and the Washington Map Society.

November 7. The Kodaly String Quartet performs works by Haydn and Mozart.

November 12. The legendary Odetta, one of the most influential folk artists of the past fifty years, appears in a special concert sponsored by the Music Division and the American Folklife Center. That evening, the Library of Congress also honors her with a Living Legend Award, given to recognize and honor individuals who have made significant contributions to America's cultural, scientific, and social heritage.

November 14–17. The Librarian and a team of Library staff members accompany Representative Robert W. Ney (R-Ohio) to several cities in Ohio to introduce local audiences to the Library's resources and services.

November 20. Frank Bidart and David Gewanter, the editors of *Collected Poems of Robert Lowell*, read and discuss Lowell's work.

December 4. "Global Geopolitical Trends: Is the Iraq War a Major Turning Point?" is the topic of a symposium hosted and organized by Lanxin Xiang, the Henry A. Kissinger Scholar in Foreign Policy and International Relations at the Library's John W. Kluge Center.

December 5. Celebrating its fifteenth anniversary, the New York Festival of Song—with Sylvia McNair, Judy Kaye, Joseph Kaiser, and pianist and artistic director Steven Blier—performs music from the Vernon Duke and Richard Rodgers collections in the Library of Congress.

December 8. The Librarian of Congress signs an agreement with the National Library of Serbia to exchange materials documenting the Balkan wars and the culture of that region during the 1990s.

December 11. In cooperation with the World Zoroastrian Organization and the U.N. Educational, Scientific, and

Cultural Organization (UNESCO), the John W. Kluge Center celebrates the UNESCO-declared 3,000th anniversary of Zoroastrian religion and culture with a seminar titled "Zarathustra's Contributions to Humanity."

December 12. Members of the musical group Hesperus are joined by two fiddlers and a trio of cloggers in a program called "Winter Light," a celebration of the winter season with music that crosses cultural and historical boundaries.

December 15. Library staff member Susana Salgado discusses her new book, *The Teatro Solis: 150 Years of Opera, Concert, and Ballet in Montevideo*, in the Pickford Theater.

December 15. On the anniversary of the birth of Beethoven, Menahem Pressler, who is chamber musician and founding pianist of the Beaux Arts Trio, celebrates his own 80th birthday with a solo recital.

December 18. The final concert for the year features the Juilliard String Quartet with Marcy Rosen, cello, presenting the Quintet in C Major by Schubert and the quartet's concluding performance of the Beethoven cycle, String Quartet in B-flat Major, op. 130.

2004

January 8. John Ordway, U.S. ambassador to Armenia, gives his "Report from Armenia: 2003" in a program sponsored by the Near East Section of the African and Middle Eastern Division.

January 9. The award-winning films about China produced by the Long Bow Group are discussed by a panel that includes Long Bow filmmakers Carma Hinton and Richard Gordon; historian Jeffrey N. Wasserstrom; and moderator Jonathan D. Spence, China historian and president-elect of the American Historical Association. The program is sponsored by the American Historical Association and the Library's John W. Kluge Center.

January 27. The United Nations Foundation and the Library of Congress join in a special evening event honoring former Brazilian president Fernando Enrique Cardoso and Mrs. Ruth Cardoso. Cardoso, who was president of Brazil from 1994 to 2002 and is now a resident scholar in the Library's John W. Kluge Center, delivers reflections on his experiences.

February 4. Leila Ahmed, professor of divinity at Harvard University, speaks on "Women in Islam and America:

Reflections on Where We Are Today.” Ahmed is the author of several books on Islam, including her best-selling 1999 autobiography, *Border Passage: From Cairo to America—A Woman’s Journey*. The lecture is sponsored jointly by the Library’s African and Middle Eastern Division and the John W. Kluge Center, as well as the American University’s Center for Global Peace and its Mohammed Said Farsi Chair of Islamic Peace.

February 5. An exhibition titled *Churchill and the Great Republic* opens in the Jefferson Building’s Northwest Gallery. During his address at the exhibition opening, President George W. Bush praised Sir Winston Churchill.

February 6. A program titled “Contemporary Lusophone African Literatures and Cultures: A Colloquium on Cape Verde and Mozambique” is sponsored by the Library’s Hispanic and African and Middle Eastern Divisions and the John W. Kluge Center and is organized by the Center for Portuguese Studies and Culture at the University of Massachusetts.

February 9. Brian W. Jones, general counsel for the U.S. Department of Education, gives the keynote address for the Library’s observation of African American History Month.

February 11. George P. Shultz, secretary of state for eight years under President Ronald Reagan, delivers the third annual Henry A. Kissinger Lecture on “A Changed World.” The Kissinger Lecturer, chosen annually by the Librarian of Congress, was created by an endowment in 1999 and is an individual who has achieved distinction in the field of foreign affairs.

February 19. The Library presents an all-day symposium on Sir Winston Churchill and his relationships with Presidents Franklin D. Roosevelt, Harry S. Truman, and Dwight D. Eisenhower in connection with *Churchill and the Great Republic*.

February 24. Longtime civil rights activist Dorothy Height discusses and signs her recently published memoir, *Open Wide the Freedom Gates*.

February 28. Librarian of Congress Emeritus Daniel J. Boorstin dies at the age of 89. Boorstin, a prize-winning historian, served as Librarian of Congress from 1975 until he retired in 1987.

March 4. The papers of Supreme Court Justice Harry A. Blackmun open to the public. Anticipating wide public

and media interest, the Library makes provisions to handle the demand.

March 4. Klaus Larres, professor of history at the University of London and former Henry A. Kissinger Scholar in Foreign Policy and International Relations in the John W. Kluge Center, moderates a symposium on “Statecraft and America’s Position in the World.” Panelists include Zbigniew Brzezinski, national security adviser during the Jimmy Carter administration; Brent Scowcroft, national security adviser during the Gerald Ford and George H. W. Bush administrations; and Richard Holbrooke, assistant secretary of state during the Jimmy Carter and Bill Clinton administrations.

March 5. The Mendelssohn String Quartet performs works by Haydn, Bolcom, and Mendelssohn in the Coolidge Auditorium.

March 6. The Fès Festival of World Sacred Music opens its seventeen-city tour of the United States with a colloquium and concert at the Library of Congress.

March 10. Jimmy Scott, one of the elder statesmen of jazz vocalists, is joined by his trio—bassist “Hill” Greene, pianist Mike Kanan, and drummer “Cook” Broadnax—for an evening of “fifties show club music.”

March 12. Works by Beethoven, Poulenc, and Brahms are performed by the Kennedy Center Chamber Players.

March 15. Cartoonist Nicole Hollander presents a slide lecture titled “Oh, No, It’s Monday and I’ve Run Out of Ideas: A Cartoonist’s Crisis.”

March 16. Azar Nafisi, lecturer at Johns Hopkins School of Advanced International Studies and the author of *Reading Lolita in Tehran*, speaks on “Women in Iran: Past, Present, and Future” in a program sponsored by the Near East Section of the Library’s African and Middle Eastern Division.

March 23. Mary DeKuyper, national chairman of volunteers for the American Red Cross, delivers the keynote address for the Library’s 2004 National Women’s History Month celebration.

March 26. Winners of the Walter W. Naumburg International Competitions in Chamber Music—the Biava String Quartet, violinist Frank Huang, and pianist Gilles Vonsattel—make their Library of Congress debut in a

concert honoring Robert Mann, the founder of the Juilliard String Quartet.

March 29. Civil War photography expert Bob Zeller presents a 3-D slide show of original Civil War stereoscopic photographs in a program sponsored by the Prints and Photographs Division.

March 31. “Islamic Law in a Changing World: Traditions and Transitions” is the topic of the third in a series of foreign law workshops held at the Library and sponsored by both the Law Library and others in conjunction with the annual meeting of the American Society of International Law.

April 1. The American Folklife Center presents “Masters of Mexican Music” in the Coolidge Auditorium.

April 2. The Leipzig String Quartet, with Ricardo Morales, clarinet, presents Mendelssohn’s String Quartet no. 6 in F Minor, op. 80; Brahms’s Clarinet Quintet in B Minor, op. 115; and the seldom-performed String Quartet no. 1 by Charles Ives.

April 2. Edward Goldberg and Ippolita Morgese of the Medici Archive Project, Florence, Italy, discuss the Medici Granducal Archive in a program sponsored by the Hebraic Section and the European Division. One of the goals of the Medici Archive Project is to create worldwide public access through the Internet to this rich trove of historical material, which was established by Grand Duke Cosimo I in 1569 and is the most complete record of any princely regime in renaissance and baroque Europe.

April 8. A tribute to poet Josephine Jacobsen, consultant in poetry at the Library of Congress from 1971 to 1973, features readings and reminiscences by some of her friends.

April 14. The Library of Congress honors country singer and musician Dolly Parton with its Living Legend Award at a special evening presentation and performance for the Madison Council and invited guests.

April 15. Country musicians Norman and Nancy Blake kick off the American Folklife Center’s spring and summer concert series, “Homegrown 2004: The Music of America.”

April 21. Pulitzer Prize-winning author Herman Wouk discusses his new book, *A Hole in Texas*, during a conversation with *New York Times* columnist William Safire.

April 22. Zbigniew Brzezinski, national security adviser during the Jimmy Carter administration, discusses his new book, *The Choice: Global Domination or Global Leadership*, in a program sponsored by the John W. Kluge Center.

April 24. Brass and strings join forces in this evening’s performance of works ranging from Beethoven to Frank Zappa by the Meridian Arts Ensemble and the Alexander String Quartet.

April 27. A public memorial service is held for Librarian of Congress Emeritus Daniel J. Boorstin, who died on February 28.

April 27. Mystery writer Carolyn Hart, creator of the popular Death on Demand series and author of the Pulitzer Prize-nominated novel titled *Letter from Home*, speaks on the topic “Why Mysteries?”

April 29. Yevgeny Yevtushenko, best-known poet of the post-Stalin generation of Russian poets, reads from his works for a standing-room-only crowd.

May 1. The concept of the lawyer as “citizen” is examined in the final program in the five-part Leon Jaworski Public Program Series titled “Representing the Lawyer in American Culture.” The presentation is part of the Library’s annual commemoration of Law Day.

May 4. Poet Laureate Consultant in Poetry Louise Glück concludes the literary season with a reading.

May 5. Kluge Fellow Svetlana Kujumdzieva presents a talk titled “The Oktoechos: Studying Orthodox Music and Liturgy at the Library of Congress.”

May 6. The Library hosts a symposium on “Democracy in China,” organized by Kissinger Scholar Lanxin Xiang.

May 11. Frank Wu, professor at Howard University School of Law, delivers the keynote address for Asian American Pacific Heritage Month at the Library.

May 13. An exhibition titled “*With an Even Hand*”: Brown v. Board at Fifty commemorates the fiftieth anniversary of the Supreme Court’s decision, which was pivotal in the struggle for racial desegregation in the United States.

May 13. Journalist Juan Williams discusses his new book, *My Soul Looks Back in Wonder: Voices of the Civil Rights Experience*.

May 15. Hazel Dickens, one of the greatest mountain and old-time singers of our time, and Helen Schneyer, a

powerful folksinger, join forces for a musical event sponsored by the Library's Music Division in cooperation with the American Folklife Center and the Folklore Society of Greater Washington.

May 17. Frank Bond moderates a panel discussion titled "Eyewitness to History: Journalism and the Civil Rights Movement" with journalists Dorothy Gilliam, Bill Taylor, George Collins, and Mary Dudziak, who discuss their various experiences.

May 21. The Library's Geography and Map Division joins the Washington Map Society in celebrating the society's twenty-fifth anniversary with an all-day symposium.

May 21. Sheryll Cashin, Georgetown Law Center, discusses her book, *The Failures of Integration: How Race and Class Are Undermining the American Dream*.

May 21. Mezzo-soprano Joyce Castle, baritone Kurt Ollmann, and pianist Scott Dunn, with assisting pianist Lucy Mauro, perform works from the Library's Leonard Bernstein Collection.

May 24. A display titled *From the Home Front and the Front Lines: Veterans History Project Collections of the Library of Congress* opens in the center section of the *American Treasures* exhibition. It features examples from the oral histories, written narratives, photographs, scrapbooks, diaries, and memorabilia that the nation's veterans and their families and friends are contributing to the Veterans History Project.

May 25. The Library of Congress Chorale hosts choirs from local public schools in "Sing Freedom," a celebration of music in commemoration of the fiftieth anniversary of the *Brown v. Board of Education* Supreme Court decision.

May 27–30. The Library's Veterans History Project participates in the National World War II Reunion on the National Mall by recording oral histories of veterans.

June 1. New approaches to the study of Sir Winston Churchill are explored in a symposium titled "New Research on Churchill and America."

June 3. The work of Ann Telnaes, a leading editorial cartoonist and the second woman to win the Pulitzer Prize in her field, is featured in a special exhibition titled *Humor's Edge: Cartoons by Ann Telnaes*, which opens in the North Gallery of the Great Hall of the Jefferson Building.

June 3. *Children of Struggle*, a dramatization of the inspiring stories of Ruby Bridges and other young heroes of the civil rights movement, is offered by the Library's Public Service Collections Directorate in cooperation with Smithsonian Associates Discovery Theater.

June 10. Morris dancers and costumed performers celebrate spring in a performance for schoolchildren on the plaza of the Library's Adams Building. They present their "queen" with authentic songs, dances, and poetry in a festive seasonal celebration of Queen Elizabeth's court.

June 14. Members of the Justice Department debate leading scholars in the second in a series of debates honoring Oliver Wendell Holmes. The debate series is sponsored by the Law Library of Congress, the Burton Foundation, and Shook, Hardy & Bacon LLP. The debate topics are the USA Patriot Act, First Amendment protections, and enemy combatants and military tribunals.

June 15. The American Folklife Center presents the Paschall Brothers, an African American quartet from Virginia, in a gospel concert on Neptune Plaza as part of its "Homegrown 2004: The Music of America" series.

June 16. Lanxin Xiang, the 2003–2004 Henry Alfred Kissinger Scholar in Foreign Policy and International Relations, delivers the concluding lecture of his residency in the Kluge Center at the Library on "The Ideological Context of U.S.–China Relations."

June 17. Kluge Scholar Marcia Norton lectures on "Tobacco and Chocolate in the Spanish Empire."

June 24. Kluge Fellow Anita Callaway talks about "The Making of Visual Culture in Ephemeral Art."

June 30. Rockefeller Scholar Walid Saleh speaks on "The History of Islamic Apocalyptic Imagination."

July 14. The American Folklife Center presents the Oinkari Basque Dancers from Boise, Idaho, who perform the traditional dances brought to the United States from the Basque region of the Pyrenees Mountains as part of the center's "Homegrown 2004: The Music of America" series.

July 21. Paul Krugman, economist, professor, and *New York Times* columnist, discusses his recent book, *The Great Unraveling*, which has just been issued in paperback. The lecture is sponsored by the Science, Technology, and Business Division.

July 30. John Norton Moore, distinguished professor of law at the University of Virginia, discusses his new book, *Solving the War Puzzle: Beyond the Democratic Peace*, in a program sponsored by the Center for the Book and the Law Library.

August 18. The Phong Nguyen Ensemble performs Vietnamese music from Ohio in today's "Homegrown 2004: The Music of America" concert.

September 2. Ysaye Barnwell, member of the singing group Sweet Honey in the Rock, talks about "The Vocal Community: The Role of Song in the African American Community" in a program sponsored by the Humanities and Social Sciences Division.

September 2. The Library's *Brown v. Board of Education* film series begins with *CBS Reports: Mississippi and the 15th Amendment* (CBS, 1962), *Eyewitness: the President Faces the Racial Crisis* (CBS, 1963), and *Never Turn Back: The Life of Fannie Lou Hamer* (Rediscovery, 1980). The series is offered in conjunction with the Library exhibition "With an Even Hand": *Brown v. Board at Fifty*.

September 9. An exhibition titled *From Haven to Home: 350 Years of Jewish Life in America* opens in the Northwest Gallery of the Jefferson Building.

September 15. Cresencio Arcos, director of international affairs at the Department of Homeland Security, delivers the keynote address for the Library's celebration of Hispanic Heritage Month.

September 20. Author and composer Jack Gottlieb, who has lectured on the Jewish contribution to American popular music throughout the United States, Canada, and Israel, talks about his new book, *Funny, It Doesn't Sound Jewish*, in a program sponsored by the Music Division and the Center for the Book.

September 24. The Hispanic Division and the Center for the Book host the eleventh annual Américas Awards for Children's and Young Adult Literature. The awards recognize outstanding U.S. works of fiction, poetry, folklore,

or selected nonfiction published in the previous year "that authentically and engagingly portray Latin America, the Caribbean, or Latinos in the United States." The two award winners, author Judith Ortiz Cofer and illustrator Yuyi Morales, make brief remarks and sign books after the program.

September 27. An all-day symposium on Indo-Caribbean history and culture opens with a documentary titled *Legacy of Our Ancestors: The Indian Presence in Trinidad and Tobago, 1845–1917*.

September 28. The 2004 National Endowment for the Arts National Heritage Fellow, Anjani Ambegaokar, performs North Indian Kathak music and dance in the Coolidge Auditorium as this month's American Folklife Center's "Homegrown 2004" concert. The Homegrown concert series presents the very best of traditional music and dance from a variety of folk cultures thriving in the United States. The event is sponsored by the Kennedy Center Millennium Stage and the Folklore Society of Greater Washington.

September 30. Award-winning author and historian Daniel Mark Epstein discusses his recent book, *Lincoln and Whitman: Parallel Lives in Civil War Washington*. The program is sponsored by the Center for the Book and the Humanities and Social Sciences Division.

September 30. Former Poet Laureate Consultant in Poetry to the Library of Congress Rita Dove reads from her most recent book, *American Smooth*.

September 30. The Library of Congress awards more than \$13.9 million to eight institutions and their partners to identify, collect, and preserve digital materials within a nationwide digital preservation infrastructure. Those awards from the Library will be matched dollar for dollar by the winning institutions in the form of cash, in-kind, or other resources. The institutions will share responsibilities for preserving at-risk digital materials of significant cultural and historical value to the nation.

APPENDIX B: THE LIBRARIAN'S TESTIMONY

STATEMENT OF JAMES H. BILLINGTON

*The Librarian of Congress
before the Subcommittee on Legislative
Committee on Appropriations
United States House of Representatives
Fiscal 2005 Budget Request
May 12, 2004**

I appreciate the opportunity to discuss the Library of Congress's budget request for fiscal 2005. This unique institution has become increasingly important to the nation as the economic and security needs become increasingly dependent on knowledge and the wise use of information. All libraries—and especially the Library of Congress—must deal with the greatest upheaval in the transmission of information and knowledge since the invention of the printing press: the electronic onslaught of digitized information and communication. The Library is responding to this challenge with program-focused goals and objectives contained in our new strategic plan, which was forwarded to Congress in September 2003. The plan will undergo continuous improvement to ensure our place as the foremost library of the twenty-first century.

The Library's mission is unchanging: to make its resources available and useful to the Congress and the American people and to sustain and preserve a universal collection of knowledge and creativity for future generations. What is new is the need to acquire, sort, and provide access to the massive unfiltered content of the Internet in order to keep our collections universal and continue to provide full information and services to Congress and the American people.

The Library must continue to acquire, preserve, and provide access to analog collections with new storage facilities and mass deacidification. At the same time, the Library must implement fundamental technological changes to accommodate the digital revolution. Both collections and staff are being reconfigured by new initiatives in digital preservation, digital talking books, and copyright reengineering, and by the increased reliance on digital services. The fiscal 2005 budget request addresses this "Challenge of Change; Maintenance of Tradition."

The priorities of our fiscal 2005 budget, reflecting the major objectives in the Library's strategic plan, are to bring the National Audio-Visual Conservation Center into operation; to restore the diminished acquisition capabilities for our collections; to regain full funding for the Congressional Research Service staff capacity at 729 full-time-equivalent (FTE) positions; to implement the Copyright Office's reengineered processes; to support the conversion to digital talking-book technology for people who are blind and physically handicapped; to fund the fifth increment of the Library's mass deacidification program; to accelerate the Veterans History Program; to gain additional security for the Library's systems, staff, buildings, and collections; and to address critical infrastructure support requirements.

For fiscal 2005, the Library of Congress requests a total budget of \$602.3 million (\$562.6 million in net appropriations and \$39.7 million in authority to use receipts), a total increase of \$43.0 million above the fiscal 2004 level. The total increase includes \$20.5 million for mandatory pay and price-level increases and \$34 million for program increases, offset by \$11.5 million for nonrecurring costs. The Library's fiscal 2005 budget request is a net appropriations increase of 7.6 percent above that of fiscal 2004. The Library submitted on February 25, 2004, a fiscal 2005 budget amendment, which is reflected in the above numbers, that increases the net appropriations amount by \$1 million, which is discussed under the headings "Copyright Office" (\$0.8 million) and "Sustaining Collections" (\$0.2 million).

*In addition to providing the testimony printed here, Librarian of Congress James H. Billington testified before the Senate Legislative Branch Appropriations Subcommittee on March 11, 2004.

Requested funding supports 4,363 FTE positions, a net increase of 80 FTEs above the fiscal 2004 level of 4,283. The 80 additional FTEs are requested to support the core needs of the collections, security, and management.

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 128 million items include almost all languages and media through which knowledge and creativity are preserved and communicated.

The Library has more than 29 million books and other print items; 12 million photographs; 4.8 million maps; 2.7 million audio materials; 925,000 films, television, and video items; and 57 million manuscripts.

Every workday, the Library's staff adds some 10,000 new items to the collections. Major annual services include handling more than 875,000 online and customized congressional inquiries and requests, registering more than 534,000 copyright claims, and circulating approximately 23.8 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 300,000 books and serials and provides the 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, including more than 8.5 million multimedia items from its American Memory collections. The Library's acclaimed Web site, <http://www.loc.gov>, will record more than 3 billion hits in 2004.

THE TWENTY-FIRST-CENTURY LIBRARY

As impressive as the everyday work of the Library of Congress is, we recognize the need to address the future. All libraries are rapidly changing in response to new digital technologies. The Library of Congress, like other research libraries, is building digital collections, making them readily accessible online, and developing search services previously not feasible. Digital technology also benefits smaller libraries because it allows them to expand and enhance resources for their patrons in colleges, schools, and communities. Libraries, in effect, are moving their catalogs and collections from physical buildings into patron's computers and are transforming their individual storage repositories into collaborative information-service centers. As this transformation con-

tinues, twenty-first-century libraries will develop in the following significant ways:

- ☐ Libraries will collect at the point of creation rather than after publication.
- ☐ Libraries will complement classification systems with simpler search services.
- ☐ Libraries will work with information creators and publishers to create digital preservation repositories.
- ☐ Libraries will work with legislators to balance copyright against access needs.
- ☐ Libraries will retrain print-oriented staffs for digital information services.

In a world in which Google is the preferred search mechanism, the library of the future will be less the custodian of a collection in a physical building than a guide to Internet-accessible resources and a creator and provider of online information services. Realizing this library of the future depends on providing opportunities for today's librarians to learn to take advantage of digital developments and on integrating this new digital technology into the basic library processes of acquisition, cataloging, preservation, and reference services. The Library's strategic plan and this fiscal 2005 budget request are helping to guide us in making this inevitable change to a twenty-first-century library.

FISCAL 2003 ACCOMPLISHMENTS

Even as the Library plans for a dramatic new future, the immediate challenges continue to be addressed. In fiscal 2003, the Library provided concerted congressional research support in more than 150 major policy areas, including terrorism, health care, the U.S. economy, environmental and resource issues, and space exploration. The Library supported the war effort by making information and services available to the Congress as it executes its constitutional responsibilities, by documenting for future generations the war as it progresses, and by helping reconstruct the national libraries in Afghanistan and Iraq. Specifically, the Law Library helped reconstruct the destroyed law codes of Afghanistan from our collections.

The Library also received congressional approval for the plan for the National Digital Information Infrastructure and Preservation Program; expanded the Global Legal Information Network to include the laws of forty-eight countries and international organizations; added

seven new multimedia historical collections to the American Memory Web site; increased to more than 8.5 million the number of items freely available online or in digital archives; recorded more than 2.6 billion electronic transactions on the Library's Web sites; registered more than 534,000 copyright claims; added more than 1.8 million items to our collections; opened the off-Capitol Hill storage facility at Fort Meade, Maryland; and produced more than 2,700 new Braille, audio books, and magazine titles for people who are blind and physically handicapped. Private funding enabled the Library to make notable new acquisitions, including the great Alan Lomax Collection of Americana, and brought into residence a distinguished new group of invited senior scholars and competitively chosen junior researchers in the Thomas Jefferson Building with the opening of the John W. Kluge Center.

NATIONAL AUDIO-VISUAL CONSERVATION CENTER

An increase of \$5.28 million and sixteen FTEs is requested for the National Audio-Visual Conservation Center (NAVCC), a projected state-of-the-art facility for audiovisual collections. These funds are needed to continue the construction of the NAVCC and to begin the move-in of collections and staff of the Motion Picture, Broadcasting, and Recorded Sound Division of the Library. The Packard Humanities Institute (PHI) is generously providing the majority of the funding to build the NAVCC—consolidating in one place and enhancing film and recorded sound preservation. The Library continues to work closely with the PHI representatives and the Architect of the Capitol on this much-needed project.

Construction on this national repository for America's audiovisual treasures began in early September 2003, and the current schedule calls for the newly renovated Collections Building and Central Plant to be ready for collections to be moved in by summer 2005. The new Nitrate Vaults and Conservation (Laboratory) Building is scheduled to be ready for staff move-in by summer 2006. The Library's ability to procure, deliver, and install NAVCC furnishings, equipment, and infrastructure will require close coordination with the PHI's construction schedule. The requested additional funding in the current budget is essential to maintain the construction schedule and the various components and procurements that support the transition to the new facility.

Fiscal 2005 funding will support staff relocation; collections relocation; and the design, procurement, and in-

tegration of the complex digital preservation systems within the NAVCC's audiovisual laboratories.

The NAVCC will enable the Library to redress significant limitations in its current ability to store, preserve, and provide access to its moving image and recorded sound collections. When the entire NAVCC complex is opened in 2006, the Library for the first time will be able to consolidate all of its collections in a single, centralized storage facility that provides space sufficient to house projected collections growth for 25 years beyond the NAVCC move-in date. Without the NAVCC, the Library's current preservation rate would result in the preservation of only 5 percent of its total endangered sound and video materials by the year 2015. By contrast, we project that the new NAVCC laboratories will enable us to preserve more than 50 percent of these endangered collections in the same ten-year period after move-in. The NAVCC will also include a Digital Audiovisual Preservation System that will preserve and provide research access to both newly acquired born-digital content and analog legacy formats. This new system is contributing to the Library's overall development of a digital content repository and signals a new paradigm of producing and managing computer-based digital data.

The Packard Humanities Institute's contribution to building this new state-of-the-art facility will represent the largest private donation to the Library of Congress in its entire history.

SUSTAINING COLLECTIONS

Acquiring timely and comprehensive collections for the National Library and Law Library, as well as the highly specialized research materials required for the Congressional Research Service (CRS), is among the most essential tasks the Library performs. All else depends on acquiring needed materials—preferably at the time they appear on the market. The rising tide of new kinds of knowledge and new formats makes it essential that the Library address the already-serious catastrophic projected shortfalls in these areas. A total of \$4.462 million and seven FTEs are requested for addressing—for the first time in many years—this critical area. Lost purchasing power and the increased complexity and cost of acquiring proprietary electronic resources make this a critical problem that must be addressed.

Serial subscriptions prices alone have increased by 215 percent over a fifteen-year period ending in 2001, yet the Library's GENPAC appropriation—used to purchase

library materials—has grown at an annual average rate of only 4 percent. These shortfalls accumulated because the Library understated annual price-level increases for research materials. The Congress, in most years, has supported the Library's modest requests for inflationary increases in research materials, but the Library's methodology did not adequately factor in the value of the dollar, the sharp escalations in market prices for serials, budget rescissions, and the changes in how research materials are packaged and sold. The Library's fiscal 2005 acquisitions budget proposals include funding for the recovery of lost purchasing power (a one-time increase to the Law Library [\$205,000] and CRS [\$1 million], and a one-time and incremental increase in the National Library [\$2.333 million]), for a total of \$3.538 million. The \$3.538 million request includes a \$0.2 million budget amendment for the CRS element; the original CRS catch-up amount was determined through fiscal 2004 rather than fiscal 2005. During the next year, the Library will develop a new formula that will adequately reflect the inflationary increases for research materials beginning in fiscal 2006.

In addition, \$479,000 and seven FTEs are requested to support the new acquisitions methodology and policy that have been successfully piloted in China. Collecting materials published in China is difficult, but a three-year pilot project, funded by private donations, successfully demonstrated that the Library can acquire high-quality, hard-to-obtain, and politically sensitive materials that traditional channels are not providing. Funding of \$479,000 is requested to establish six teams of experts in the social sciences, located at carefully selected sites throughout China.

The teams will recommend materials from their regions, which will then be shipped by the Library's established vendors. The Library's pilot program has proven that important added information about China can be obtained in this way. The Library requests funding to make this a permanent acquisition process for the world's largest country as it assumes an even greater world role.

Lastly, \$445,000 is needed to allow the Law Library to begin properly reclassifying 800,000 volumes, or one-third, of its legal collections from the "LAW" class—previously used to shelve legal materials—to the class K (the new international standard for the classification of legal materials that was developed by the Library of Congress). Currently, one out of every four foreign legal documents cannot be located because of the outdated classification system, and the inevitable change to the new class K cataloging system

is required to effectively provide foreign legal research. The five-year project would enable the Law Library to meet its own cataloging standards before the few remaining staff members with the experience and knowledge of the outdated "LAW" class cataloging leave or retire.

CRS STAFF CAPACITY

In fiscal 2005, The Congressional Research Service (CRS) must face the increased cost of sustaining the research capacity needed to meet the legislative needs of the Congress. CRS is requesting a base increase of \$2.71 million—the equivalent of about twenty-five FTEs. During the past ten years, the total size of CRS has decreased from 763 to 729. However, the salary costs per person have increased at a rate that exceeds the funding provided in the budget process. Without the proposed base increase, CRS would have to staff down further to a level of about 704 FTEs. The impact of this reduction would be a loss of CRS capacity in serving the Congress of about 275 hours a year in each of more than 150 major policy areas in which the Congress can be expected to be engaged. CRS would lose between eight and nine weeks of capacity per major policy area.

CRS has been evaluating workforce opportunities and authorities to improve the productivity, efficiency, and attractiveness of CRS as an employer. During fiscal 2003, CRS hired approximately 90 new staff—nearly 13 percent of the total staff population. To enhance retention of new staff and to further staff development service-wide, CRS is requesting \$546,000. This funding would be used to initiate a pilot student-loan repayment program, to increase slightly CRS's training and related travel budgets, and to provide monetary incentive awards to CRS's most highly talented and productive employees. The CRS director will provide more details of this request in his statement.

COPYRIGHT OFFICE

The Copyright Office's Reengineering Program, which will be completed in fiscal 2006, requires additional funding authority for fiscal 2005. The extensive multiyear Reengineering Program has redesigned the office's business processes, developed a new information technology infrastructure, created new workflows and new job roles, and developed a new facilities plan. The program will allow the Copyright Office to replace outdated information systems with technology that promotes the use of electronically transmitted applications and works. The Library requests \$3.66 million in budget authority and

equal offsetting collections authority (zero net appropriations) in order to implement the facilities portion of the Reengineering Program. This funding will support relocation of staff, redesign and construction of current space, and acquisition of furniture and other equipment.

In developing the fiscal 2005 budget request, inflationary factors for mandatory pay and price-level increases were applied to both the Copyright Office's net appropriated funds and its receipts funds. In reviewing this approach and upon further analysis, the Library has determined that the increases needed to cover inflationary growth cannot be met by the initially requested receipt level. As a result, the Library is requesting—via a budget amendment—that the fiscal 2005 receipt level be reduced by the inflationary adjustment of \$810,000, with a corresponding increase in net appropriations. The Register of Copyrights will provide in her statement more details about the Reengineering Program and this adjustment.

DIGITAL TALKING-BOOK MACHINE

In support of the Blind and Physically Handicapped (BPH) program, the National Library Service (NLS) for the BPH is implementing a revolutionary change from analog to digital technology, which has been projected and planned since the early 1990s. The service will replace cassette tape players with digital talking-book (DTB) players and introduce a new medium for distributing the DTBs: solid-state ("flash") memory, replacing the present cassette tape.

NLS plans to introduce the DTB players to its customers by fiscal 2008. The Library is requesting a total of \$1.5 million in fiscal 2005, of which \$1 million will support the beginning of the design phase of the DTB player. In concert with the development of a DTB player, the NLS will begin converting its current analog collection to digital format to ensure that its patrons will have a large and diverse collection of DTBs by fiscal 2008. The balance of \$500,000 in the request is for the first installment of a three-year conversion of 10,000 audio titles from analog to digital format. Support for the fiscal 2005 budget will help prepare the way for the new delivery system to replace the current analog cassette tape technology.

MASS DEACIDIFICATION

A total increase of \$948,000 is requested for the fifth increment of the Library's five-year, \$18 million initiative to save through deacidification 1 million endangered acidic books and 5 million manuscript sheets during the period

2001–2005. Congress has approved the first four increments of this critical preservation program, and the Library requests the planned increase to continue to scale up to \$5.7 million annually. By 2005, the Library plans to have reached the capacity to deacidify 300,000 books and 1 million manuscripts annually.

VETERANS HISTORY PROJECT

Additional funding of \$1.035 million and four FTEs are required for this important and growing project. Support is requested to increase public participation in interviewing veterans and creating the collection; to preserve accounts and documents for researchers, educators, and future generations; and to disseminate this compelling material to the public more widely. The overwhelmingly positive nationwide reaction to this program has exceeded our expectations and will require additional resources to respond to the growing demands of this mandated program.

SECURITY

The Library is requesting an increase of \$7.306 million and forty-seven FTEs to support improved security of the Library's systems, staff, buildings, and collections. The Library continues to work with the Architect of the Capitol (AOC) to support major perimeter security improvements consistent with the entire Capitol Hill campus (e.g., garage barriers, bollards, entrance reconfigurations). Seventy-five percent of the Phase I (Jefferson and Madison Buildings) perimeter security project construction has been completed. However, unforeseen structural conditions below the James Madison Building have resulted in a partial redesign and additional AOC costs to complete the Phase I work. The Library understands that the AOC is working with the committee to fund the additional costs and complete the initial phase. We ask the committee to support the funds required to bring our perimeter security fully up to Capitol Hill standards.

The Library is also working with the Capitol Police regarding the filling of twenty-three new police officer positions authorized by the committee for the Library's campus. Capitol Police officers will be detailed to the Library to fill the new positions beginning in March 2004.

Components of the Library's fiscal 2005 security budget request are as follows:

Police Staffing. The Library is requesting \$3.825 million and 45 FTEs for the continuation of the fiscal 2004 hiring initiative, which identified a police staffing shortfall of

approximately 100 FTEs. This is the second of three fiscal year requests for funding beginning in fiscal 2004. For fiscal 2005, funding and staffing are being requested in the Library of Congress's budget to ensure that this critical need is set forth to the Congress. The staffing requirements will not diminish if and when the Library's police force merges with the Capitol Police force. The requirements will be the same, regardless of which force provides the service. The Library needs additional police positions to meet minimum staffing levels at all public building entrances, to staff new and enhanced fixed exterior posts, and to ensure an overtime rate that does not exceed 10 to 15 percent above the standard forty-hour workweek.

Police Merger. On August 6, 2003, the Library responded in a letter to U.S. Capitol Police Chief Terrence Gainer regarding the U.S. Capitol Police Implementation Plan for the Merger of the U.S. Capitol Police and the Library of Congress Police. In this response, we relayed our concerns about how this proposed plan will impact the Librarian's statutory responsibility to protect Library assets.

The Library remains concerned about how the merger of the Library of Congress police force with the U.S. Capitol Police force diminishes the Librarian's authority to exercise his responsibilities. The current plan proposed by the Capitol Police does not take into account the statutory obligation of the Librarian of Congress to oversee the Library's collections and buildings. The Library's police force is focused not only on the physical safety of our staff, visitors, and buildings, but on the integrity and security of our invaluable collections, and is the primary arm for the Librarian of Congress in discharging this responsibility. At the very least, the Library must have a presence on the Capitol Police Board in order to argue for the level of resources made available to protect the Library's assets. The Capitol Police officers who serve on Library property must also be under the technical direction of and accountable to the Librarian of Congress. The Library looks forward to working with this committee and the authorizing committees to ensure that the merger is completed in a manner that preserves the mandated authority of the Librarian.

Security Equipment Maintenance. A total of \$930,000 is requested for the maintenance and repair costs of five new major electronic security systems, which will become fully operational in fiscal 2005. Sustaining their operations will be crucial for Library security. The re-

quested funding will ensure that these vital security systems—installed in accordance with the Library's Security Enhancement Implementation Plan—are adequately maintained and repaired by accepted best industry practices.

Intrusion Detection System. One million dollars is requested to build out the electronic access control and primary intrusion detection systems requirements identified in the Library's 1997 Security Plan's risk framework and needed to mitigate safety risks within the Library.

Alternate Computer Facility. An increase of \$622,000 is needed for CRS to support the annual recurring operating costs of this all-important facility. The Alternate Computer Facility (ACF) will provide for information technology (IT) business continuity in the event of a catastrophic failure of the Library's computer center. In the event that the Library's primary computer center becomes inoperable, the ACF will also provide continued online service to the Library's remote/local users, preventing disruption of service to the Congress and its constituency.

IT Security Certification and Accreditation. Security must be treated as an integral part of the Library's overall IT infrastructure if risks are to be systematically reduced. Accordingly, the Library has embarked upon a thorough review of its IT security. Funding of \$929,000 and two FTEs are requested in fiscal 2005 for Information Technology Services (ITS) to certify and accredit existing, mission-critical IT applications, systems, and facilities of the Library (\$720,000) and to conduct security computer audits by the Inspector General Office (\$209,000/two FTEs).

INFRASTRUCTURE SUPPORT

The Library is requesting \$6.531 million and nine FTEs to address critical support systems, space, and staff initiatives. These Library-wide initiatives support all organizational entities and are key to performing our varied tasks efficiently and to providing our customers with efficient and seamless services. Funding supports the following areas:

Information Technology. IT is a critical tool for achieving organizational success in the Library. An additional \$3.316 million is needed for the Library's IT infrastructure. To keep pace with the rapid increase in electronic

traffic, ITS server processing power and associated storage have increased, and the corresponding funding for maintenance must also increase. A total of \$1 million is needed to cover ITS's actual and projected maintenance costs (we anticipate a 14 percent increase in hardware maintenance and a 6 percent increase in software maintenance in fiscal 2005). The Library's technology needs change as services expand, and they require twenty-four-hour support to satisfy the Library's customers, which sharply raises contract costs. The requested \$1.017 million will allow ITS to support the increasing costs of the IT service provider contract, which the current ITS budget cannot fund. Without added funding, ITS will have to either curtail services or dangerously cut back on equipment purchases or maintenance. One-time funding of \$1.299 million is also needed to implement a single integrated search function for the Library's primary online information sources (LIS/THOMAS, American Memory, LC Web pages, and the Integrated Library System bibliographic catalogs). This initiative will support searching with the commonly used data standard (extensible markup language, or XML) that the Congress is now applying to the preparation of its publications. As the House and Senate develop and implement new authoring systems that support XML, the congressional clientele expect the Library to have a search engine and related software that can handle XML. CRS will be partnering with the ITS office to identify the requirements; develop solutions; and procure, migrate, configure, and optimize the needed new search engine tools.

Facilities Management. An increase of \$1.880 million and nine FTEs are requested to modernize the Library's facilities services, supporting space management (\$1.658 million/eight FTEs) and custodial services (\$222,000/one FTE). The Library's Facilities Services Division cannot effectively meet current and future Library space support requirements and lacks flexibility to respond to the Library's rapidly changing needs. Multiple internal and external audits and studies of Facilities Services have identified fundamental problems in facilities programs that only division-wide modernization and workforce development can improve. The funding request addresses the most urgent recommendations identified by the auditors, several outside expert consultants, the Integrated Support Services director, and the Facilities Services management team. Implementation of these recommendations will provide the Library with the basic support tools,

previously not available to the Library but used throughout industry and by other government agencies, to increase the efficiency of all space-related projects and enable rotated scheduling of preventive maintenance (reducing costly repairs Library-wide). These steps are especially important for the Offices of Safety Services, Security and Emergency Preparedness, and ITS.

Reduced funding for custodial services in recent years has resulted in a general deterioration of building conditions, and an additional \$196,000 and one FTE (custodial work inspector) is needed to supplement the current contract. Since Fort Meade will add 335,000 square feet of space between fiscal 2005 and fiscal 2009, the Library is requesting \$26,000 to fund the needed custodial services.

Personnel Management. A total of \$1.335 million is requested to upgrade the Library's personnel hiring system. The future of all of the Library's efforts depends on our greatest asset—the expertise, intellect, and dedication of a Library staff that makes our vast collections and services relevant and accessible. Library management must be able to train, develop, and renew its staff and add fresh talent to sustain the Library's leadership role amid the massive technological changes in the twenty-first century. The Library's Human Resources Services needs a fully integrated and comprehensive Web-based Human Resource Information System (HRIS) that interfaces with the Library's payroll provider. The added funding of \$1.335 million requested for fiscal 2005 will procure and implement staffing and classification modules that will be integrated with the emerging HRIS and will improve the timeliness and efficiency of the Library's hiring and classification processes.

LIBRARY'S BUILDINGS AND GROUNDS

The 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 in its fiscal 2005 budget an increase of \$121.8 million for Library-related work and support. The AOC budget includes funding for six key projects requested by the Library. The two most crucial projects are (1) continuation of the Fort Meade construction program by the construction of Book Storage Modules 3 and 4 (\$38.5 million), and (2) construction of the Copyright Deposit Facility (\$59.2 million). Both of these capital improvement projects are critical in addressing basic storage and preservation deficiencies, as well as serious

environmental, fire, and employee safety issues. Delay in funding this construction will make an already critical situation worse and will increase the future cost of construction. Funding is also requested for increased space modifications (\$150,000), construction of six secure storage rooms/vaults (\$860,000), a dishwashing machine for the Madison cafeteria (\$210,000), and an integration and upgrade study (\$400,000) of our aging book conveyor system. The Library strongly recommends the approval of the AOC's Library Buildings and Grounds budget, which is essential for the effective functioning of the Library.

LEGISLATIVE INITIATIVES

The Library has proposed language to extend, by five years, the period for securing commitments from partners to join the National Digital Information Infrastructure and Preservation Program (NDIIPP); to provide the mandated matching funds; and to work out formulae to include grants, cooperative agreements, contracts, and other legally enforceable pledge agreements entered into before 2010.

The Library's strategy for meeting the requirements of the legislation revolves around making investments that require mutual participation and cost-sharing agreements with a wide variety of stakeholders. Given the current economic climate, the Library anticipates that a substantial volume of nonfederal matches will be in the form of in-kind, cost-sharing contributions to the joint NDIIPP projects that will be defined and developed by the Library over time. The Library seeks to extend the period of time in which these nonfederal contributions can be solicited and received. The Library's ability to support these jointly funded projects will be substantially enhanced if the \$75 million that is subject to a matching requirement can be made available for obligation over the extended time frame in which the different schedules of pledge donations are likely to be fulfilled.

The Library is funding the NDIIPP by investing in a first set of practical experiments and tests. Following an assessment, we will fund a second set of investments as described in the plan that was submitted to and approved by the Congress in December 2002. The initial planning and fact-finding phase of NDIIPP made it clear that the entire amount available to NDIIPP could not be responsibly committed without the benefit of the earlier testing and iterative learning, followed by reinvestment in a second generation of work. The lan-

guage we are proposing for fiscal 2005 is required to implement this approach, which was needed for the congressionally approved NDIIPP plan. Attaining the \$75 million of matching federal funding and achieving the desired results in the preservation of digital material require investing the initial \$20 million in a series of practical projects that will unfold over a five-year period.

The creation of an attainable national preservation strategy will occur incrementally, because of the complexity of the challenge and the number and diversity of partners involved. The Library is taking actions to begin building the preservation infrastructure by

- ☛ Building the technical architecture that can support these multiple partnerships,
- ☛ Developing a network of partners who will share the responsibility in the course of the next five years, and
- ☛ Participating in joint collaborative research on long-term digital preservation and archiving issues.

A first formal call for network partners was released in August 2003, and we received final proposals on November 12, 2003. The Library, along with the National Endowment for the Humanities, is making selections among the proposed applicants to seed the NDIIPP network with partners for long-term preservation of digital content. The Library anticipates awarding up to \$15 million of the available \$20 million available in this initial round of investments.

The Library is simultaneously funding a test of existing architectures to assess how digital content can be shared and be made interoperable among different institutions. This will result in a revised technical architecture and a second generation of investments in developing the overall technical preservation architecture.

The Library is partnering with the National Science Foundation (NSF) in a digital archiving and long-term preservation research program. The goal of the program is to stimulate research that builds capacities for long-term management and preservation of digital materials. The intent of the program is to support both technical and economic, social, and legal research topics related to archiving digital materials. The Library signed a Memorandum of Understanding with the NSF in February 2004.

Language is also proposed to prohibit transferring funds from the Library of Congress to the State Department for the construction of embassies. The State Department has proposed establishing a Capital Security

Cost-Sharing Program that, by fiscal 2009, would cost the Library as much as and possibly more than the entire present cost of our overseas offices. Under the proposed new program, the Library would be paying the State Department, by fiscal 2009, approximately \$7.4 million for 202 positions located in twelve locations—95 percent of which are located in only six locations. This assessment would be equivalent to 90 percent of the Library's fiscal 2004 total present overseas budget of \$8.231 million. The State Department's proposal does not follow government cost-sharing standards and would unfairly leverage additional costs on the Library's overseas acquisitions programs that are essential for our continued understanding of the Near East and other areas of national concern.

The budget before this subcommittee reflects important needs for the Library—preservation of its collections, expansion of its services to the Congress, and, increasingly services for the nation. As the national library leading and working with a complex network of partners at the beginning of the twenty-first century, the Library's workforce—now and in the future—is an essential element to the success of our mission and goals. In previous appearances before this subcommittee, I have stressed the need to transfer knowledge and expertise to a new generation of knowledge specialists. An estimated 40 percent of the Library's workforce will be eligible to retire by 2009. The Library must also be able to attract and retain the very best talent available—in CRS, the Law Library, the Copyright Office, and in its library management areas.

Elsewhere in the federal government—widely in the executive branch and within sister agencies such as the GAO—the recruitment, management, and pay scales of the federal workforce are being changed. The Library will be seeking from the 108th Congress authorization for broad-based human capital tools and flexibilities in line with practices already in use within the federal government. We need to ensure that the Library of Congress can attract, retain, motivate, and reward a top quality and high-performing workforce to serve the Congress and to sustain and make even more usable the nation's strategic information and knowledge reserve. In order to meet the ambitious goals of our strategic plan and accomplish our goals, we must be able to compete on a level playing field within the federal government for the best talent. The Library's services to the Congress and the nation are unique and multifaceted, and they require the Library's workforce to possess cutting-edge knowledge and skill sets.

SUMMARY

As the keeper of America's—and much of the world's—creative and intellectual achievements, the Library of Congress is keenly aware of its awesome responsibility. This Library is the research and information arm of the national legislature and contains the world's largest storehouse of knowledge and the mint record of America's creativity. The strategic plan and supporting fiscal 2005 budget request will continue the Library's great tradition, which covers the world and has now been expanded to include congressionally mandated leadership in the massive task of sorting and preserving digital material. All of this is needed to support the Congress, the public, and the democratic ideal.

The Library's vision for the twenty-first century is to lead the nation in ensuring access to knowledge and information by promoting the Library's creative use of its unmatched human and material resources for the Congress and its constituents. By 2008, the Library plans, with the support of the Congress, to have achieved the following:

- ❏ The Library's National Audio-Visual Conservation Center is operating, and is recognized as having assumed, international leadership in providing film and recorded sound preservation and accessibility. The new storage facilities at Fort Meade are operating and are recognized as an outstanding example of how to perform off-site storage, long-term preservation, and rapid access to the material.
- ❏ The core national programs of Library Services and the Office of Strategic Initiatives are recognized to have sustained the breadth and depth of the universal artifactual and digital collections. These programs will also have provided positive, verifiable assurance that the Library is acquiring, establishing bibliographic control, preserving, providing 24/7 access, and securing the collections for future generations regardless of the information's format.
- ❏ The Congressional Research Service has succeeded in restructuring both its permanent workforce and its supplemental interim capacity so that it is always the first-choice research provider of the Congress for authoritative, nonpartisan, timely, and objective research and public policy analysis in support of legislative deliberations. It will have improved both the quality of its analysis as well as its overall research capacity.
- ❏ The National Library Service for the Blind and Physically Handicapped has completed the development of

digital talking-book technology and has begun conversion to use of the technology through distribution of the new talking-book machines.

¶ The Copyright Office is a leading advocate of an effective national copyright system that serves both creators and users of copyrighted works; is the primary adviser to the Congress on national and international copyright matters and is a relied-upon source of information and assistance to federal agencies and the judiciary on these matters; is providing its services, including registrations, electronically; and is creating registration records compatible with the Library's cataloging system.

¶ The Law Library of Congress will have achieved and maintained an enhanced electronic system involving almost all countries important to the U.S. Congress in order to provide it with more comprehensive, authoritative, and timely global legal information.

¶ The Library has implemented human capital management initiatives resulting in recruitment, development, and maintenance of a diverse, well-trained, highly skilled, and high-performing workforce to filter, navigate, analyze, and objectively interpret knowledge for the Congress and the nation. Further, the workforce functions in a management-supported environment characterized by open communication, innovative thinking, leadership in managing change, and effective and efficient program and supporting processes rivaling the best commercially available services. Special emphasis will be paid for providing flexible rewards and responsibility for staff with substantive expertise that leads to productivity improvements.

On behalf of the Library and all of its staff, I thank the Congress for its continued support of the Library and its programs. I ask for the support of the Library's fiscal 2005 budget request as the next step in moving toward achieving these strategic outcomes.

APPENDIX C: ADVISORY BODIES

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Antonia: A Portrait of the Woman (1974)

Atlantic City (1980)

Butch Cassidy and the Sundance Kid (1969)

The Chechahcos (1924)

Dickson Experimental Sound Film
(1894–1895)

Film Portrait (1970)

Fox Movietone News:
Jenkins Orphanage Band (1928)

Gold Diggers of 1933 (1933)

The Hunters (1957)

Matrimony's Speed Limit (1913)

Medium Cool (1969)

National Velvet (1944)

Naughty Marietta (1935)

Nostalgia (1971)

One Froggy Evening (1956)

Patton (1970)

Princess Nicotine; or The Smoke Fairy
(1909)

Show People (1928)

The Son of the Sheik (1926)

Tarzan and His Mate (1934)

Tin Toy (1988)

The Wedding March (1928)

White Heat (1949)

Young Frankenstein (1974)

Young Mr. Lincoln (1939)

NATIONAL RECORDING REGISTRY IN THE LIBRARY OF CONGRESS (2003 Additions)

“The Lord’s Prayer” and “Twinkle Twinkle Little Star,” Emile Berliner (ca. 1888)	Complete day of radio broadcasting, WJSV, Washington, D.C. (September 21, 1939)	Steam locomotive recordings, O. Winston Link (6 vols.: 1957–1977)
“Honolulu Cake Walk,” Vess Ossman (1898)	“New San Antonio Rose,” Bob Wills and His Texas Playboys (1940)	Richard Wagner’s Complete Ring Cycle, Georg Solti and the Vienna Philharmonic Orchestra (1958–1965)
Victor releases, Bert Williams and George Walker (1901)	1941 World Series game four, New York Yankees vs. Brooklyn Dodgers	<i>Winds in Hi-Fi</i> , Eastman Wind Ensemble with Frederick Fennell (1958)
“You’re a Grand Old Rag [Flag],” Billy Murray (1906)	Bach’s B-Minor Mass, Robert Shaw Chorale (1947)	<i>Mingus Ah-Um</i> , Charles Mingus (1959)
Chippewa/Ojibwe cylinder collection, Frances Densmore (1907–1910)	Beethoven String Quartets, Budapest Quartet (1940–1950)	<i>New York Taxi Driver</i> , Tony Schwartz (1959)
The first <i>Bubble Book</i> (1917)	<i>Porgy and Bess</i> , original cast, George Gershwin (1940, 1942)	Ali Akbar College of Music Archive Selections (1960s–1970s)
Cylinder recordings of African American music, Guy B. Johnson (1920s)	<i>Oklahoma!</i> original cast, Rodgers and Hammerstein (1943)	“Crazy,” Patsy Cline (1961)
“Cross of Gold,” speech reenactment by William Jennings Bryan (1921)	<i>Othello</i> , Paul Robeson, Uta Hagen, Jose Ferrer, and others (1943)	Kennedy Inaugural Ceremony, John Fitzgerald Kennedy, Robert Frost, and others (1961)
Okeh Laughing Record (1922)	Vivaldi’s Four Seasons, Louis Kaufman and the Concert Hall String Orchestra (1947)	<i>Judy at Carnegie Hall</i> , Judy Garland (1961)
“Adeste Fideles,” Associated Glee Clubs of America (1925)	<i>Concord</i> , Ives Piano Sonata no. 2, John Kirkpatrick (1948)	“I’ve Been Loving You Too Long (to Stop Now),” Otis Redding (1965)
Cajun-Creole Columbia releases, Amade Ardoin and Dennis McGee (1929)	Modest Mussorgsky’s <i>Pictures at an Exhibition</i> , Rafael Kubelik conducting the Chicago Symphony Orchestra (1951)	<i>Sgt. Pepper’s Lonely Hearts Club Band</i> , The Beatles (1967)
“Goodnight Irene,” Leadbelly (1933)	“Problems of the American Home,” Billy Graham (1954)	<i>At Folsom Prison</i> , Johnny Cash (1968)
“Every Man a King,” speech by Huey P. Long (1935)	Bach’s <i>Goldberg Variations</i> , Glenn Gould (1955)	<i>What’s Goin’ On</i> , Marvin Gaye (1971)
“He’s Got the Whole World in His Hands,” Marian Anderson (1936)	<i>Ella Fitzgerald Sings the Cole Porter Song Book</i> (1956)	<i>Tapestry</i> , Carole King (1971)
The Complete Recordings, Robert Johnson (1936–1937)	“Roll Over Beethoven,” Chuck Berry (1956)	<i>A Prairie Home Companion</i> , Garrison Keillor (first broadcast of the variety show, July 6, 1974)
Carnegie Hall Jazz Concert, Benny Goodman (1938)	<i>Brilliant Corners</i> , Thelonius Monk (1956)	<i>Born to Run</i> , Bruce Springsteen (1975)
Interviews conducted by Alan Lomax, Jelly Roll Morton (1938)		<i>Live at Yankee Stadium</i> , Fania All-Stars (1975)

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APPENDIX D. KLUGE CENTER SCHOLARS

During fiscal 2004 the following scholars conducted research in the Kluge Center on the following topics:

KLUGE FELLOWS

Gregg Brazinsky, "Cultural Interactions That Have Occurred between the U.S. and East Asia during the Twentieth Century and American Intellectual and Cultural Relations with South Korea during the 1950s and 1960s"

Elsbeth Brown, "Model Americans: A History of Commercial Modeling in the United States, 1884–1969"

Anita Callaway, "The Making of American Visual Culture: The Enduring Legacy of Ephemeral Art"

Gian-Mario Cao, "Diogenes Laertius: Medieval and Renaissance 'Fortuna' and Bibliography"

Ruth Clements, "Biblical Interpretation and Christian–Jewish Controversy: Interaction, Influence, and Rhetoric in the 2nd–3rd Centuries CE"

Margaret Dikovitsky, "Russian Imperial Colonial Attitudes: An Analysis of Photographs from the Prokudin-Gorskii Collection"

Finis Dunaway, "Thirteen Ways of Looking at a River: The Mississippi in the American Imagination"

Athanase Hagengimana, "Psycho-Social Causes of Rwanda Genocide"

Eric Jacobson, researching the papers of Hannah Arendt for the publication of a book on her correspondence

Tomasz Kamusella, "Nationalism and the Politics of Language in East Central Europe during the Nineteenth and Twentieth Centuries"

Svetlana Kujumdzieva, "A Cross-Cultural Study of the Oktoechos: John of Damascus, John Koukouzeles, Chrysaphes the New"

Lu Liu, "Mass Migration in Wartime China"

Robert Mason, "America's Minority: The Republican Party and the U.S. Electorate from Hoover to Reagan"

Kate Masur, "Unworthy of the Nation: Black Rights and the Failure of Democracy in Civil War–Era America"

Carol S. Matthews, exploring themes of race, ethnicity, and American exceptionalism found in American sectarian religious texts, including histories of American sectarian movements, Mormon materials, and Spiritualist journals produced in the United States since 1830

Marcia Norton, "American Offerings: Tobacco and Chocolate in the Spanish Empire, 1492–1700"

Chidiebere Nwaubani, "Nigeria: The Politics of Decolonization, 1937–1960"

Douglas Slaymaker, "The Japanese Imagination of France During the Prewar and Postwar Years"

Temule ("Temur"), "Mongolia of the Imagination: Western Travelers in the Nineteenth and Early Twentieth Centuries, with Special Emphasis on Owen Lattimore"

Gillian Weiss, "Back from Barbary: French Slavery in the Early Modern Mediterranean"

Man Shun Yeung, "Western Image of Canton (Guangzhou) and Its Inhabitants, 1760–1860"

KLUGE STAFF FELLOW

Alden Almquist, "Indigenous Knowledge and Practices as Resources in the Preservation of Wildlife and Biodiversity in Africa"

LIBRARY OF CONGRESS FELLOWS IN INTERNATIONAL STUDIES

Mustafa Aksakal, "Defining Ottoman Public Opinion on the Eve of World War I"

Robert Albro, "Popular Contortions: The Politics of Misrecognition and Modern Bolivian Publics"

James Anderson, “The Rebel Den of Nung Tri Cao: Eleventh-Century Rebellion and Response along the Sino–Vietnamese Frontier”

Peter J. Carroll, analyzing the changing significance of suicide as a social phenomenon in China during the first half of the twentieth century

Robert Crews, “A Faith for the Tsar: Islam, Community, and the State in Imperial Russia”

Leor Halevi, “Death, Ritual, and Society in the Early Islamic World”

Karen Oslund, “Of Whales and Men: The North Atlantic as a Zone of Contested Scientific Ethics and Cultural Politics”

Patricia Sieber, “The Formation of Modern Sinology”

Elizabeth Thompson, “Sex, Space, and Spectacle in Colonial Cinema: A Nexus of Cultural and Political Transaction in the Late French Empire”

Sergei Zhuk, “Peasants, Millennialism, and Radical Sects in Southern Russia and Ukraine, 1830–1917”

ROCKEFELLER ISLAMIC STUDIES FELLOWS

Clarissa Burt, “Felicity’s Parting: Imitation, Trope, and Gender in Classical Arabic Poetry”

John Hanson, “Modernity, Transnational Islam, and Africa: The Ahmadiyya Muslim Movement in the Twentieth-Century Gold Coast/Ghana”

Susan Hirsch, “A Victim and Anthropologist Reflect on the East African Embassy Bombings”

Ablet Kamalov, “Globalization, Islam, and Uygar Nationalism in Xinjiang”

Walid Saleh, “A History of Islamic Apocalyptic Imagination”

Melhem Salman, “A Biography of Salman al Farsi: Seventh-Century Luminary and Model for the Present”

DAVID B. LARSON FELLOWSHIP IN HEALTH AND SPIRITUALITY

Juliet Bruce, “The Theory and Practice of Creative Self-Expression for Healing, Especially for Those Affected by Violence, Underachievement, and Marginalization”

CHAIR HOLDERS

Vyacheslav Vsevolodovich Ivanov, first holder of the Chair of Modern Culture, is professor, Department of Slavic Languages and Literatures, and professor, Indo-European Studies Program, at the University of California–Los Angeles. A philologist and translator of international repute, he explored the universality of symbols in the Old Slavic, Proto and Ancient Indian, Ancient Near Oriental, and Pre-Columbian Mesoamerican cultures.

Libby Larsen, Harissios Papamarkou Chair in Education and one of America’s most prolific and performed composers, did research on the relationship between forms of transportation and the performance spaces and forms of music. She also argued for revised methods of music education.

Mark A. Noll, holder of the Cary and Ann Maguire Chair in American History and Ethics, is McManis Chair of Christian Thought at Wheaton College and the cofounder and adviser for the Institute for the Study of American Evangelicals. He is pursuing research in the significance of the Bible in American public life.

Lamin Sanneh, holder of the Chair of Countries and Cultures of the South, is D. Willis James Professor of Missions and World Christianity and professor of history at Yale University. He is inquiring into the institutions of Islamic governance and law before, during, and after British rule in Nigeria.

KISSINGER SCHOLAR

Lanxin Xiang, Henry Alfred Kissinger Scholar in Foreign Policy and International Relations, is associated with the Institut Universitaire de Hautes Etudes Internationales in Geneva, Switzerland. His most recent book, *The Origins of the Boxer War*, was published by Curzon Press in 2002. As third occupant of the Kissinger Chair, Xiang did research on “The Idea of Democracy and Sino–U.S. Relations.”

DISTINGUISHED SCHOLARS IN RESIDENCE

Fernando Henrique Cardoso, Distinguished Visiting Scholar and president of Brazil from 1995 to 2002, is known for strengthening democratic values, improving institutions, and searching for progress and a better standard of living for many sectors of Brazilian society, as well as for promoting regional cooperation in South America. He pursued research on decisions during his tenure as president.

Ruth Cardoso, Distinguished Visiting Scholar and former first lady of Brazil, is—like her husband—an important sociologist with many books to her credit. A recipient of numerous awards for her research on immigration, she was chair of the Comunidade Solidaria, a program to combat poverty and social exclusion in Brazil. She pursued research on poverty programs in contemporary Brazil.

Robert Remini, Distinguished Visiting Scholar of American History, is professor emeritus at the University of Illinois–Chicago. He is author of a definitive three-volume biography of Andrew Jackson, as well as biographies of Daniel Webster and Henry Clay. Presently, he is writing a history of the U.S. House of Representatives.

Menahem Schmelzer, Senior Distinguished Scholar, is professor of medieval Hebrew literature and Jewish bibliography at the Jewish Theological Seminary of America. He researched the interrelationship between Jewish and non-Jewish printers and publishers in eighteenth-century Germany.

Michael Stone, Senior Distinguished Visiting Scholar, is professor of Armenian studies and Gail de Nur Professor of Religious Studies at Hebrew University in Jerusalem. The author of numerous books and articles, he is also a poet with a longtime interest in the “Adam” litera-

ture. He focused his research at the Library of Congress on an original extended Armenian poem, the *Adamagirk* (Book of Adam), written by Arakel of Siwnik.

James Turner, Senior Distinguished Scholar, is a member of the Library’s Scholars’ Council and is the Rev. John J. Cavanaugh, C.S.C., Professor of Humanities at the University of Notre Dame, as well as founding director of the Erasmus Institute. His research examined American and British intellectual history with respect to the origins of social science disciplines from nineteenth-century philology.

OTHER FELLOWS

Armenuhi Ghambaryan, U.S. State Department’s International Research Exchange program, “Aspects of U.S. Policy toward Armenia, between 1918 and 1920”

Ana Lalaj, Fulbright Scholar, “Warsaw Pact and Albania”

Jason Loviglio, J. Franklin Jameson Fellow in American History, “The Intimate Public: Network Radio and Mass Mediated Democracy”

Suzana Milevska, Fulbright Scholar, “Photographic Representation of Gender Differences of Balkan Immigrants to the United States during the Late Nineteenth and Early Twentieth Centuries”

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PARTICIPANTS

The following is a list of National Book Festival participants by pavilion.

Children's Pavilion

Julie Andrews

Actor and author of children's books

Stan and Jan Berenstain

Creators of the Berenstain Bears series of children's books (joined by their son, Michael, who has illustrated or written books in the Berenstain Bears Big Chapter Book series)

John Bucchino

Composer, lyricist, and author of a children's book in the Julie Andrews Collection

Catherine Creedon

Storyteller, archivist, librarian, essayist, and author of a children's book in the Julie Andrews Collection

Nikki Grimes

Author of books for children and young adults

Steven Kellogg

Author and illustrator of children's books

Christopher Myers

Author and illustrator of children's books

Walter Dean Myers

Author of books for young adults

Mary Pope Osborne

Author of books for children and young adults

Alma Powell

Cochair of America's Promise and author of children's books

Eric Rohmann

Author and illustrator of children's books

Janet Wong

Former lawyer and author of books for children and young adults

Teens and Children's Pavilion

Avi

Playwright and author of books for children and young adults

Sharon Creech

Former teacher and author of books for young adults

Nancy Farmer

Author of books for children and young adults

Wendell Minor

Illustrator of children's books

Pam Muñoz Ryan

Author of books for young adults

Eileen Spinelli

Poet and author of books for children

Jerry Spinelli

Author of books for young adults

R. L. Stine

Author of books for children and young adults

Jane Yolen

Poet, teacher, book reviewer, and author of books for young adults

Fiction and Imagination Pavilion

Judith Ortiz Cofer

Poet, essayist, and novelist

Pat Conroy

Author of novels and nonfiction

Edwidge Danticat

Author of short stories and novels

Julia Glass

Former painter, author of short stories and novels

Sue Monk Kidd

Author of nonfiction and a novel

Cassandra King

Former teacher and author of novels

Wally Lamb

Teacher and novelist

James McBride

Composer, musician, journalist, and author of a memoir and historical novel

Susan Power

Former lawyer and author of short stories and novels

Anita Shreve

Former teacher, former journalist, and author of novels

History and Biography Pavilion

Everett Alvarez Jr.

Lawyer, government official, and coauthor of autobiographies

Rick Atkinson

Former investigative reporter, former assistant managing editor for a newspaper, and historical author

Michael Beschloss

Television news analyst, historian, and author of presidential histories

James Bradley

Speaker, corporate film producer, and historical author

Robert Caro

Former investigative reporter and biographical author

Michael Dirda

Former teacher and translator, senior editor for a newspaper, and autobiographical author

Walter Isaacson
Journalist, chief executive officer,
and biographical author

David Maraniss, journalist
and historical author

Lynn Sherr
Former reporter, television
news correspondent, and
historical author

Bob Schieffer
Former reporter, television
news anchor, and
autobiographical author

Juan Williams
Journalist, national correspondent
for radio, television political
analyst, and historical author

Home and Family Pavilion

Frank Bielec
Former teacher, interior designer,
muralist, and television personality

Esmé Raji Codell
Columnist, children's literature
specialist, and author
of education-related books

Barbara Damrosch
Gardener and author
of gardening books

Paige Davis
Former actor and dancer,
author of an interior design book,
and television personality

Stephanie Glakas-Tenet
Mother and coauthor
of a home repair book

Patrick O'Connell
Chef and cookbook author

Jacques Pépin
Chef, columnist, teacher, television
personality, and cookbook author

P. Allen Smith
Garden designer, television
show host, columnist,
and author of a gardening book

Julie Sussman
Freelance writer and
coauthor of a home repair book

Mysteries and Thrillers Pavilion

David Baldacci
Former trial and corporate
lawyer and author of screenplays,
short stories, and thrillers

Stephen Carter
Professor of law and author
of nonfiction and a mystery

Michael Connelly
Former crime reporter
and author of mysteries

Catherine Coulter
Author of historical romances
and thrillers

Nelson DeMille
Author of police detective novels

Carolyn Hart
Former newspaper reporter,
former publicist, and author
of mysteries

J. A. Jance
Author of detective novels

Laurie King
Author of crime fiction

Laura Lippman
Former newspaper reporter
and author of mysteries

James Patterson
Former copy editor for advertising
and author of mysteries

Poetry Pavilion

Fred Chappell
Teacher, author of short stories
and novels, essayist, and poet

Rhina Espaillat
Poet

B. H. Fairchild
Teacher and poet

Dana Gioia
Teacher, critic, government
official, and poet

Tami Haaland
Teacher and poet

X. J. Kennedy
Author of children's books
and poet

Li-Young Lee
Teacher and poet

David Lehman
Teacher, editor, and poet

David Mason
Teacher, critic, essayist, and poet

E. Ethelbert Miller
University administrator,
author of a memoir, and poet

Marilyn Nelson
Teacher and poet

Kay Ryan
Teacher and poet

Larissa Szporluk
Teacher and poet

Storytelling Pavilion

Emory Battis
Actor, teacher, and historian

Carmen Agra Deedy
Storyteller and author
of children's books

Edward Gero
Actor, teacher, and consultant

Nancy Groce
Specialist in urban folklore
and history, radio and television
commentator, and author
of articles

Norman Kennedy
Folksinger and storyteller

Djimo Kouyate
Musician and storyteller

Frankie Manning
Teacher, dancer, choreographer,
and storyteller

Bobby McMillon
Singer and storyteller

Cynthia Millman
Teacher, dancer, musician, and
codirector of the dance group Tinh

Gayle Ross
Author and storyteller

Paul Zarzyski
Bronco rider, author, and storyteller

APPENDIX F. HONORS

On June 1, 2004, the Library received an Odyssey of the Mind Award for human creativity. Associate Librarian for Library Services Deanna Marcum accepted the award on behalf of the Library.

In December 2003, "Coming Home," which was the first program in the Veterans History Project's Public Radio International series, received a Gracie Allen Award for superior quality in writing and production from American Women in Radio and Television.

The Library received the Virtual Reference Desk Director's Award for its role in creating the Collaborative Digital Reference Service, now called QuestionPoint, which is a global, Web-based network of libraries that provide information and reference services. The award was presented at the Virtual Reference Desk Conference held in November 2003.

Sylvia Albro, senior paper conservator in the Preservation Directorate, received a Samuel H. Kress Publication Fellowship to complete the publication of her research on Fabriano paper, which she conducted while a Kluge Fellow at the Library of Congress.

Mary Louise Bernal, special assistant to the Law Librarian of Congress, received the FCIL (Foreign, Comparative, and International Law) Spirit of the SIS (Special Interest Section) Award at the ninety-seventh Annual Meeting and Conference of the American Association of Law Libraries held in Boston, July 10–14.

Librarian of Congress James H. Billington was awarded the Forbes Medal for Noteworthy Contributions to the Field of Preservation by the American Institute for Conservation of Art and Historic Artifacts on June 12 as part of the institute's Annual Conference in Portland, Oregon.

Reid Graham, of the European and Latin American Acquisitions Division, was awarded the 2003 Library of Congress Professional Association Vanguard Award for sustained service.

Abbie Grotke, digital project coordinator, was included by *Library Journal* in its annual list of "Movers and Shakers."

Mark Horowitz received a book award from ASCAP (the American Society of Composers, Authors, and Publishers) for the Library's publication on Stephen Sondheim (in association with Scarecrow Press).

Maureen Landry, chief of the Serial Record Division, was elected chair of the ISSN (International Standards Serial Number) Governing Board.

On June 29, Sally McCallum, chief of the Network Development and MARC (Machine-Readable Cataloging) Standards Office, received the American Library Association's 2004 Melvil Dewey Medal for recent creative professional achievement of a high order.

Lyle W. Minter, head, Reference Section, was elected a fellow of the Special Libraries Association at its Annual Conference, held June 5–10, 2004, in Nashville, Tennessee.

Linda Morenus, senior paper conservator in the Preservation Directorate, received a Christa Ghaede grant and a professional development award from the American Institute for Conservation of Art and Historic Artifacts to participate in the Hiromi International Washi Tour of Japan.

Sibyl Moses, a reference librarian in the Humanities and Social Sciences Division, received a 2003 Book of Life Certificate of Appreciation from the Black Archives, History, and Research Foundation of South Florida Inc. in recognition of her contributions to the heritage of South Florida.

Michael Neubert, digital project coordinator, was included by *Library Journal* in its annual list of “Movers and Shakers.”

On June 25, 2004, Juan Manuel Perez received the Cross of Isabel la Católica from the Spanish government.

Regina Reynolds, head of the National Serials Data Program in the Serial Record Division, won the Marcia Tuttle International Grant, which was presented by the North American Serials Interest Group.

Marcia Ristaino, acquisitions specialist in the Chinese Acquisitions Section, was selected as the next Kluge Staff Fellow in June and will spend fiscal year 2005 in the Kluge Center doing research using the Library’s collections.

Donna Scheeder, director of Law Library Services, received the John Cotton Dana Award from the Special Libraries Association on June 6 during the association’s 2004 annual conference in Nashville, Tennessee.

Susan M. Tarr, executive director of the Federal Library and Information Center Committee, was the 2003–2004 winner of the FAFLRT Achievement Award from the Federal and Armed Forces Libraries Roundtable, a unit of the American Library Association. The award was presented in June.

On June 27, Barbara Tillett, chief of the Cataloging Policy and Support Office, received the 2004 Margaret Mann Citation for outstanding professional achievement in cataloging or classification. The Mann Citation is the American Library Association’s highest honor in the field of cataloging.

APPENDIX G. SELECTED ACQUISITIONS

GIFTS OF THE MADISON COUNCIL

Bible. Old Testament. Hebrew and Spanish. *Biblia en dos Columnas—Hebrayco y Español*. 1762.

Breve noticia de Nuestra Señora de los Angeles . . . by Pablo Antonio Peñuelas (Mexico, 1781). This book was purchased for the Library by a Madison Council member.

Retrospective Iraqi publications previously unavailable because of sanctions in place for twelve years.

A letter written by George Gershwin.

A powder horn from the era of the American Revolution.

Publications issued by Artists’ Press, Johannesburg, for Kuru Art Project in Gantsi, Botswana.

Forty-five additional titles in the project to reconstruct Thomas Jefferson’s personal library. They were acquired through the generosity of Gerald and Gene Jones.

OTHER ACQUISITIONS

The 1516 *Carta Marina* map by Martin Waldseemüller and three rare globe gores by Johan Schoner—part of the Jay I. Kislak Collection. In all, the Jay I. Kislak Foundation gave the Library several thousand rare books, manuscripts, documents, maps, and masterworks of pre-Columbian culture and colonial art from North and South America. The works span three millennia of Native American and European cultures, and they emphasize the early contact period from 1500 in the Caribbean basin through the 1820s in Florida and the southern part

of the United States. The foundation also presented an endowment to support research in those areas.

The Alan Lomax Collection. Acquired as a result of a cooperative agreement between the Library's American Folklife Center and the Association for Cultural Equity and through the generosity of an anonymous donor, the collection constitutes the unparalleled ethnographic documentation collected by the legendary folklorist over sixty years, including more than 5,000 hours of sound recordings; 400,000 feet of motion picture film; 2,450 videotapes; 2,000 scholarly books and journals; hundreds of photographic prints and negatives; and more than 120 linear feet of manuscript material, such as correspondence, field notes, research files, program scripts, indexes, and book and article manuscripts. This enormous collection documents music, dance, narrative, games, and other forms of traditional expression from throughout the United States and from many other countries.

A three-dimensional model of the northern metropolitan area of Los Angeles, prepared by the Jet Propulsion Laboratory and the National Aeronautics and Space Administration, as well as the Alexander Papamarkou collection of maps of the Middle East, for the Geography and Map Division.

Two rare children's books: *ABCs of Great Negroes* by Charles C. Dawson (Chicago: Dawson Publishers, 1933), and *The Alphabet annotated for Youth and Adults . . .* (London: Ackermann & Co., 1853), for the Children's Literature Center.

Additions to the papers of Herbert Block (political cartoonist). Fulfilling the obligations under the Instrument of Gift signed last year, the Herb Block Foundation transferred 175,000 items of the cartoonist's manuscript (non-graphic) collection of correspondence, notes, drafts of writings, photographs, and other papers to the Library.

Papers of Leon H. Sullivan (civil rights leader, entrepreneur, minister); Maxine Singer (Carnegie Institution president, biochemist); John H. Gibbons (scientist, environmentalist, assistant to the president for science and technology); Alvin Poussaint (psychiatrist, educator, author); and correspondence of Mercedes Eichholtz with her late husband, Justice William O. Douglas.

Finalization of an Instrument of Gift for Judge Robert Bork's personal papers, which were deposited with the Manuscript Division five years previously.

Significant additions to the papers of Senator Daniel Patrick Moynihan throughout 2004. His deposit collection, maintained by the Library since 1977, was converted to gift status by his widow, Elizabeth Moynihan.

Nitrate film acquisitions housed in the Motion Picture Conservation Center in Dayton, Ohio, including these: *For the Soul of Rafael* (1920), *When Dawn Came* (1920), *H. Grindell-Matthews' Death Ray* (ca. 1925), *Comrades* (1913), *Veiled Aristocrats* (1932), *The Black Hand* (1917), *Bread Cast upon the Waters* (1912), and *The Struggle* (1931).

Collections relating to David Diamond, Oscar Hammerstein, Jonathan Larson, Alex North, and Tony Walton for the Music Division.

By Library purchase, Boethius, *De Musica*; edited by Glarean (Basel, 1546).

The papers of conductor and composer Isaac Stern from the Stern Estate. This acquisition by the Music Division culminated a ten-year effort to bring Stern's papers to the Library.

Donated by Pulitzer Prize-winning editorial cartoonist Ann Telnaes, eighty-three original drawings.

Donated by syndicated humor cartoonist Alison Bechdel, twenty original drawings for ten comic strip episodes.

Donated by Will Eisner, original, full-page drawings.

Donated by *Newsweek* photojournalist Bernard Gotfry, 12,000 black-and-white and color images.

Donated by the Detroit Publishing Company, 506 photochroms (color lithographs made from photographs) published 1898-1905.

Donated by David L. Parker, ninety-nine black-and-white photographs (1998-2001).

Giraldi's *De annis et mensibus* (1541); *De vita et rebus gestis Martini Lutheri, et aliorum Pseudoapostolorum haereseos* (1581); *Memoire Instructif sur la Maniere de rassembler, de preparer, de conserver, et d'envoyer les diverses Curiosités d'Histoire naturelle* (1758); eighteen-volume set of Griselini's landmark of the Italian Enlightenment, *Dizionario delle Arti e de'Mestieri* (1768-1778); and 1815 American printing of the Hebrew Bible.

Fulton's *Report on the Proposed Canal between the Rivers Heyl and Helford* (1796), acquired as part of Lady Sainsbury of Turville's gift for the purchase of significant books in the history of science.

Significant rare issues of newspapers: *Middlesex Gazette* (Middletown, Connecticut); *South Carolina and American General Gazette* (Charleston, South Carolina) issues from 1777 and 1781 reporting on the Revolutionary War; *Bowen's Virginia Centinel and Gazette; Or, the Winchester Repository* (Winchester, Virginia), August 17, 1795; *The Liberator* (Boston, Massachusetts), September 26, 1862.

Early issues of the comic *Spider-Man*.

Donated by Dr. Melvyn Goldstein, the Tibetan Oral History Archive—a digital archive of more than 1,000 hours of interviews with government officials in Tibet and in exile, as well as monks, nuns, laypeople, and nomads, covering the past 50 years.

Donated by Thomas Rimer and Laurence Mus Rimer, books from the library of Paul Mus—fifty-six manuscripts, 532 printed books, 148 serial volumes, nineteen photographs of French Indochina, five maps, and a large album of postcards of colonial India.

Donated by Gene Smith, retired overseas field office director, the first issue (1,001 volumes) of *Research Library of Scanned Tibetan Literature: Approximately 12,000 Volumes of Tibetan Texts*.

Two series of the online CNKI (China National Knowledge Infrastructure): Chinese Academic Journals and

Chinese Core Newspapers for the current year. More than 5,000 Chinese academic journals and more than 300 Chinese newspapers are included in these two series.

Online database subscriptions: American Periodical Series, New England Ancestors, eHRAF, Eighteenth Century Collections Online; and microfiche—Educational Resources Information Center: ERIC Educational Documents.

Purchased by the Hispanic Division, the manuscript *Carta confirmatoria de hildaguía* (Mexico, 1600).

Purchased by the Hispanic Division for custody in the Rare Book and Special Collections Division, Fernando Velázquez Minaya, *Esfera, forma del mundo: con una breve descripción del mapa* (Madrid: Por la viuda de Luis Sanchez, 1628).

The 400-volume Spengler collection of newspaper clippings from the World War I period from newspapers worldwide.

Donated by the Leadership Conference on Civil Rights and AARP, the Voices of Civil Rights project in electronic format, a collection of firsthand personal accounts of participants in the civil rights movement, including still and moving images, Web pages, audio recordings, documents, oral histories, manuscripts, and research notes.

APPENDIX H. EXHIBITIONS

The Thirty-Second Annual Library of Congress Employee Art Exhibit (December 5, 2003–March 1, 2004). This 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.

Churchill and the Great Republic (February 5, 2004–July 10, 2004). The Library's major exhibition about the life and career of Sir Winston Churchill emphasized his lifelong connection to the United States. In collaboration with the Churchill Archives Centre (University of Cambridge, United Kingdom), the exhibition included a

wide array of materials, including documents, letters, photographs, prints, maps, audiovisual materials, and three-dimensional artifacts covering Churchill's life and achievements from his birth on November 30, 1874, to his death on January 24, 1965. The exhibition emphasized the pivotal role that Churchill played in shaping events during the World War II era. Audiovisual stations, one at the beginning and the other at the end of the exhibition, documented the effect that Churchill's words and thoughts have had on politicians, world leaders, entertainers, and others. This exhibition and its programming were made possible by the generous sup-

port of John W. Kluge and the Annenberg Foundation. The accompanying publication and symposia were made possible by and produced in association with the Churchill Centre, Washington, D.C.

“With an Even Hand”: *Brown v. Board at Fifty* (May 13, 2004–November 13, 2004). The Library marked the fiftieth anniversary of the Supreme Court decision ending school segregation with this exhibition featuring items from the Library’s extensive holdings on the subject, including documents, photographs, and manuscripts from the records of the National Association for the Advancement of Colored People. The exhibition examined precedent-setting court cases that laid the groundwork for the historic *Brown v. Board* decision, explored the Supreme Court argument and the public’s response to it, and closed with an overview of this profound decision’s aftermath. Also featured in the exhibition were personal papers of Supreme Court Justices Earl Warren, Felix Frankfurter, and Harold H. Burton. Films, maps, and political cartoons from various Library collections captured the important moments of this historic event and highlighted the media coverage of the struggle for desegregation. This exhibition and its programming were made possible by the generous support of AARP; Anthony and Beatrice Welters; and AmeriChoice, a UnitedHealth Group Company.

Humor’s Edge: Cartoons by Ann Telnaes (June 3, 2004–September 4, 2004). Approximately sixty original drawings were featured in this exhibition of the works of Ann Telnaes, the second woman to win the Pulitzer Prize in editorial cartooning and one of the few women in the field. A resident of Washington’s Capitol Hill, Telnaes made gifts of drawings to the Library’s Prints and Photographs Division. The exhibition drew from those gifts and included selections from Telnaes’s recent and early political cartoons, her Pulitzer Prize–winning work, and her drawings for the popular comic strip *Six Chix*, which she produces with five other women. The exhibition was accompanied by a full-color, illustrated brochure and an illustrated book of the artist’s work. The exhibition was made possible by funds provided by the Caroline and Erwin Swann Memorial Fund for Caricature and Cartoon.

From Haven to Home: 350 Years of Jewish Life in America (September 9, 2004–December 30, 2004). This milestone in American Jewish history was marked by an exhibition featuring more than 200 treasures of American

Judaica from the collections of the Library of Congress. It was augmented by a selection of important loans from cooperating cultural institutions. In telling the story of diverse groups of Jewish immigrants who found safe haven in the United States and made it their home, the exhibition examined the intertwined themes—and sometimes conflicting aims—of accommodation, assertion, adaptation, and acculturation that have characterized the American Jewish experience from its beginnings in 1654 to the present day. This exhibition was one of the commemorative activities associated with the congressionally recognized Commission for Commemorating 350 Years of American Jewish History. The exhibition and related programs were made possible by a generous grant from Bernard and Audre Rapoport, through the Abby and Emily Rapoport Trust Fund in the Library of Congress.

CONTINUING EXHIBITIONS

American Treasures of the Library of Congress began its seventh year as one of the Library’s ongoing rotating exhibitions. By the close of fiscal 2004, more than 1,500 items had been shown in the gallery since the exhibition opened in May 1997. The exhibition continued to attract both new and repeat visitors from around the globe. A significant addition to *American Treasures* in fiscal 2004 was the display of the striking life-size facsimile of the 1507 Martin Waldseemüller map. An enlarged display, featuring contextual materials from the Age of Exploration, will accompany the premiere display of the original map in fiscal 2005. The following changes were made in fiscal 2004:

❶ *Change no. 20* (September 26, 2003–April 24, 2004). This special display, titled *The Dream of Flight*, was the Library’s centennial commemoration of the first sustained, powered, and controlled flight, made by Wilbur and Orville Wright on December 17, 1903, in a heavier-than-air flying machine. The display included more than eighty items tracing one of humanity’s oldest and most persistent aspirations—that of human flight.

❷ *Change nos. 21 and 22* (September 2003–June 2004) opened with an array of books from Jefferson’s personal library; a map and images from the California gold rush; a selection of nineteenth-century daguerreotypes documenting famous and anonymous sitters of the day; a 1913 panoramic photograph of the Washington Senators, the city’s major league team that moved to Minnesota in

1971; and the Cold War–era cartoons of Edmund Valtman. The items were included among more than 300 artifacts from the various divisions of the Library of Congress and were displayed in these two rotations.

Change no. 23 (June 2004–December 2004) featured a major display titled *From the Home Front to the Front Lines*, original materials and oral histories drawn from the Veterans History Project collections at the Library of Congress. Emphasizing the period from World War I to the Persian Gulf War, the display included correspondence, photographs, diaries, bound volumes, and albums, as well as maps, flags, and military papers documenting the experience of veterans and their families. This exhibition was made possible by the generous support of the U.S. Congress, AARP (Founding Corporate Sponsor), and the Disabled American Veterans Charitable Service Trust. Also included in this rotation were the following:

- Items about the “Left-Handed Penmanship Contest,” in which soldiers who had lost the use of their right arm during the Civil War competed for cash prizes by submitting accounts of their war experiences written with their left hand
- An exhibition case devoted to the Civil War work of Clara Barton and her efforts to identify and bury the dead of Andersonville Prison
- Items on the Bonus Army’s march on Washington, in which veterans marched on Washington demanding the bonuses promised for their service in World War I
- Dime novels about wartime
- Three drawings by Paul Stevenson Olds, who was asked to create site-specific renderings of Maya Lin’s concept for the Vietnam Veterans Memorial

The *Bob Hope and American Variety* exhibition (which opened in May 2000) is a rotating exhibition in the Bob Hope Gallery of American Entertainment, which surveys the evolution of twentieth-century forms of entertainment in America—the musical stage, vaudeville, radio, motion pictures, and television—with a specific focus on the American variety tradition. The gallery includes items from the Library’s Bob Hope collection, as well as objects from the rich and varied collections of the Motion Picture, Broadcasting, and Recorded Sound; Manuscript; Music; Prints and Photographs; and Rare

Book and Special Collections Divisions, plus objects borrowed from the Bob Hope Archives located in Los Angeles. During the past year, 110 objects were rotated in the exhibition. Some of the items featured were a rare ledger from a vaudeville theater, Hope’s correspondence with presidents, items relating to his contributions to USO (United Service Organizations) shows including fan mail from soldiers, and more. In addition, the gallery presented a special tribute to Bob Hope to commemorate his death in fiscal 2003 and to thank him for his major contributions to the field of entertainment.

The Gerry Mulligan Collection, which opened in April 1999, is an ongoing rotating exhibition located in the Performing Arts Reading Room Foyer of the James Madison Building. The exhibition features jazz musician Gerry Mulligan (1927–1996), a well-known saxophonist, jazz innovator, composer, and arranger whose collection was donated to the Library by his wife. The central focus of the exhibition is Mulligan’s gold-plated baritone saxophone. A recent addition to the exhibition is a clarinet once owned by Mulligan. Also on exhibit are photographs of Mulligan taken throughout the artist’s five-decade career, musical scores, and other items of interest from the Library’s Motion Picture, Broadcasting, and Recorded Sound Division and its Music Division.

Here to Stay: The Legacy of George and Ira Gershwin, which opened in 1998 in the Library’s Gershwin Room of the Jefferson Building, celebrates the legacy of the illustrious musical team by drawing on the Library’s large Gershwin collections. The gallery includes items that reflect the lives and work of the Gershwins and the traditions of American music, especially 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, the congressional medals awarded to the pair, and self-portraits by each of the Gershwins. Letters, musical scores, lyric sheets, and other items are rotated on a regular basis. In September 2003, twenty-three exhibition items were changed for conservation reasons and remained on display this fiscal year. New items of special interest included materials that the Library recently acquired, including a chewing gum wrapper autographed by George Gershwin and a rare informal snapshot taken in London that shows George playing the piano while wearing a bathrobe.

DISPLAYS

Seventeen displays were mounted during the year:

- ☞ Russian Book Festival (October 19–November 12, 2003)
- ☞ Romanian (October 28, 2003)
- ☞ Madison Council (November 11, 2003)
- ☞ Senator Ted Stevens’s Dinner (November 17, 2003)
- ☞ Zora Neale Hurston (January 26–January 29, 2004)
- ☞ Churchill exhibition and President George W. Bush’s visit (February 3, 2004)
- ☞ AARP (February 25, 2004)
- ☞ Chekhov (March 15, 2004)
- ☞ National Endowment for the Arts (March 22, 2004)
- ☞ Alan Lomax preview (March 24, 2004)
- ☞ Alan Lomax (March 25, 2004)
- ☞ Horatio Alger (April 4, 2004)
- ☞ Dolly Parton preview (April 13, 2004)
- ☞ Dolly Parton (April 14–15, 2004)
- ☞ Madison Council (April 14–15, 2004)
- ☞ Daniel J. Boorstin memorial (April 27, 2004)
- ☞ Hispanic Heritage Month (September 30, 2004)

TRAVELING EXHIBITIONS

A facsimile version of the *Roger L. Stevens Presents* exhibition, which was displayed at the Library of Congress in 2002, was presented in Seattle at the 5th Avenue Theatre

and Rainier Tower from April 22 through September 7, 2004. It was sponsored by Unico Properties Inc., as part of the celebrations of the fiftieth anniversary of Unico’s founding by Roger Stevens (1910–1998). *Roger L. Stevens Presents* traced Stevens’s career through the great number of stage productions that he presented or fostered indirectly, for example, through the National Endowment for the Arts. The exhibition featured reproductions of items from the Roger L. Stevens Collection in the Library’s Music Division and the Kennedy Center, as well as from the Unico archives and other Seattle locations, and from the restoration of the 5th Avenue Theatre. The exhibition was accompanied by an illustrated brochure and a catalog with essays on Stevens’s career.

Rivers, Edens, Empires: Lewis & Clark and the Revealing of America began a nationwide tour in fiscal 2004. The exhibition presents a century of exploration, beginning in the mid-eighteenth century and ending in the mid-nineteenth century. The exhibition draws on the Library’s rich collections of exploration material that feature the trek of the Corps of Discovery as a culmination in the quest to connect North America from east to west by means of a waterway passage. The exhibition’s epilogue focuses on the transcontinental railroad, which replaced the search for a direct water route with a “river of steel.” After its presentation at the Library, the exhibition traveled to the Joslyn Art Museum, opening in Omaha, Nebraska, on July 10 and closing October 3. During the display period, Joslyn reported 76,593 visitors. The exhibition will continue its tour in fiscal 2005 to the North Dakota Museum of Art in Grand Forks and to the Museum of History and Industry in Seattle, Washington.

APPENDIX I. ONLINE COLLECTIONS, EXHIBITIONS, AND COOPERATIVE DIGITAL PROJECTS

As of September 30, 2004

ONLINE HISTORICAL COLLECTIONS

"A Civil War Soldier in the Wild Cat Regiment: The Papers of Tilton C. Reynolds" documents the Civil War experience of Captain Tilton C. Reynolds, a member of the 105th Regiment of Pennsylvania Volunteers, also known as the Wild Cat Regiment. The correspondence, photographs, and other materials from the Tilton C. Reynolds Papers span the years of the Civil War (1861–1865). Transcriptions of forty-six of the most significant letters are also available.

"The Spalding Base Ball Guides" provides a selection of *Spalding's Official Base Ball Guide* and the *Official Indoor Base Ball Guide*. The collection reproduces thirty-five of the guides, which were published by the Spalding Athletic Company in the late nineteenth and early twentieth centuries. *Spalding's Official Base Ball Guide* was perhaps the premier baseball publication of its day. It featured editorials from baseball writers on the state of the game, statistics, photographs, and analyses of the previous season for all the major league teams and for many of the so-called minor leagues across the nation.

"The Zora Neale Hurston Plays at the Library of Congress" presents a selection of ten plays written by Hurston (1891–1960), author, anthropologist, and folklorist. Deposited in the U.S. Copyright Office between 1925 and 1944, most of the plays remained unpublished and unproduced until they were rediscovered in the Copyright Deposit Drama Collection in 1997. The plays reflect Hurston's life experience, travels, and research, especially her study of folklore in the African American South.

ONLINE LIBRARY EXHIBITIONS

- ☞ *Churchill and the Great Republic*
- ☞ *The Dream of Flight*
- ☞ *From Haven to Home: 350 Years of Jewish Life in America*
- ☞ *From the Home Front and the Front Lines*

- ☞ *Humor's Edge: Cartoons by Ann Telnaes*
- ☞ *Reflections: Russian Photographs, 1992–2002*
- ☞ "With an Even Hand": *Brown v. Board at Fifty*

COOPERATIVE NATIONAL DIGITAL INFORMATION INFRASTRUCTURE AND PRESERVATION PROGRAM PROJECTS

On September 30, 2004, the Library announced awards totaling more than \$13.9 million to eight institutions and their partners to identify, collect, and preserve historically important digital materials within a nationwide digital preservation infrastructure. The awards from the Library will be matched dollar for dollar by the winning institutions in the form of shared costs to execute the cooperative preservation program. The three-year preservation projects that will receive Library funding are as follows:

Lead Institution. California Digital Library at the University of California

Partners. New York University (NYU) and The Libraries and the Texas Center for Digital Knowledge, University of North Texas

Collaborators. San Diego Supercomputer Center, Stanford University Computer Science Department, and Sun Microsystems Inc.

Subject. This award is for a project to develop Web archiving tools that will be used by libraries to capture, curate, and preserve collections of Web-based government and political information. This literature is a critical element of our nation's heritage and is increasingly found exclusively online, putting it at greater risk of being lost. The collections will focus on local political activities and movements, such as the California gubernatorial recall election of 2003.

Lead Institution. University of California–Santa Barbara
Partner: Stanford University

Subject. These institutions will lead the formation of a National Geospatial Federated Digital Repository to design an infrastructure and to collect materials across the spec-

trum of geographic formats. The born-digital materials to be collected and preserved will range from LANDSAT imagery to other cartographic content from university, corporate, and government resources, as well as from Web sites. The repository will preserve content vital for the study of environmental policy, census construction and analysis, history, science, urban and population studies, and other fields requiring U.S. geospatial information.

Lead Institution. Educational Broadcasting Corporation (EBC) (Thirteen/WNET New York)

Partners. WGBH Educational Foundation, Boston, Mass.; Public Broadcasting Service (PBS), Alexandria, Va.; and NYU

Subject. Partners in this project will collaborate to establish the first procedures, structures, and national standards necessary to preserve public television programs produced in digital formats. EBC and WGBH are the two largest producers of public television content in the United States. Through PBS, their productions are made available to audiences from coast to coast. Together, the three entities produce and distribute the majority of public television in the United States. NYU is home to one of America's most distinguished research libraries and has become a major player in the field of digital preservation of moving images. The four partners will focus on influential series such as *Nature*, *American Masters*, *NOVA*, and *Frontline*, which are increasingly being produced only in digital formats, including HDTV, the new high-definition standard. The project will also examine issues associated with the preservation of important corollary content, such as Web sites that accompany broadcasts.

Lead Institution. Emory University

Partners. University of Louisville Libraries; Virginia Polytechnic Institute and State University Libraries; Florida State University; Auburn University Libraries; and Library and Information Center, Georgia Institute of Technology

Subject. This project will develop a MetaArchive of Southern Cultural Heritage (<http://www.metaarchive.org>) by creating a distributed digital preservation network for critical and at-risk content relative to Southern culture and history. The partners will select and preserve institutional digital archives, as well as ephemeral works such as online exhibitions and cultural history Web site displays. This body of digital content includes a wide variety of subjects complementary to Library of Congress's collections such as the Civil War, civil rights movement, slave narratives, Southern music, handicrafts, and church history.

Lead Institution. University of Illinois at Urbana-Champaign Library, Graduate School of Library and Information Science, and National Center for Supercomputing Applications

Partners. OCLC (Online Computer Library Center); Tufts University Perseus Project; Michigan State University Library; and an alliance of state library agencies from Arizona, Connecticut, Illinois, North Carolina, and Wisconsin

Subject. This project will develop criteria for determining which digital materials to capture and preserve, because not all digital material can or should be preserved. The materials will include sound and video recordings, historical aerial photography, Web-based government publications from the partner states, and primary and secondary historical materials made available by the Perseus Project.

Lead Institution. Robert H. Smith School of Business, University of Maryland

Partners. Center for History and New Media, George Mason University; Gallivan, Gallivan and O'Melia LLC; Snyder, Miller, Orton Lawyers LLP; and the Internet Archive

Subject. This project will preserve at-risk digital materials from American business culture during the early years of the commercialization of the Internet—the birth of the dot-com era, specifically 1994–2001. The materials—collected through Web portals at <http://www.businessplanarchive.org> and <http://www.dotcomarchive.org> and through direct contact with former participants in the dot-com era—will be of incalculable historical value to Americans eager to make sense of this remarkable period of venture creation.

Lead Institution. Inter-University Consortium for Political and Social Research, University of Michigan

Partners. Roper Center for Public Opinion Research, University of Connecticut; Howard W. Odum Institute for Research in Social Science, University of North Carolina–Chapel Hill; Henry A. Murray Research Center, Radcliffe Institute of Harvard; Electronic and Special Media Records Service Division, National Archives and Records Administration; and Harvard–MIT Data Center

Subject. The institutions will create a partnership to identify, acquire, and preserve data used in the study of social sciences to ensure that future generations of Americans have access to this vital digital material that will allow them to understand their nation, its social organization, and its policies and politics. Examples of data that will be preserved are opinion polls, voting records, large-scale

surveys on family growth and income, and focused studies on effects of events such as factory closings or the need to care for aging parents. Together, the partners will build a shared catalog, adopt a common standard for describing survey data, and develop strategies for ensuring that the data remain available for analysis.

Lead Institution. North Carolina State University Libraries
Partner: North Carolina Center for Geographic Information and Analysis

Subject. The project will collect and preserve digital geospatial data resources, including digitized maps, from state and local government agencies in North Carolina. Geospatial data are created by a wide range of state and local agencies for use in applications such as hazard analysis, health planning, homeland security, political redistricting, tax assessment, transportation planning, and utilities management. Although this project will focus solely on North Carolina, it is expected to serve as a demonstration project for other states.

APPENDIX J. PUBLICATIONS

PUBLISHED BY THE LIBRARY OF CONGRESS

Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2003. Compiled by Audrey Fischer, Office of the Librarian, 2004.

COOPERATIVE PUBLISHING PROJECTS

American Folktales: From the Collections of the Library of Congress. Edited by Carl Lindahl. Published in association with M. E. Sharp, 2004.

Bound for Glory: America in Color, 1939–1943. Introduction by Paul Hendrickson. Published in association with Harry N. Abrams, 2004.

Canals. By Robert J. Kapsch. Norton/Library of Congress Visual Sourcebooks in Architecture, Design, and Engineering. Published in association with W. W. Norton and Company, 2004.

Churchill and the Great Republic. Essays by Martin Gilbert, Allen Packwood, and Daun Van Ee. Published in association with Giles Ltd., 2004.

Eyes of the Nation: A Visual History of the United States (paperback re-release). By Vincent Virga and curators of the Library of Congress, with historical commentary by Alan Brinkley. Published in association with Bunker Hill Publishing, 2004.

First Daughters: Letters between U.S. Presidents and Their Daughters. Edited by Gerard W. Gawalt and Ann G.

Gawalt. Published in association with Black Dog & Leventhal, 2004.

From Haven to Home: 350 Years of Jewish Life in America. Edited by Michael W. Grunberger. Published in association with George Braziller Inc., 2004.

Funny, It Doesn't Sound Jewish: How Yiddish Songs and Synagogue Melodies Influenced Tin Pan Alley, Broadway, and Hollywood. By Jack Gottlieb. Published in association with SUNY Press, 2004.

Humor's Edge: Cartoons by Ann Telnaes. Ann Telnaes interviewed by Harry L. Katz. Introduction by Ben Sargent. Published in association with Pomegranate Communications, 2004.

Old Glory: Unfurling History. By Karal Ann Marling. Published in association with Bunker Hill Publishing, 2004.

OTHER PRODUCTS

The following sixteen calendars feature Library of Congress collections: *Americana* (wall); *Bon Appetit!* (wall); *Bon Voyage* (wall); *The Civil War* (wall and desk); *Edward S. Curtis: Portraits of Native Americans* (wall); *Exxtreme Women* (wall); *Fairies* (wall and engagement); *Illuminations: Arthur Syzk's Haggadah* (wall) with Pomegranate Communications, 2004; *Italia* (wall), with Cavallini and Company, 2004; *The Movies: Vintage Movie Posters* (wall); *Paris* (wall); *Shakespeare's Insults* (desk); *Shakespeare's Realm* (wall); and *Women Who Dare* (desk).

APPENDIX K. STAFF CHANGES

APPOINTMENTS

Terry Bickham was appointed director of Operations Management and Training in the Office of the Librarian on August 22.

Carolyn Brown was appointed director for Collections and Services on July 2.

Carroll V. Clark was appointed Systems Engineering Group leader in Information Technology Services on September 5.

Jeffrey Cole was appointed acting Reengineering Program manager in the Copyright Office on September 5.

Mary Jane Deeb was appointed head, Near East Section, African and Middle Eastern Division, on July 25.

Mark Dimunation was appointed assistant director for Special Collections on July 2. He also continued as chief of the Rare Book and Special Collections Division.

Mark DiNapoli was appointed assistant chief of the Copyright Licensing Division on June 13.

Hirad Dinavari was appointed reference librarian for the Iranian world, effective November 17.

Robert Dizard was appointed deputy associate librarian for Library Services on May 24.

Elmer Eusman was appointed assistant to the director of preservation on April 4.

Allene F. Hayes was appointed digital projects coordinator, Acquisitions and Bibliographic Access Directorate, on February 22.

Steven Herman was appointed assistant director for collections management on July 2. He also continued as chief of the Collections Access, Loan, and Management Division.

Georgia Higley was appointed head of the Newspaper Section on November 30.

Julia Huff was appointed acting chief operating officer of the Copyright Office on May 30.

Angela Kinney was appointed chief of the Social Sciences Cataloging Division on May 30.

Diane Kresh was appointed director of the Veterans History Project in May.

Everette Larson was appointed head of the Hispanic Reading Room on March 7.

Nancy Lev-Alexander was appointed section head for preventive conservation on August 8.

Mary Levering was appointed director of Integrated Support Services on September 15.

Judith Mansfield was appointed assistant director for bibliographic access on July 2. She also continued as chief of the Arts and Sciences Cataloging Division.

Dennis McGovern was appointed chief of the Decimal Classification Division on May 16.

Kathryn Mendenhall was appointed chief of the Cataloging Distribution Service on January 11.

Michael Moodie was appointed deputy director of the National Library Service for the Blind and Physically Handicapped in January.

Jean Moss was appointed digital projects coordinator in the National Library Services for the Blind and Physically Handicapped on July 25.

Debra Murphy was appointed diversity coordinator for the Veterans History Project during the year.

Henry Rossman was appointed director for Technology Policy in Library Services on July 2.

Tanya Sandros was appointed associate general counsel in the Copyright Office on August 22.

Donna Scheeder was appointed director, Law Library Services, in the Law Library on April 4.

Ruth Scovill was appointed director of the newly established National Audio-Visual Conservation Center Transition Program Office in March.

Larry Stafford was appointed director of special programs in the Office of the Librarian on September 6.

Charles Stanhope was appointed director of the Development Office in November.

Mark Strattner was appointed acting chief of the Collections Services Division in the Law Library on July 11.

Sara Striner was appointed head of the Government Publications and Periodicals Section, Serial and Government Publications Division, on November 30.

Carolyn Sturtevant was appointed BIBCO coordinator for the Program for Cooperative Cataloging on September 26.

Dianne van der Reyden was appointed acting director for preservation on July 2.

James Vassar was appointed acting assistant chief of the Copyright Office Examining Division on September 5.

Beacher Wiggins was appointed director for acquisitions and bibliographic access on July 2. Before that appointment, he had served as acting deputy associate librarian for Library Services.

RESIGNATIONS

Ellen McCulloch Lovell, director of the Veterans History Project, resigned from the Library in February to become president of Marlboro College in Vermont.

Mark Roosa, director of preservation, resigned on July 7 to become dean of libraries at Pepperdine University.

RETIREMENTS

Maryle Ashley, leader of Systems Development Group 2 in Information Technology Services, retired on July 2.

Rosemarie Clemandot, chief of collection services in the Law Library, retired on August 8.

Nancy Davenport, director for acquisitions, retired from the Library on July 2 to become president of the Council on Library and Information Resources.

Tao-Tai Hsia, chief of the Eastern Law Division for the Law Library, retired on January 2.

Kim Moden, special events officer, retired on September 3.

Margaret Whitlock, chief of collection services for the law, retired on April 2.

DEATHS

Yoko Akiba, a reference librarian in the Japanese Section, Asian Division, died on February 10.

Florene Dusty, a senior cataloger in the Arts and Sciences Cataloging Division, died on October 28.

Cynthia Johanson, assistant chief of the Regional and Cooperative Cataloging Division, died January 14.

Basil Malish, an acquisitions specialist in the Anglo/American Acquisitions Division, died January 14.

Carl Peterson, a preservation microfilm processor in the Preservation Reformatting Division, died on February 9.

Charles Sens, a specialist in the Music Division, died on August 23.

Gerald Wager, head of the Rare Book Reading Room, died on February 5.

APPENDIX L. STATISTICAL TABLES

TABLE 1. LIBRARY OF CONGRESS APPROPRIATIONS
AVAILABLE FOR OBLIGATION—FISCAL 2004^a

Salaries and Expenses	\$368,708,707
Congressional Research Service	91,184,817
Copyright Office	48,005,089
Books for the Blind and Physically Handicapped	51,400,935
Total	\$559,299,548

a. The Legislative Branch Appropriations Act of 2004 (PL 108–83), signed by the president on September 30, 2003, provided a fiscal 2004 appropriation for the Library of \$562,619,000. The Fiscal 2004 Consolidated Appropriations Bill (PL 108–199), signed by the president on January 24, 2004, called for a 0.59 percent rescission of federal agency budgets, which resulted in a fiscal 2004 appropriation for the Library of \$559,299,548, including authority to spend \$36,298,567 in receipts.

TABLE 2. LIBRARY OF CONGRESS APPROPRIATIONS
AVAILABLE FOR OBLIGATION—FISCAL 2005^b

Salaries and Expenses	\$381,593,632
Congressional Research Service	96,117,856
Copyright Office	53,182,112
Books for the Blind and Physically Handicapped	53,976,704
Total	\$584,870,304

b. The Consolidated Appropriations Act of 2005 (PL 108–447), signed by the president on December 8, 2004, provided a fiscal 2005 appropriation for the Library of \$589,587,000. This public law also called for a 0.8 percent rescission of federal agency budgets, which resulted in an appropriation of \$584,870,304, including authority to spend \$39,508,384 in receipts.

**TABLE 3. COMPARISON OF APPROPRIATIONS, STAFF, AND WORKLOAD STATISTICS
FOR 2000, 2001, 2002, 2003, 2004, AND 2005**

	FY 2000	FY 2001
Library Appropriations—Actual	\$427,457,610	\$550,347,401
Full-Time Equivalent (FTE) Positions (appropriations)	3,919	3,891
Size of Library Collections	120,976,339	124,247,602
<i>Workload Statistics</i>		
Unprocessed Library Arrearages	19,215,629	21,142,980
CRS—Requests and Services Provided to Congress	584,384	711,612
Loans of Collections to Congress	29,276	25,713
Copyright Claims Registered	515,612	601,659
Copyright Inquiries	385,513	339,658
Services to the Blind and Physically Handicapped (BPH)—Readership	759,000	742,000
BPH—Books and Magazines (total circulated)	22,825,000	23,100,000
BPH—New Braille and Audio Books and Magazines Titles ^a	2,729	2,638
Print Materials Cataloged	224,544	273,534
National Coordinated Cataloging Operation—LC Contribution	80,066	90,542
National Coordinated Cataloging Operation—Outside Contribution	128,160	143,031
Exhibits, Displays, and Publications (funded by appropriations)	32	35
Regular Tours	59,536	105,988
Reference Service	912,120	828,533
Main Reading Room and Five Other Reading Rooms (hours per week)	65	65
Items Circulated	1,694,582	1,580,162
Preservation Treatment—Original Format ^b	263,817	326,623
Mainframe Computer Transactions ^c	85,217,677	63,913,258
Integrated Library System Input/Update Transactions	59,319,648	65,663,286
Machine Readable Cataloging (MARC) Records	29,633,607	31,103,700
Internet Transactions (i.e., LOCIS, Marvel, World Wide Web, and THOMAS public transactions)	931,256,160	1,283,747,169

a. Includes regularly produced books, audio books converted from analog to digital, audio books produced from digital to digital, and duplication of Braille transcription masters from outside sources. This work began in FY 2004.

b. The mass deacidification of paper sheets is a new process that was begun in FY 2003. In FY 2004, 1,200,000 sheets were treated. The treatment and rehousing of an additional 750,000 paper-based items resulted from multiyear initiatives for preventive preservation and for the preparation of items in advance of their relocation to off-site storage facilities.

c. The Library is phasing out its mainframe applications and changing over to a server-based environment.

FY 2002	FY 2003	FY 2004	FY 2005 Budget	Change 2000–2005	Percentage Change
\$525,837,000	\$539,496,502	\$559,299,548	\$584,871,000	+ \$157,413,390	+ 36.8
3,947	4,020	4,056	4,291	+ 372	+ 9.5
126,060,980	127,720,880	130,198,428	132,000,000	+ 11,023,661	+ 9.1
20,095,008	20,422,598	19,313,015	19,300,000	+ 84,371	+ 0.4
811,467	875,197	899,284	941,200	+ 356,816	+ 61.1
25,099	29,454	29,067	30,000	+ 724	+ 2.5
521,041	534,122	661,469	560,000	+ 44,388	+ 8.6
358,604	371,446	381,845	390,000	+ 4,487	+ 1.7
695,907	766,137	766,137	766,100	+ 7,100	+ 1.0
23,464,309	23,780,639	23,780,639	23,780,600	+ 955,600	+ 4.2
2,663	2,764	5,486	5,500	+ 2,771	+ 101.5
310,235	269,568	294,510	295,000	+ 70,456	+ 31.4
88,475	93,584	101,081	105,000	+ 24,934	+ 31.1
162,363	176,487	156,098	157,000	+ 28,840	+ 22.5
37	23	23	27	– 5	– 15.6
112,423	111,755	109,252	110,000	+ 50,464	+ 84.8
775,115	715,479	682,264	685,000	– 227,120	– 24.9
65	65	65	65	0	0.0
1,362,724	1,375,807	1,389,161	1,400,000	– 294,582	– 17.4
666,422	1,591,735	2,648,334	2,000,000	+ 1,736,183	+ 658.1
109,008,458	111,175,428	103,463,022	66,300,000	– 18,917,677	– 22.2
91,834,274	96,495,434	98,312,132	108,143,300	+ 48,823,652	+ 82.3
31,638,841	33,758,594	35,360,828	38,897,000	+ 9,263,393	+ 31.3
2,039,268,542	2,620,884,359	3,360,481,609	3,696,535,000	+ 2,765,278,840	+ 296.9

TABLE 4. FINANCIAL STATISTICS: SUMMARY STATEMENT

The following statistics present a condensed version of the Library of Congress Financial Statements for fiscal year 2004 and fiscal year 2003. Included are the five principal financial statements: the Condensed Balance Sheets, the Condensed Statements of Net Costs, the Condensed Statements of Changes in Net Position, the Condensed Statements of Budgetary Resources, and the Condensed Statements of Financing. The Condensed Balance Sheets provide users with information about the Library's assets, liabilities, and net position. The Library's assets as of September 30, 2004, and September 30, 2003, totaled \$1,387.1 million and \$1,308.8 million, respectively. The Condensed Statements of Net Costs provide information about the net costs for the Library's six programs. Those figures include allocated management support costs. For the fiscal years ended September 30, 2004, and September 30, 2003, the net cost of the Library's six programs was \$607.2 million and \$579.8 million, respectively. The Condensed Statements of Changes in Net Position provide information about the Library's financing sources plus components of the changes in net position. The Library's financing sources totaled \$618.1 million and \$607.8 million for the fiscal years ended September 30, 2004, and September 30, 2003, respectively. The Condensed Statements of Budgetary Resources provide 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, 2004, and September 30, 2003, the Library's budgetary resources were \$1,877.4 million and \$1,700.8 million, respectively. The Condensed Statements of Financing are presented to explain how budgetary resources that were obligated dur-

ing the fiscal year (presented on the Condensed Statements of Budgetary Resources) relate to the net costs of operations of the Library (presented on the Condensed Statements of Net Costs). For the ninth consecutive year, independent auditors have issued an unqualified "clean" opinion on the Library's Financial Statements.

Statement of the Inspector General

The independent accounting firm of Kearney & Company, retained by the Office of the Inspector General, audited the Library of Congress's financial statements for fiscal year 2004. The firm's audit included reviews of the financial statements, internal control over financial reporting, and compliance with laws and regulations. The firm issued a separate report addressing Library management's assertion about the effectiveness of internal control over the safeguarding of collection assets.

For the ninth consecutive year, independent auditors have issued an unqualified, or "clean," opinion. An unqualified opinion indicates that the Library's 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. The auditors reported no material weaknesses in internal control over financial reporting. The auditors did report, however, two information technology-related deficiencies that could adversely affect the Library's ability to meet its financial management objectives, an 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 SHEETS AS OF
SEPTEMBER 30, 2004, AND SEPTEMBER 30, 2003 (Dollars in Thousands)

	2004	2003
Assets		
Intragovernmental Assets	\$1,266,149	\$1,194,857
Investments	68,814	61,298
Pledges Receivable—Donations	6,948	10,192
Property and Equipment	36,118	32,388
Other Assets	9,080	10,028
Total Assets	<u>\$1,387,109</u>	<u>\$1,308,763</u>
Liabilities		
Intragovernmental Liabilities	\$ 32,792	\$ 34,766
Accounts Payable and Accrued Funded Payroll, Benefits	35,851	38,636
Custodial Liability	855,700	793,546
Deposit Account Liability	6,093	5,333
Accrued Unfunded Liabilities	29,919	30,864
Other Liabilities	5,425	2,972
Total Liabilities	<u>\$ 965,780</u>	<u>\$ 906,117</u>
Net Position		
Unexpended Appropriations	\$ 259,574	\$ 251,784
Cumulative Results of Operations	161,755	150,862
Total Net Position	<u>421,329</u>	<u>402,646</u>
Total Liabilities and Net Position	<u>\$1,387,109</u>	<u>\$1,308,763</u>

THE LIBRARY OF CONGRESS CONDENSED STATEMENTS OF NET COSTS
 FOR THE FISCAL YEAR ENDED SEPTEMBER 30, 2004, AND
 THE FISCAL YEAR ENDED SEPTEMBER 30, 2003 (*Dollars in Thousands*)

	2004	2003
Net Costs by Program Area		
National Library	\$369,410	\$353,084
Law Library	19,780	18,188
Copyright Office	32,186	32,141
Congressional Research Service	119,249	113,579
National Library Service for the Blind and Physically Handicapped	50,802	50,788
Revolving and Reimbursable Funds	15,773	12,012
Net Costs of Operations	<u>\$607,200</u>	<u>\$579,792</u>

THE LIBRARY OF CONGRESS CONDENSED STATEMENTS OF CHANGES
IN NET POSITION FOR THE FISCAL YEAR ENDED SEPTEMBER 30, 2004, AND THE FISCAL
YEAR ENDED SEPTEMBER 30, 2003 (*Dollars in Thousands*)

	2004		2003	
	<i>Cumulative Results of Operations</i>	<i>Unexpended Appropriations</i>	<i>Cumulative Results of Operations</i>	<i>Unexpended Appropriations</i>
Net Position, Beginning	\$150,862	\$251,784	\$162,809	\$230,690
Change in Accounting Principle			(39,910)	
Budgetary Financing Sources				
Appropriations		525,856		506,119
Other adjustments (Recession, Canceled Auth., etc.)		(6,781)		(6,765)
Appropriations Used	511,285	(511,285)	478,260	(478,260)
Donations—Cash or Securities	8,400		14,967	
Other	2,995		2,437	
Other Financing Sources				
Donations—Property and Services	19,257		38,667	
Imputed Financing from Costs Absorbed by Others	69,500		62,764	
Other	6,656		10,660	
Total Financing Sources	618,093	7,790	607,755	21,094
Net Cost of Operations	(607,200)		(579,792)	
Net Position, Ending	<u>\$161,755</u>	<u>\$259,574</u>	<u>\$150,862</u>	<u>\$251,784</u>

THE LIBRARY OF CONGRESS CONDENSED STATEMENTS OF BUDGETARY
RESOURCES FOR THE FISCAL YEAR ENDED SEPTEMBER 30, 2004, AND THE
FISCAL YEAR ENDED SEPTEMBER 30, 2003 (*Dollars in Thousands*)

	2004	2003
Budgetary Resources		
Budget Authority	\$ 761,768	\$ 733,734
Unobligated Balances—Beginning of Period	977,504	853,476
Spending Authority from Offsetting Collections	119,201	112,785
Other	18,908	762
Total Budgetary Resources	<u>\$1,877,381</u>	<u>\$1,700,757</u>
Status of Budgetary Resources		
Obligations Incurred	\$ 848,071	\$ 723,253
Unobligated Balance	1,029,310	977,504
Total Status of Budgetary Resources	<u>\$1,877,381</u>	<u>\$1,700,757</u>
Relationship of Obligations to Outlays		
Obligated Balance, Net—Beginning of Period	\$ 191,677	\$ 149,653
Obligated Balance, Net—End of Period	208,253	191,677
Outlays		
Disbursements	810,130	672,508
Collections	(123,312)	(111,824)
Total Outlays	<u>\$ 686,818</u>	<u>\$ 560,684</u>

THE LIBRARY OF CONGRESS CONDENSED STATEMENTS OF FINANCING
FOR THE FISCAL YEAR ENDED SEPTEMBER 30, 2004, AND THE FISCAL YEAR
ENDED SEPTEMBER 30, 2003 (*Dollars in Thousands*)

	2004	2003
Resources Used to Finance Activities		
Obligations Incurred	\$848,071	\$723,253
Spending Authority from Offsetting Collections and Recoveries	(144,679)	(120,544)
Donations of Property and Services	19,257	38,667
Imputed Financing	69,500	62,764
Other Resources	3,721	4,421
Total Resources Used to Finance Activities	795,870	708,561
Resources Used to Finance Items Not Part of the Net Cost of Operations		
Change in Budgetary Resources Obligated for Goods, Services, and Benefits Ordered but Not Yet Provided	(19,670)	(34,867)
Resources That Finance the Acquisition of Assets	(13,576)	(24,248)
Resources That Fund Expenses Recognized in a Prior Period	(1,001)	0
Other Resources or Adjustments to Net Obligations That Do Not Affect Net Cost of Operations	(156,957)	(70,099)
Total Resources Used to Finance Items Not Part of the Net Cost of Operations	604,666	579,347
Components of the Net Costs of Operations That Will Not Require or Generate Resources in the Current Period		
Increase in Annual Leave Liability and Actuarial Liabilities	0	2,535
Depreciation and Amortization	9,550	8,478
Revaluation of Assets and Liabilities	(7,206)	(10,659)
Other Costs	190	91
Total Components of Net Costs of Operations That Will Not Require or Generate Resources in the Current Period	2,534	445
Net Cost of Operations	\$607,200	\$579,792

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)	4,155	1	440,736
Class B–BJ (Philosophy)	6,341	0	343,499
Class BL–BX (Religion)	18,734	0	752,740
Class C (History, Auxiliary Sciences)	4,014	0	274,310
Class D (History, except American)	30,410	1	1,366,744
Class E (American History)	4,600	0	290,914
Class F (American History)	7,814	0	475,008
Class G (Geography, Anthropology)	12,450	421	475,894
Class H (Social Sciences)	49,382	1	3,000,450
Class J (Political Science)	10,338	0	840,113
Class K and LAW (Law)	57,064	3,216	2,465,007
Class L (Education)	6,732	0	542,158
Class M (Music)	11,906	0	683,329
Class N (Fine Arts)	12,620	0	558,242
Class P (Language and Literature)	57,604	0	2,663,433
Class Q (Science)	22,665	0	1,233,022
Class R (Medicine)	12,147	0	529,772
Class S (Agriculture)	5,007	0	447,028
Class T (Technology)	22,127	0	1,379,251
Class U (Military Science)	2,821	0	216,170
Class V (Naval Science)	1,055	0	109,883
Class Z (Bibliography)	5,697	0	641,995
Total Classified Collections	365,683	3,640	19,729,698

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<i>Print Collections</i>	<i>Added</i>	<i>Withdrawn</i>	<i>Total</i>
Other Print Materials or Products			
Books in Large Type	0	0	8,684
Books in Raised Characters	1,265	0	79,678
Incunabula	1	0	5,707
Minimal-Level Cataloging (monographs and serials)	25,837	0	723,055
Newspapers (bound)	0	0	30,874
Pamphlets	579	0	272,061
Technical Reports	7,735	4,429	1,457,039
Other	65,739	17,337	7,244,118
Total Other Print Materials	101,156	21,766	9,821,216
Total Print Collections	466,839	25,406	29,550,914

<i>Other Collections</i>	<i>Added</i>	<i>Withdrawn</i>	<i>Total</i>
Audio Materials	79,753	20,100	2,710,882
Talking Books	1,976	0	66,301
Manuscripts	1,445,805	0	58,479,431
Maps	38,481	24,053	4,807,827
Microforms	320,471	6,164	14,047,798
Music	85,867	3,360	5,190,359
Visual Material			
Moving Images	32,990	0	957,794
Photographs (negatives, prints, and slides)	64,521	0	12,388,513
Posters	1,196	0	89,241
Prints and Drawings	6,739	0	529,442
Other (broadsides, photocopies, nonpictorial material, etc.)	58	0	1,263,243
Machine-Readable Material	12,290	355	116,683
Total Other Collections	2,090,147	54,032	100,647,514
Total (items)	2,556,986	79,438	130,198,428

TABLE 6. ADDITIONS TO THE COLLECTIONS—TITLES

<i>Classified Collections</i>	<i>Added</i>	<i>Withdrawn</i>	<i>Total</i> ^a
Class A (General Works)	1,153	1	91,431
Class B–BJ (Philosophy)	5,097	0	207,946
Class BL–BX (Religion)	15,143	0	568,955
Class C (History, Auxiliary Sciences)	2,831	0	133,186
Class D (History, except American)	25,605	1	966,305
Class E (American History)	5,065	0	141,915
Class F (American History)	5,071	0	262,238
Class G (Geography, Anthropology)	15,012	0	541,784
Class H (Social Sciences)	37,990	1	1,520,422
Class J (Political Science)	7,753	0	295,666
Class K and LAW (Law)	19,621	0	712,097
Class L (Education)	4,627	0	264,062
Class M (Music)	7,576	0	458,412
Class N (Fine Arts)	11,461	0	401,654
Class P (Language and Literature)	56,870	0	2,248,464
Class Q (Science)	14,169	0	659,862
Class R (Medicine)	9,336	0	303,302
Class S (Agriculture)	4,016	0	212,054
Class T (Technology)	13,457	0	697,357
Class U (Military Science)	2,192	0	84,862
Class V (Naval Science)	672	0	38,636
Class Z (Bibliography)	2,790	0	234,093
Total	267,507	3	11,044,703

a. Totals 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 2003</i>	<i>FY 2004</i>	<i>Change</i>	<i>Percentage Change</i>
Print Materials				
Books	216,479	234,915	+ 18,436	+ 8.5
Microforms	2,430	2,593	+ 163	+ 6.7
Serials (pieces)	57,779	40,648	- 17,131	-29.6
Total	<u>276,688</u>	<u>278,156</u>	<u>+ 1,468</u>	<u>+ 0.5</u>
Special Materials				
Machine-Readable	559	442	- 117	-20.9
Manuscripts	11,504,993	11,631,041	+ 126,048	+ 1.1
Maps	34,947	54,542	+ 19,595	+56.1
Moving Images	230,326	240,578	+ 10,252	+ 4.5
Music	3,309,872	3,189,304	- 120,568	- 3.6
Pictorial Materials	4,123,980	3,028,775	-1,095,205	-26.6
Rare Books	93,555	87,637	- 5,918	- 6.3
Sound Recordings	847,678	802,540	- 45,138	- 5.3
Total	<u>20,145,910</u>	<u>19,034,859</u>	<u>-1,111,051</u>	<u>- 5.5</u>
Grand Total	<u>20,422,598</u>	<u>19,313,015</u>	<u>-1,109,583</u>	<u>- 5.4</u>

TABLE 8. CATALOGING WORKLOAD

	FY 2003	FY 2004
New Titles Fully Cataloged	192,247	190,431
Cooperative New Titles Fully Cataloged	90,295	88,274
Titles Recataloged or Updated	153,647	148,897
Cooperative Titles Recataloged or Updated	7,043	4,824
Minimal-Level Cataloging Titles	60,762	43,146
Copy Cataloging	39,015	46,488
Collection-Level Cataloging	4,268	4,393
Name and Series Authorities Established	96,293	103,531
Cooperative Name and Series Authorities Established	176,487	156,098
Name and Series Authorities Updated	68,448	72,667
Cooperative Name and Series Authorities Updated	51,083	41,019
Subject Headings Established	7,606	6,547
Cooperative Subject Headings Established	3,509	2,558
Subject Headings Updated	14,426	6,313
Cooperative Subject Headings Updated	420	586
Class Numbers Established	1,403	1,595
Cooperative Class Numbers Established	1,763	1,715
Class Numbers Updated	166	277
Cooperative Class Numbers Updated	2	9
Titles Classified with Decimal Classification	96,906	107,911
Items Received for Processing in Bibliographic Access Divisions	364,886	360,184
Items Completely Processed in Bibliographic Access Divisions	374,079	378,381
Archival Records Created for National Union Catalog of Manuscript Collections	4,108	4,283
Cataloging in Publication Titles Verified	60,284	57,595
Items Processed on Inventory-Level Records	42,465	24,392

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)	27,070	518,332
Books ^a	217,862	10,652,942
Electronic Resources ^b	3,223	22,181
Manuscripts	838	12,466
Maps	6,989	277,331
Music	38,129	467,083
Serials	15,771	1,144,771
Visual Materials	17,638	347,607
Name Authorities	278,688	6,012,207
Subject Authorities	5,339	284,584
Holdings	623,817	14,222,445
Total	1,235,364	33,961,949

a. Includes full-level and minimal-level records.

b. Includes electronic resources in all monographic formats.

TABLE IO. PRESERVATION TREATMENT STATISTICS^a

Treatment	
Volumes Treated	3,186
Unbound Paper-Based Items Treated	80,373
Photographs Treated	1,497
Commercial Library Binding (volumes)	212,445
Mass Deacidification (volumes)	299,064
Mass Deacidification (sheets)	1,219,500
Housing/Rehousing	
Protective Boxes Constructed, for Paper-Based Materials	8,772
Paper-Based Items Rehoused	788,835
Photographs Rehoused	20,721
Discs, Film (reels), Magnetic Tape (reels/cassettes) Cleaned/Packaged	13,941
Copying/Reformatting	
Preservation Photocopying (volumes) (33,873 pages)	116
Paper-Based Materials Converted to Microfilm (pages)	4,038,946 (2,316,219 exposures)
Paper-Based Materials Converted to Digital Format (works)	216 (36,390 pages)
Audio Materials Converted to Digital Format (files) ^b	5,638
Video Materials Converted to Magnetic Tape (items)	66
Motion Picture Films Converted (reels)	2,206 (1,481,258 feet)
General Preservation of the Collections	
Items Surveyed, Paper-Based	3,853,002
Items Surveyed, Photographs	250,417
Pieces Labeled	665,745

a. The substantial increases in statistics for the treatment, rehousing, and surveying of paper-based items are due to multiyear initiatives for preventive preservation and for the preparation of items in advance of their relocation to off-site storage facilities.

b. Previously audio materials were converted to magnetic tape.

TABLE II. NUMBER OF COPYRIGHT REGISTRATIONS BY SUBJECT MATTER, FISCAL 2004

<i>Category of Material</i>	<i>Published</i>	<i>Unpublished</i>	<i>Total</i>
Nondramatic Literary Works			
Monographs and Computer-Related Works	158,134	69,352	227,486
Serials			
Serials (nongroup)	54,375	—	54,375
Group Daily Newspapers	3,287	—	3,287
Group Serials	10,616	—	10,616
Total Literary Works	226,412	69,352	295,764
Works of the Performing Arts, Including Musical Works, Dramatic Works, Choreography and Pantomimes, and Motion Pictures and Filmstrips	59,037	111,475	170,512
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	63,223	44,552	107,775
Sound Recordings	21,735	46,274	68,009
Total Basic Registrations	370,407	271,653	642,060
Renewals			18,980
Mask Work Registrations			377
Vessel Hull Design Registrations			52
Grand Total All Registrations			661,469
Documents Recorded			14,979

**TABLE 12. COPYRIGHT BUSINESS SUMMARY:
FEE RECEIPTS AND INTEREST RECORDED, FISCAL 2004**

<i>Fees</i>	<i>Receipts Recorded^a</i>
Copyright Registration	\$18,295,704
Mask Works Registration	26,775
Vessel Hull Design Registration	9,395
Renewal Registration	\$ 1,030,632
Subtotal	<u>\$19,362,506</u>
Recordation of Documents	\$ 1,728,380
Certifications	226,273
Searches	136,575
Expedited Services	1,875,989
Other Services	<u>312,915</u>
Subtotal	<u>\$ 4,280,132</u>
Total	<u>\$23,642,638</u>
Interest Earned on Deposit Accounts	<u>\$ 38,732</u>
Fee Receipts and Interest Applied to the Appropriation ^b	<u>\$23,777,760</u>

a. "Receipts Recorded" are fee receipts entered into the Copyright Office's in-process system.

b. "Fee Receipts and Interest Applied to the Appropriation" are fee receipts and deposit account interest that were cleared for deposit into the Copyright's Office's appropriation account.

**TABLE 13. SERVICES TO INDIVIDUALS
WHO ARE BLIND AND PHYSICALLY HANDICAPPED**

	<i>Items Circulated^a</i>	<i>Number of Readers</i>
Regional and Subregional Libraries		
Recorded Discs	35,708	12,660
Recorded Cassettes	23,052,958	419,107
Braille (including Web-Braille)	744,764	23,655
NLS Service to Overseas Patrons		
Recorded Discs	5	N/A
Recorded Cassettes	24,063	300
Braille (including Web-Braille)	1,009	57
NLS Service to Music Patrons		
Recorded Discs	2	N/A
Recorded Cassettes	53,776	7,443
Braille (including Web-Braille)	6,385	1,060
Large Print	2,011	507
Interlibrary Loan—Multistate Centers		
Recorded Discs	1,032	N/A
Recorded Cassettes	123,243	N/A
Braille (including Web-Braille)	6,152	N/A

a. Items circulated include 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

	Circulation of Items for Use Within the Library	Direct Reference Service				Total
		In Person	Correspondence	Telephone	Web-Based/ E-Mail	
African and Middle Eastern Division	5,418	9,257	3,404	5,263	8,922	26,846
American Folklife Center	1,705	3,821	323	3,301	2,403	9,848
Asian Division	5,887	6,239	487	2,056	1,878	10,660
Children's Literature Center	—	112	133	1,411	1,723	3,379
Collections Access, Loan, and Management Division	478,685	96	—	29,912	83,894	113,902
European Division	33,612	8,619	204	3,447	2,437	14,707
Geography and Map Division	142,147	15,905	601	3,646	1,430	21,582
Hispanic Division	12,740	13,634	559	5,213	3,701	23,107
Humanities and Social Sciences Division	47,988	56,504	1,123	5,707	8,673	72,007
Law Library ^b	101,821	64,486	10,890	12,072	2,760	90,208
Manuscript Division	58,668	44,261	543	6,592	4,646	56,042
Motion Picture, Broadcasting, and Recorded Sound Division	25,369	2,819	248	7,730	5,509	16,306
Music Division	106,985	6,821	376	3,991	2,730	13,918
National Library Service for the Blind and Physically Handicapped ^c	—	374	6,228	5,828	3,199	15,629
Prints and Photographs Division	111,824	21,825	548	5,588	4,116	32,077
Rare Book and Special Collections Division	19,362	2,586	392	3,767	2,012	8,757
Science, Technology, and Business Division	503	48,376	16,391	6,308	11,348	82,423
Serial and Government Publications Division	127,902	64,544	34	3,868	2,420	70,866
Totals	1,280,616	370,279	42,484	115,700	153,801	682,264

a. Not included here are statistics for the Congressional Research Service, which completed 899,284 responses to requests and service transactions for members and committees of Congress in fiscal 2004; for the Copyright Office, which answered 381,845 inquiries; and for the Preservation Directorate, which responded to 1,015 information requests.

b. Not included here are 1,947 research reports that the Law Library prepared for Congress and other government agencies.

c. See table 13 for additional NLS statistics.

**TABLE 15. CATALOGING DISTRIBUTION SERVICE:
FINANCIAL STATISTICS, FISCAL 2004**

<i>Source of Income</i>	
General	\$3,729,432
U.S. Government Libraries	103,163
Foreign Libraries	908,953
Total Gross Sales	<u>\$4,741,548</u>
<i>Analysis of Total Income</i>	
Alert Services	\$ 33,088
Cataloger's Desktop on the Web	239,316
Classification Web	935,840
CD-ROM	
Octavo ^a	0
Cataloger's Desktop Teaching Copy	3,500
Cataloger's Desktop	605,839
Classification Plus ^a	0
Class Plus and Desktop ^a	0
MARC Files and MARC Publications	1,488,841
Microfiche Catalogs ^a	
NUC Books	0
NUC Audiovisual Materials	0
NUC Cartographic Materials	0
Name Authorities	0
Subject Headings	0
Music	0
Miscellaneous Publications ^b	17,343
Technical Publications	1,417,781
Total Gross Sales	<u>\$4,741,548</u>
Adjustments	<u>(349,382)</u>
Total Net Sales	<u>\$4,392,166</u>
Transfers	
Fees Transferred to Appropriation	\$4,411,142
Fees Transferred to Miscellaneous Receipts	0
Total Fees Transferred	<u>\$4,411,142</u>

a. Discontinued products.

b. Includes income formerly reported as Book Catalogs.

TABLE 16. HUMAN RESOURCES (as of September 30, 2004)

<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; Planning, Management, and Evaluation; Training and Development; Workforce Diversity)	113
Human Resources Services	49
Integrated Support Services	136
Office of the Chief Financial Officer	53
Office of Security and Emergency Preparedness	145
Total for the Office of the Librarian	496
Congressional Research Service	699
Copyright Office	507
Law Library	81
Library Services	
Office of the Associate Librarian	17
Operations	74
Acquisitions and Support Services	278
Area Studies Collections	107
Cataloging	526
National Services	107
National Library Service for the Blind and Physically Handicapped	99
Preservation	118
Public Service Collections	746
Total for Library Services	2,072
Office of Strategic Initiatives	
Office of Strategic Initiatives	56
Information Technology Services	209
Total for the Office of Strategic Initiatives	265
Total Permanent Library Employees	4,120 ^a

continued on next page

a. Does not include temporary employees or those in indefinite or not-to exceed positions. Includes employees funded by appropriated and nonappropriated sources. The Library's attrition rate for permanent employees was 6 percent in fiscal 2004.

continued from previous page

Demographics

Average Years of Library of Congress Service	17
Average Years of Federal Service	18
Average Age	48
Males	1,849
Females	2,271
American Indian	19
Asian	248
Black	1,598
Hispanic	93
White	2,162
Total Permanent Library Employees	4,120

INDEX

Page numbers in italics denote an illustration or photograph. Page numbers xii and xiii denote a presence on the organization chart.

- AACR2. *See Anglo-American Cataloguing Rules*
- AARP, 84, 103, 107
- ABCs of Great Negroes, 4, 69–70, 191
- Abrams, Harry N., 82
- Academia Sinica, 59, 116
- Access Programs Office, 124–25
- Accounting Operations Office, xii, 136–37
- acquisitions, 3–4, 167, 169
- Acquisitions and Bibliographic Access Directorate, 50
- funding, 52
- Librarian's testimony before Congress, 169–70, 175
- list of selected gifts and acquisitions, 190–92
- statistical tables, 210–12
- See also specific directorates, divisions, and offices*
- Acquisitions and Bibliographic Access Directorate, xiii, 41, 45–56
- acquisitions, 50
- Acquisitions Fiscal Office, xiii
- Ad Council, 114
- Administrative Services Office, xiii, 41
- Adventure of the American Mind program, 121, 155
- advisory bodies, 176–83
- Affirmative Action and Special Programs Office, 123–26
- Affirmative Action Intern Program, 124
- Affirmative Action Tuition Support Program, 124
- African American History Month, 119, 126, 163
- African and Middle Eastern Division, xiii, 57–58
- acquisitions, 61, 62
- binding training, 89
- National Library of Iraq reconstruction, 58
- relocation of collection, 63
- service statistics, 57
- African/Asian Acquisitions and Overseas Operations Division, xiii
- bibliographic and inventory control of serials, 56
- Chinese database series, 50
- exchanges with Iran, 55
- Agriculture Department, 143
- Ahmed, Moudud, 37
- Akiba, Yoko, death, 200
- Alan Lomax Collection, 3, 43, 111, 112, 116, 119, 169, 191
- Albin, Michael, 40
- Albro, Sylvia, fellowship recipient, 189
- Alert Service, 49
- aliens, legislative assistance involving public benefits for, 10
- The Alphabet Annotated for Youth and Adults*, 4, 70, 191
- Alternate Computer Facility, 156–57, 172
- Alterra Globe Initiatives, 73
- Altschuler, Ruth, xv
- American Association of Law Libraries, 36
- American Bar Association, 36
- Standing Committee on the Law Library of Congress, 178
- American Battle Monuments Commission, 84
- American Cities and Landscapes: Carol M. Highsmith Collection Web site, 154
- American civil liberties, 37
- American Colony Photo Department in Jerusalem, 68
- American Folklife Center, xiii, 41–44
- acquisitions, 44
- Board of Trustees, 178
- Homegrown Concert series, 42–43, 164, 165, 166
- Save Our Sounds project, 43
- Telling America's Stories, 73
- Veterans History Project and, 83
- See also Alan Lomax Collection*
- American Folktales: From the Collections of the Library of Congress*, 198
- American Memory Web site, viii, 2, 3, 61, 152–53, 156, 167, 169
- Newspaper Pictorials: World War I Rotogravures*, 69
- Read More About It! program, 64, 73
- redesign, 153
- American National Standards Institute, 94
- American Political Prints Web site, 154
- American Revolution powder horn, acquisition, 109, 190

- American Society of Human Genetics, 42
- American Society of International Law, 36
- American Television and Radio Archives Act, 117
- American Treasures of the Library of Congress* (exhibition), 76, 78, 84, 193–94
- Americans with Disabilities Act, 148
- America's Library Web site, viii, 3, 113–14, 152, 154, 156
- Ancient Manuscripts from the Desert Libraries of Timbuktu* (exhibition), 58
- Andrews, Julie, 4, 100, 102
- Anglo-American Acquisitions Division, xiii
- National Library of Iraq reconstruction, viii, 1, 40, 58
- Anglo-American Cataloguing Rules*, 47, 54
- Annual Program Performance Plan, 134
- Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2003*, 113, 198
- anthrax attacks on Capitol Hill, 2, 17–18
- appropriations
- Congressional Cartography Program, 65
 - Congressional Relations Office, 104–5
 - Federal Research Division activities involving, 59
 - fiscal 2000–2005, 202–3
 - fiscal 2004, 201
 - fiscal 2005, 201
 - GENPAC, 52
 - Legislative Branch Appropriations Act of 2004, 134, 135
 - Librarian's testimony before Congress, 104, 167–76
 - NDIIPP funding, 152
- Appropriations Committees, members, xiv–xv
- Architect of the Capitol budget, 104
- Librarian's testimony before Congress, 171, 173–74
- Safety Services partnering with, 148
- Ariel software and transmissions, 62
- Arizona Heritage Project, 42
- Armenia Selected Sources*, 58
- Army Human Resources Command, Distinguished Service Cross Awards Report, 60
- arrearrage
- Collections Services Directorate, 57
 - Isaac Berlin Collection, 68
 - statistical table, 213
 - See also *specific directorates and divisions*
- Artists' Press, Johannesburg, Kuru Art Project acquisition, 61, 190
- Arts and Sciences Cataloging Division, xiii
- Ashley, Maryle, retirement, 200
- Asia, declassified Southeast Asia POW/MIA documents, 60
- Asian Division, xiii
- acquisitions, 61
 - binding training, 89
 - Chinese database series, 50
 - Chinese section anniversary/symposium, 1, 58, 59, 120, 161
 - inventory, 64
 - reorganization, 59
- Asian Pacific American Heritage Month, 120, 126, 164
- Associate Librarian for Library Services, Office of, xiii, 41
- Association for Cultural Equity, 43, 191
- Association for Diplomatic Studies and Training, *Frontline Diplomacy* collection, 70
- AT&T, 102, 103, 107
- The Atlantic World: America and the Netherlands, 1609 to the Present Web site, 40, 59
- audio equipment, 78–79, 171
- audio recordings and collections. See MBRS Division; sound recordings; *specific types*, e.g., radio broadcasts, etc.
- audits
- computer security, 172
 - financial, 4, 122, 137, 204–9
 - performance audits by Office of the Inspector General, 121–22
 - Purchase Card Program, 121
- authoring and distribution systems, CRS, 14, 15
- Automation Planning and Liaison Office, xiii, 41, 90–92
- awards, contract. See *specific contract award recipients, initiatives, and programs*
- awards and prizes
- Américas Awards for Children's and Young Adult Literature, 166
 - digital preservation. See NDIIPP
 - FLICC Awards Working Group selections, 74
 - GLIN model station awards, 34
 - Kluge Prize, viii, 1, 109, 110, 116, 119, 162
 - list of honors and awards recipients, 189–90
 - Living Legend Award, 109, 156, 161, 162
 - Office of Workforce Diversity awards, 124
 - Virtual Reference Desk Director's Award, 189
 - See also *specific award recipients and honorees by name*
- Ayatollah Mar'ashi Najafi Library, 55

- Backstage Library Works Inc., 55
- Balance, Frank, Rep. (D-N.C.), 107
- banking, legislative assistance
involving, 13
- bankruptcies, Office of the
General Counsel activities
regarding, 115
- Barat Educational Foundation, 155
- Barnes & Noble, 103
- Baseline Inventory Program,
xiii, 57, 62, 63, 64, 93
- Baum, Frank, 64
- Bechdel, Alison, comic strip
episodes, 70, 191
- Bell, Alexander Graham, papers,
66, 153
- Bennett, Robert F., Sen. (R-Utah),
xiv
- Bernal, Mary Louise, award
recipient, 189
- BIBCO (bibliographic record
unit), monographs, 47
- Bible, acquisitions,
61, 70, 109, 190, 191
- Bibliographic Access
arrears, 45, 52
divisions, xiii, 45–46
strategic plan, 52
- Bibliographic Access Management
Team, Dewey component
addition to PCC, 55
- bibliographic and inventory control
of serials, 56
- Bibliographic Enrichment
Advisory Team, 46, 51
- Bibliothèque nationale de France,
40, 59, 109
- Bickham, Terry, xi
appointment, 199
- Billington, James H., Librarian
of Congress, ix, xi, xv, 73, 77,
83, 100, 104, 120
Forbes Medal for Noteworthy
Contributions to the Field
of Preservation recipient,
189
Great Libraries of the World
trip, 109
- HalfPrice Books award recipient,
102
letter from, vii–ix
Living Legend Award
presentation by, 109
National Book Festival, 100, 102
“Program Announcements
to Support Building
a Network of Partners”
final selections, 152
testimony before Congress,
104, 167–76
travel to Iran, 54–55
- Binding and Collections Care
Division, xiii, 41, 86, 89
- Bingaman, Jeff, Sen. (D-N.M.),
73
- bioterrorism, legislative assistance
involving, 10
- Blackmun, Harry A., Hon., papers,
1, 111–12, 116, 156, 163
- blind and physically handicapped
persons. *See* disabilities,
individuals with
- Blind and Physically Handicapped
program. *See* National
Library Service for the Blind
and Physically Handicapped
- Block, Herbert (Herblock)
Herblock collection exhibition,
76
papers, 3, 51, 70, 191
- Bob Hope and American Variety*
(exhibition), 76, 194
- Boethius, *De Musica*, 70, 191
- Bonneville Broadcasting v. Peters*,
23–24
- book events, in date order, 161–66
- Boorstin, Daniel J., 72
death, 163
public memorial service,
72, 99, 120, 164
- border and transportation security,
8–9
- Bork, Robert, Hon., papers,
51, 116, 191
- “born-digital” materials,
vii, 2, 151, 152
- Bound for Glory: America in Color*,
1939–1943
cooperative publishing project,
198
exhibition, 68, 82
- Bradlee, Benjamin C., 119
- Braille materials, 78–80, 168, 169
- Brazil, Hispanic Division
collections, 60
- Breve noticia de Nuestra Señora de los
Angeles*, acquisition, 62, 190
- British Library, 96
- Brown, Carolyn, appointment, 199
- Brubeck, Dave, Living Legend
Award recipient, 156, 161
- Brzezinski, Zbigniew, 66, 164
- budget and spending.
See appropriations
- Budget Office, xii, 135–36
- Budget Working Group, 136
- Building the Library’s Future:
A Guide to Workforce and
Succession Planning*, 143
- buildings and grounds
Facility Services activities,
144, 148
Librarian’s testimony before
Congress, 173–74
Safety Services activities, 148–49
See also Architect of the Capitol;
storage facilities
- Bullfinch Publishers, 82
- Bunker Hill Publishing, 82
- Burton Foundation for Legal
Achievement, 36, 165
- Bush, George W., 78, 100, 104, 112,
119, 163
- Bush, Laura, 4, 73, 99, 100, 100, 101,
110, 119
- Business Enterprises, xiii, 41, 71–72
Summer College intern hosted
by, 72
- Caldwell, Larry, 104
- calendars
list of, 198
This Day in History, 59
- Campbell, Laura E., xi, 153

- Canadian Counterpoint: Illustrations by Anita Kunz* (exhibition), 76
- Canals* (cooperative publishing project), 82, 198
- Capitol Visitor Center, 76, 104, 143, 145
- Caplan, Lincoln, 35
- Cardoso, President and Mrs. Fernando Henrique, event honoring, 81, 162, 185
- Career Expo for Persons with Disabilities, 125
- Caro, Robert, 4, 102–3
- Carroll, Lewis, scrapbook, 64, 69, 153
- Carta confirmatoria de hildaguía*, acquisition, 62, 192
- Carta Marina*, 3, 70, 190
- Carter, Stephen, 100
- cartoons and comics, 70, 71
 Alison Bechdel, 70, 191
 comic book collection
 preservation, 69
 Herblock, 3, 51, 70, 76, 191
Humor's Edge: Cartoons by Ann Telnaes, 51, 82, 165, 191, 193, 198
 “Oh, No, It’s Monday and I’ve Run Out of Ideas: A Cartoonist’s Crisis” lecture, 163
Spider-Man acquisition, 71, 192
 Swann Gallery for Caricature and Cartoon, 76
- Casey, Judith R., 73
- Cataloger’s Desktop*, 49
- cataloging
 cooperative cataloging programs, 47
 cooperative cataloging training courses, 49
 external sources for, 55
 statistical table of cataloging workload, 214
 See also Acquisitions and Bibliographic Access Directorate; Bibliographic Access; specific divisions, offices, services, and programs
- Cataloging Distribution Service, xiii, 49–50
 Business Enterprises merchandising pilot and, 72
 financial statistics, 221
- Cataloging in Publication Division, xiii, 46–47
- Cataloging Policy and Support Office, xiii, 47–48, 49, 53, 55
- ccmMercury software, 137, 147–48
- CD-ROM media research projects, 87, 88, 89
- CENDI, Persistent Identifiers Task Force white paper, 93
- Center for Architecture, Design, and Engineering, 76
- Center for Geographic Information, members, 182
- Center for Research Libraries, 69
- Center for the Book, xiii, 41, 64, 71, 72–73
- A Century of Lawmaking for a New Nation, 32
- Chao, Elaine, 1
- Cheney, Lynn, 107
- Chevy Chase Bank, 103
- Chief Financial Officer, Office of the, xii, 134
 Accounting Operations Office, 136–37
 Budget Office, 135–36
 Disbursing Office, 137
 Financial Reports Office, 137
 Financial Systems Office, 137–38
 ITS efforts for, 158
 Office of the General Counsel work with, 114
 Strategic Planning Office, 134–35
- Chief Operating Officers, xi
- children’s literature
 acquisitions, 4, 69–70
 annual Americas Awards for Children’s and Young Adult Literature, 166
 juvenile literature cataloging, 55
- Children’s Literature Center, xiii, 57, 64–65, 69–70, 191
- China
 Chinese Section anniversary celebration/symposium, 1, 58, 59, 120, 161
 copyright educational symposium, 25
 database series, 50
 “Democracy in China” symposium, 164
 “The Ideological Context of U.S.–China Relations” lecture, 165
 legislative assistance involving, 13
 Naxi Manuscript Collection, 58, 153
 Office of Scholarly Programs fellowship studies, 81
 panel discussion on Low Bow Group’s productions on China, 162
- Chirita, Dan Adrian, 33
- Churchill and the Great Republic*
 cooperative publishing project, 198
 exhibition and symposium, 40, 66, 78, 112, 119, 163, 165, 192–93
- citizenship and naturalization, legislative assistance involving, 10
- civil liberties and civil rights, terrorism and, 9
- Civil Rights movement
Children of Struggle dramatization, 165
 “Eyewitness to History: Journalism and the Civil Rights Movement” panel discussion, 165
My Soul Looks Back in Wonder: Voices of the Civil Rights Experience, 164
 Voices of Civil Rights project, 51, 116, 192
 “With an Even Hand”: Brown v. Board at Fifty (exhibition), 1, 40, 66, 76, 78, 107, 112, 119, 164, 193

- "A Civil War Soldier in the Wild Cat Regiment: The Papers of Tilton C. Reynolds" (online historical collection), 66, 196
- Clancy, Tom, 100
- Clark, Carroll V., appointment, 199
- Classification Web*, 49
- Cleland, Max (former U.S. senator), 84
- Clemandot, Rosemarie, retirement, 200
- Clinton, Hillary Rodham, Sen. (D-N.Y.), 83
- Clyburn, James E., Rep. (D-S.C.), xv, 107
- Coach Inc. v. Peters*, 23
- Coca-Cola Company, 103
- Cochran, Thad, Sen. (R-Miss.), xiv
- Cohen, William, 36, 37
- Cole, Jeffrey, appointment, 199
- Cole, John, 73
- collection management
 Librarian's testimony before Congress, 169–70
See also Collections and Services Directorate
- collections
 additions to collections statistical table, 210–12
 donations for, 107
 news and documentary productions featuring, 113
 products featuring, 82
 size of, viii, 3, 168
- Collections Access, Loan, and Management (CALM) Division, xiii, 57, 62–63
- Collections and Services Directorate, xiii, 41, 62–71
 arrearage, 57
 Web guides, 54
- Collections Management divisions, xiii
 Baseline Inventory Program, 57, 62, 63, 64, 93
- Collections Access, Loan, and Management Division, 57, 62–63
- Digital Reference Team, 57, 62, 64, 73
- Photoduplication Service, 57, 62, 64
- Collins, Billy, 114
- Colvocoresses, Alden P., 51
- Coming Home*, 84, 189
- communications
 CRS initiatives, 15
 disasters and terrorists events, 9
 LC Events online alert system, 143
See also Information Technology Services
- Communications, Office of, xii, 109–14
- computer hardware
 mainframe migration plans, 158–59
 upgrades, 91, 157–58
- computer security. *See* information systems security and reliability
- Computers for Learning program, 143–44, 146
- concerts
 Brubeck, Dave, 156, 161
 in date order, 161–66
 Homegrown Concert series, 42–43, 164, 165, 166
 Odetta, 156, 162
 Parton, Dolly, 109, 119, 164
 Recording Laboratories digitization of, 67
- Congress
 appropriations, 104–5
 CRS assistance involving continuity, 9–10
 events hosted by, 106–7
 Joint Committee on the Library meeting, 105
 Librarian's letter to, vii–ix
 testimony of Librarian before, 167–76
 Congressional Black Caucus, 107
- Congressional Budget Office, 7–8
- Congressional Cartography Program, 65
- Congressional Medal of Honor Award ceremonies, 156
- Congressional Relations Office, xii, 103–7
- Congressional Research Service (CRS), vii, xii, 7–15, 31, 52
 legislative assistance provided by, 7–13
 Librarian's testimony before Congress, 170, 175
 management initiatives, 13–15
9/11 Commission Report, 2, 9, 13
 staffing, 167
 technology initiatives, 15
- Conroy, Pat, 101
- CONSER (Cooperative Online Serials), 45
- Conservation Division, xiii, 41, 86, 89
- Consolidated Appropriations Act of 2005, 105 (footnote)
- Consolidated Financial Statements, 4, 122, 137, 204
- Contracts and Grants Management, Office of, xii, 114–15, 120–21
- Cooperative Acquisitions Program, 4
- cooperative publishing projects, list of titles, 198
- Copyright Arbitration Royalty Panels, xii
 proceedings for 2004, 24
 reform, 22
- Copyright Business Process Reengineering, 158
- Copyright Office, viii, xii, 4, 7
 administrative activities, 17–20
 anthrax-related postal disruptions, 17–18
 appropriations, 170–71, 176
 copies of works, 18
 electronic registration, 18, 26
 facilities redesign/renovation, 27, 143

- information technology initiatives, 26–27
- infringement issues and concerns, 19–21, 117
- international protection of copyrights, 24–25
- Internet streaming of radio broadcasts, 21–22
- legislative activities, 20–23
- Librarian's testimony before Congress, 170–71, 176
- licensing and royalties, 18, 22–24
- litigation assistance requests, 23–24
- Office of the General Counsel and, 117
- outreach, 26
- public information, 18
- reengineering program, 4, 26–27, 167
- Register's congressional testimony, 20–22
- registration and recordation of claims, viii, 18, 168, 169
- regulatory activities, 18–20
- reorganization, 26
- statistical tables on registration and other business fees, 217–18
- Web site, 18
- Correspondence Control Unit, 147–48
- Cortes, Hernando, documents, 3
- Coulter, Catherine, 101
- Country Studies series, revival of, 59
- Cox, Edwin L., xv
- CRS. *See* Congressional Research Service
- Culberson, John, Rep. (R-Tex.), xv
- Culpeper, Va., storage facility. *See* National Audio-Visual Conservation Center
- CyberLC Web page, 113, 156, 156
- Dardoud, Gabriel, gift from estate of, 51
- Darwin, Charles C., 4
- Daschle, Thomas, Sen. (D-S.D.), 106
- databases
 - Accounting System, 136
 - acquisition of online database subscriptions, 192
 - federated search pilot project, 93
 - Making of Modern Law acquired by Law Library, 35
 - Minaret classification database, 97
 - Momentum financial system, 94, 135, 138
 - NLS Voyager database, 80, 92
 - Southeast Asia POW/MIA (Prisoner of War/Missing in Action) Database, 59
 - Special Events, 119
- Davenport, Nancy, retirement, 200
- De Musica*, 70, 191
- De Vos, Elisabeth (Betsy), xv
- Decimal Classification Division, xiii, 48–49
- Deeb, Mary Jane, 40
 - appointment, 199
- Defense Department, 7–8, 59–60
 - Law Library services to, 31
- departments and agencies. *See specific departments and agencies by keyword, e.g., Homeland Security, Department of, etc.*
- Detroit Publishing Company, photochroms, 70, 191
- Deutsche Bibliothek, 48, 53
- Development Office, xii, 107–9
- Dewey Decimal Classification, 48, 55
- Diamond, David, collection, 70, 191
- Digital Conversion Team, 61
- Digital Formats Web site, OSI, 151
- Digital Long-Term Planning Group, NLS, 79
- digital materials
 - access to, 40
 - acquisition of, 53
 - bibliographic control, 53–54
 - Manuscript Division's digital projects, 66
- OSI collaborative initiatives, 153–54
- Prints and Photographs Division, 68
- See also* Internet resources; NDIIPP
- digital preservation program. *See* NDIIPP
- Digital Reference Team, xiii, 57, 62, 64, 73
- Digital Scan Center, Information Technology Services Business Enterprises merchandising efforts and, 72
- digitization efforts, 62
- new exhibitions mounted on Web site by, 153, 159
- Digital Strategy and Initiatives Intranet, 151
- digital talking-book technology, 78, 79, 120, 167, 171, 175–76
 - See also* audio equipment
- digital technology
 - copyright concerns, 20–22, 24, 26
 - NLS and, 79, 171
 - standards, 94–97, 215
- Dimunation, Mark, appointment, 199
- DiNapoli, Mark, appointment, 199
- Dinavari, Hiram, appointment, 199
- Direct Express services, 75–76
- Directive on Entertainment Expenses for Employees, 136
- Directorate Office, Integrated Support Services, 144
- disabilities, individuals with
 - Access Programs Office efforts and activities, 124–25
 - Americans with Disabilities Act, 148
 - Assistive Technology Demonstration Center's disability-accommodation products, 159
 - Interpreting Services Program, 124–25
 - materials for, 78–80, 167, 168, 169

- disabilities, individuals with
(*continued*)
statistical tables on services to,
219
- Disbursing Office, xii, 137
- Discovery Cards and Discovery
Labels, 77–78
- Dispute Resolution Center, 126
- diversity
Preservation Directorate's
Multicultural Fellowship
Program, 89
Veterans History Project
coordinator, 85
See also Workforce Diversity,
Office of
- Dizard, Robert Jr., xi
appointment, 199
- Dodd, Christopher J., Sen.
(D-Conn.), xiv
- Doha Development Agenda, 11
- Donald C. Brace Memorial
Lecture, "Copyright Enters
the Public Domain," 26
- Donohoo, Christine, 77
- Douglas, William O., Hon., 51
- Douglass, Frederick, papers, 66
- Dove, Rita, 120, 166
- Drake, Frances, materials on, 69
The Dream of Flight (exhibition),
66, 78
- "Dresdner Sachsenspiegel," 35
- Dublin core, MARC21 mapping, 97
- Duplicate Materials Exchange
Program, 53
- Durbin, Richard J., Sen. (D-Ill.),
xiv
- Dusty, Florene, death, 200
- DVD media research projects, 88
- E-Government Act, 74
- East View Information Services,
database acquisitions from,
50–51
- eBookMatrix Publishing
Corporation, 51
- economic policy, CRS assistance
regarding, 10–11
- education
Adventure of the American
Mind program, 121, 155
Affirmative Action Tuition
Support Program, 124
Educators Institutes, 77
heritage education projects,
42
legislative assistance involving
higher education, 13
OSI educational outreach,
153–54
Science Safari event, 61
See also training programs and
products
- Ehlers, Vernon J., Rep. (R-Mich.),
xiv, xv
- Eichholtz, Mercedes,
correspondence, 51, 191
- Eighteenth Century American
Newspapers in the Library
of Congress*, 69
- Eisner, Will, 70, 191
- Elcano, Marion Sebring, 84
- Electronic Cataloging in
Publication, 46
- electronic materials. *See* digital
materials; Internet resources
- Electronic Resource Management
Initiative, 93
- electronic resource management
system, 92–93
- Elektronische Zeitschriften-
bibliothek (EZB/Electronic
Journals Library), 53–54
- Elkwood storage facility, Va., 45
- Ellis, Tony, 43
- Emergency Preparedness, xii
- Employee Assistance Program,
141–42
- employee benefits administration,
140–42
- Employee Relations, 139
- employment and staffing
at Library of Congress
appointments, 199–200
CRS, 14
deaths, 200
- Directive on Entertainment
Expenses for Employees,
136
- Employee Relations, 139
- ethical issues, 115
- garnishments/attachments
management, 115
- human capital legislative
initiative, 106
- Librarian's testimony before
Congress, 168, 171–73, 175, 176
- Library Employee Automated
Data System, 136
- library employees by service unit
(statistical table), 222
- new staff integration, 14
- outreach and recruitment
campaign, 123–24
- performance management/
appraisals, 139–40
- personnel management, 173
- Personnel Security Office, 133
- resignations, 200
- retirements, 200
- salaries and increases, 105
- staff changes, 199–200
- Visitor Services Office staff
reductions, 85
- Voluntary Early Retirement
Authority program, 139, 143
- WebTA attendance system,
139, 140–41, 158
- workforce funding, 105
See also Human Resources
Services
- Encoded Archival Description
Document Type Definition,
95
- ENCompass search engine, 26
- Encyclopedia of Iran, 55
- Endeavor Voyager ILS software, 92
- energy, legislative assistance
involving, 12
- Energy Department, 61
interagency agreement for sound
recording preservation
protocol development, 88
English Legal Manuscript Project, 35

- equal employment opportunities, 114
 - Affirmative Action and Special Programs Office, 123–26
 - Affirmative Action Intern Program, 124
 - Affirmative Action Tuition Support Program, 124
 - Multiyear Affirmative Action Employment Program, 123, 139
- Equal Employment Opportunity Complaints Office, 126–27
- equipment, supplies, and services
 - Logistics Services activities, 146
 - See also Contracts and Grants Management, Office of
- Ergonomics Program, 148–49
- Esfera, forma del mundo: con una breve descripción del mapa*, acquisition, 62, 192
- ethanol, 12
- ethical issues, 115
- Ethnographic Thesaurus project, 42
- European and Latin American Acquisitions Division, xiii, 53–54, 55
- European Division, xiii, 57, 59, 62
- Eusman, Elmer, appointment, 199
- Evans, Angela, xi
- events, in date order, 161–66
 - See also specific types, e.g., concerts, symposia; specific events, e.g., National Book Festival
- Everyday Mysteries Web site, 61
- Executive Committee, xi, 106
- exhibitions
 - continuing, 193–94
 - Discovery Cards and Discovery Labels and, 77–78
 - displays, 195
 - donations for, 107
 - incorporation into classrooms, 77
 - Interpretive Programs Office exhibitions, 76
 - list of, 192–94. See also specific exhibitions by name
 - major events related to, 119–20, 161–66
 - online exhibitions, 196
 - online historical collections, 196
 - press coverage. See Public Affairs Office
 - traveling, 195
- Eyes of the Nation: A Visual History of the United States*, 198
- Facility Design and Construction Section, 145
- Facility Services, xii, 27, 144–45
 - Safety Services partnering with, 148
- Family Movie Act of 2004, 20
- Fannie Mae, 13
- Faxon/RoweCom, 75, 115
- Federal Bureau of Investigation
 - reform, legislative assistance involving, 9
- Federal Employee Group Life Insurance Program, 141
- Federal Employees Health Benefits Program, 141
- Federal Research Division, xiii, 57, 59–60, 62, 116
- Federal Women's Program, 124
- FEDLINK (Federal Library Information Network), 40, 74–76, 115, 120–21
- fellowships
 - David B. Larson Fellowship in Health and Spirituality, 107, 185
 - Kluge Center, 80–81, 107, 185
 - Multicultural Fellowship Program, 125
 - Nielsen-Bainbridge Company preservation research fellowship, 88
 - Office of Scholarly Programs, 80–81
 - Preservation Directorate's Multicultural Fellowship Program, 89
 - recipients, 189, 190
- field schools, American Folklife Center, 41–42
- film and videotape
 - Brown v. Board of Education* film series, 166
 - Motion Picture Pilot Project, 26
 - National Film Preservation Board, 67, 179
 - National Film Preservation Foundation Board of Directors, 67, 180
 - National Film Preservation Program reauthorization, 105, 106
 - National Film Registry in the Library of Congress, 67, 180
 - panel discussion on Low Bow Group's productions on China, 162
 - Pete and Tosi Seeger Film Collection, 43
 - Silent Film: The Birth of Film and the Rise of Movie Culture* (book), 82
 - Zeller's 3-D Civil War slide show, 164
 - See also MBRS Division; Motion Picture Pilot Project; motion pictures
- financial aid, higher education, 13
- financial management, 4
 - audits, 4, 121–22, 137, 172, 204–9
 - Development Office fundraising and donation management, 107–9
 - Librarian's testimony before Congress, 167–76
 - Office of the Chief Financial Officer, 134–38
 - Office of the Inspector General, 121–23, 204
 - See also appropriations; statistical tables and financial statements
- Financial Reports Office, xii, 137
- financial systems, Momentum
 - financial system, 94, 135, 138, 158

- Financial Systems Office,
xii, 137–38
- finding aids, 66
- First Daughters: Letters Between
U.S. Presidents and Their
Daughters*, 82, 198
- Fiscal Operations Improvement
Act of 2000, 74
- Fleishman-Hillard, 110
- NLS outreach initiative and, 79
- FLICC (Federal Library and
Information Center
Committee), xiii, 41, 71,
73–76, 91
- Foreign Intelligence Surveillance
Act, 9
- Forest Press, 49
- Fort Meade, Md., storage facility
funding, 105, 173
- Librarian's testimony before
Congress, 105, 173
- planning and management,
143, 145
- status, viii–ix, 3, 39, 169
- transfers, 34, 58, 62, 63, 64, 86, 87
- France, Law Library internship, 37
- Freddie Mac, 13
- Fredericks, J. Richard, xv
- free trade, 11–12, 25
- Friends Society (Asian Division),
establishment, 59
- Frist, William, Sen. (R-Tenn.), 106
- From Haven to Home: 350 Years
of Jewish Life in America*
cooperative publishing project,
82, 198
- exhibition, 1, 40, 57–58, 71, 76,
78, 112, 119, 166, 193
- From the Home Front and the Front
Lines* (exhibition), 84, 164
- Frontline Diplomacy collection, 70
- fuel and fuel economy, 12
- Fulton's Report on the proposed Canal
between the Rivers Heyl and
Helford, 70, 191
- funding. See appropriations
- fundraising activities, Development
Office, 107–9
- Gainer, Terrence, U.S. Capitol
Police Chief, 172
- Gassie, Lillian Woon, 74
- Gazette, Library staff newsletter,
113
- General Collections and Services
divisions, xiii, 57–62
- General Counsel, Office of the,
xii, 114–18
- General Services Administration,
facilities redesign and, 27
- Geography and Map Division,
xiii, 57, 60, 65, 70
- arrearage, 65
- Philip Lee Phillips Society
members, 182
- George Grantham Bain News
Service Collection, 68
- The Gerry Mulligan Collection*
(exhibition), 194
- Gershwin, George and Ira
- George Gershwin letter, 109, 190
- Here to Stay: The Legacy
of George and Ira Gershwin*
(exhibition), 194
- Ira and Leonore Gershwin Trust
donation, 107
- Gibbons, John H., papers, 70, 191
- Gilburne, Miles, 103
- Giraldi, acquisitions, 70, 191
- GLIN (Global Legal Information
Network), 2, 32–34, 168
- Global Gateway Web site project,
viii, 2, 58, 59, 61, 116, 153
- Glück, Louise, xi, 81, 161, 164
- Gotfry, Bernard, photos, 70, 191
- Government Accountability Office,
7–8
- Graham, Reid, award recipient,
189
- Grammy Foundation, 43
- grants management. See Contracts
and Grants Management,
Office of
- Grey, Robert, 35
- Griselini, acquisitions, 70, 191
- Grotke, Abbie, honors to, 189
- Guide to Law Online, 32
- H-1B visas, 10
- Hague Conference on Private
International Law, 25
- Haley, Alan, 40
- Half-Price Books, 102, 103
- Hammerstein, Oscar, collection,
70, 191
- Hammond, Donald V., xv
- Handbook of Latin American Studies*,
60
- handicapped persons. See
disabilities, individuals with
- Hans P. Kraus Collection, 69
- Harry N. Abrams, 82
- Hastert, J. Dennis, Rep. (R-Ill.),
107
- Hayes, Allene F., appointment, 199
- Health and Human Services,
Department of, 42
- health issues
- genetic health family history
project, 42
- Healthy Choices through Family
History Awareness Project,
42
- Health Services Office,
xii, 145–46
- A Heavenly Craft: The Woodcut
in Early Printed Books*, 82
- Hein, Shannon, 34
- Hendrickson, Paul, 82
- Henry A. Kissinger Lecture,
80, 119, 163
- Herb Block Foundation, 191
- See also Block, Herbert
(Herblock)
- Herblock Prize Award Ceremony
and Lecture, 119
- Here to Stay: The Legacy of George
and Ira Gershwin*
(exhibition), 194
- heritage education projects,
American Folklife Center, 42
- Herman, Steven, appointment, 199
- Higher Education Act, 13
- Higley, Georgia, appointment, 199
- Hindery, Leo Jr., xv
- Hine, Lewis, 68

- Hiring and Classification System, 158
- hiring practices
 outreach and recruitment campaign, 123–24
See also Workforce Acquisitions, Office of
- Hispanic Division, xiii, 57, 60, 62, 192
- Hispanic Heritage Month, 119–20, 126, 166, 195
- Historically Black Colleges and Universities, 107
- History and Literature Cataloging Division, xiii, 55
- Holmes Debates, 36–37, 166
- Homegrown Concert series, 42–43
 Anjani Ambegaokar, 166
 Norman and Nancy Blake, 164
 Oinkari Basque Dancers, 165
 Paschall Brothers, 165
 Phong Nguyen Ensemble, 166
- homeland security, vii, 2
 law enforcement and civil liberties, 37
 legislative assistance involving, 8–9
- Homeland Security, Department of
 FLICC working group assistance to, 74
 Law Library services to, 31
 Library Services assistance to, 40
- honors. *See* awards and prizes; *specific recipients by name*
- Hope, Bob, 76, 194
- Horowitz, Mark, award recipient, 189
- Houghton, Amo, Rep. (R-N.Y.), 105
- House of Manuscripts, Iraq, viii, 1–2
- Howard, Philip, 35
- Hoyer, Steny, Rep. (D-Md.), 105
- Hsia, Tao-Tai, retirement, 200
- Huang, Bin-Chung, 33
- Huff, Angela, xi
- Huff, Julia, appointment, 199
- Human Resources Services, xii, 138–43
 Office of the General Counsel and, 115, 117
See also employment and staffing at Library of Congress
- Humanities and Social Sciences Division, xiii, 57, 60–61, 62
- Humor's Edge: Cartoons by Ann Telnaes*
 cooperative publishing project, 198
 exhibition, 51, 82, 165, 191, 193
- Hurston, Zora Neale
 plays, 66
 “The Zora Neale Hurston Plays at the Library of Congress” (online historical collection), 196
- Hussein, Saddam, 1
- I Hear America Singing Web site, 42, 61, 67
- immigration
 legislative assistance involving, 10
 US-VISIT system, 8–9
- In2Books, 102, 103
- Info Pack products, 15
- information systems security and reliability
 Automation Planning and Liaison Office, 91
 CRS initiatives, 15
 ITS Library-wide programs, 157–58
- information technology
 infrastructure, 156–58, 167, 172
 Copyright Office initiatives, 26–27
 CRS initiatives, 9
 Librarian’s testimony before Congress, 172–73
- Information Technology Services (ITS), xiii
 American Memory Web site redesign, 153
- business applications and support of staff, 158–59
- Business Enterprises
 merchandising efforts and, 72
 CRS and, 15
 Digital Scan Center, 62, 153, 159
 facilities redesign and, 27
 New Books project and Web site, 56
 RLIN21 transition, 48
 service to Congress and the public, 155–56
 support of digital initiatives, 156
- infrastructure, technical.
See information technology infrastructure
- Inspector General, Office of the, xii, 121–23
 Office of the General Counsel work with, 114
- Institute for Cultural Partnerships, 42
- Institute of Museum and Library Services, 103, 107
- Instructional Design and Training Division, xiii, 41, 50, 90, 91
- Integrated Library System, 34, 41, 45, 92
 circulation statistics, 62
 digital materials presented through, 61
 upgrade, 156
- Integrated Library System Program Office, xiii, 41, 90, 92–94
 Baseline Inventory Program and, 93
 electronic resource management system, 92–93
 federated search pilot project, 93
 handle server support, 93
 integrated library system, 41, 92
 OpenURL resolver, 92
 other initiatives, 93–94
 Rio de Janeiro check-in project, 56
 RLIN21 transition, 48

- Integrated Support Services,
 xii, 143–49
 facilities redesign and, 27
See also specific offices and services
- intellectual property
 Copyright office programs on, 26
 free trade agreement provisions,
 25
- intelligence reform, legislative
 assistance involving, 9
- Inter-American Development
 Bank, 32–33, 34
- interagency agreements.
*See specific agencies, depart-
 ments, divisions, and offices*
- interlibrary loans, 62–63
- Internal Revenue Service,
 Law Library services to, 31
- International Association of Law
 Libraries, 36
- international cataloging policy, 47
- International Center for the
 Integration of Health
 and Spirituality, 107
- International Copyright Institute,
 symposia, 25
- International Federation
 of Library Associations
 and Institutions, 36
- International Internet Preservation
 Consortium, 151–52
- international law
 Global Legal Information
 Network, 32–34, 168
 Iranian law materials purchase,
 55
 Law Library assistance with, 37
- International Monetary Fund, 33
- International Organization for
 Standardization, 94
 standards revision, 55–56
- International Research Center
 for Japanese Studies
 (Nichibunken), 58
- international trade issues
 legislative assistance involving,
 11–12
 protection of copyrights, 24–25
- International Union Catalog*, 80
- Internet Operations Group, 113
- Internet resources, 2–3, 168
 acquisitions, 50–51
 CRS Web services, 15
 electronic commerce sales site
 for Library visitors, 71–72
 exemptions for noninfringing
 uses of copyrighted
 materials, 19–20
 Global Legal Information
 Network, 32–34, 168
 handle server support, 93
 Prints and Photographs
 Division, 68
 “Quick Tips” online tutorial, 50
 use of Library’s online resources
 (statistics), 2–3, 155–56, 168
 Web-Braille site, 79–80
*See also digital materials;
 specific Web sites*
- internships
 donations for, 107
 Law Library, 37
 Model Secondary School for the
 Deaf Internship Program,
 124–25
 National Internship Program
 of the Hispanic Association
 of Colleges and Universities,
 125
 Office of Workforce Diversity,
 124, 125
 Preservation Directorate, 89
- Interpreting Services Program,
 124–25
- Interpretive Programs Office,
 xiii, 41, 71, 76–78, 87
- Intranet, OSI, 151
- Intrusion Detection System
 installation, 158
- inventory control and management
 Business Enterprise marketing
 activities and, 71
 Law Library, 34
 serials inventory control, 56
*See also Baseline Inventory
 Program*
- Investigations, Office of, xii, 133–34
- Ira and Leonore Gershwin Trust,
 donation from, 107
- Iran
 exchange arrangements with,
 54–55
 “Women in Iran: Past, Present,
 and Future” lecture, 163
- Iraq and Iraq War, 168
 Abu Ghraib prison scandal, 8, 31
 Baghdad visit/library
 reconstruction effort,
 viii, 1–2, 40, 40, 161
 CRS and, 7–8
 “Global Geopolitical Trends:
 Is the Iraq War a Major
 Turning Point?” symposium,
 162
 Iraqi publications acquisition,
 61, 107, 190
 report on National Library of
 Iraq reconstruction effort,
 viii, 2
 symposium, 120
- Iron Mountain Company, Boyers,
 Pa., storage facility, 68
- Isaac Berlin Collection, arrearage
 items, 68
- Isaacson, Walter, 101
- Islam
 “The History of Islamic
 Apocalyptic Imagination”
 lecture, 165
 “Islamic Law in a Changing
 World: Traditions and
 Transitions” workshop, 164
 Office of Scholarly Programs
 fellowship studies, 81
 Rockefeller Islamic Studies
 Fellows, 185
 “Women in Islam and America:
 Reflections on Where We
 Are Today” lecture, 162–63
- Israel, Nevo law database
 acquisition, 35
- ISSN (International Standard
 Serial Number), 45
 revision, 55–56

- ITS. See Information Technology Services (ITS)
- Ivanov, Vyacheslav Vsevolodovich, 80, 185
- JACKPHY languages, 48
- Jacobsen, Josephine, remembered by Glück, 81
- James Madison Building, reconfiguration, 27
- James Madison Council, 3, 4, 61, 62
gifts to the library, 61, 109, 125, 190
Great Libraries of the World trip, 109
Library of Congress Leaders Circle and, 109, 177
meetings, 119
members, 176–77
Summer College intern, 72
- Japan, International Research Center for Japanese Studies (Nichibunken), 58
- Jay I. Kislak Collection, 3, 39, 51, 69, 70, 86, 107, 190
- Jefferson, Thomas, papers, 66, 153, 190
- Jenkins, Jo Ann C., xi, 77
- Jet Propulsion Laboratory, 70, 191
- Johanson, Cynthia, death, 200
- John W. Kluge Center. See Kluge Center
- Johnson, Molly H., xi
- Johnson, Tim, Sen. (D-S.D.), xiv
- Joint Committee on the Library, xiv, 105
- Joint Steering Committee for Revision of AACR, 47
- Jones, Gerald and Gene, Jefferson's library reconstruction and, 70, 190, 191
- Junior League of Washington, National Book Festival volunteers, 103
- Justice Department
copyright litigation assistance, 115
debate series, 165
FEDLINK settlement, 115
Law Library services to, 31
- Kaminer, Wendy, 35
- Kaptur, Marcy, Rep. (D-Ohio), 105
- Kearney & Company, 4, 122
- Keikert, Clare, 37
- Kepe, Anna, 81
- key acquisitions, 61–62
- Kiernander, Jonas, *Utkast til Medicinal-Lagfarehødet*, 35
- Kind, Ron, Rep. (D-Wis.), 105
- Kinder Foundation (Nancy and Rich Kinder), 103
- Kingston, Jack, Rep. (R-Ga.), xiv, xv
- Kinney, Angela, appointment, 199
- Kirk, Mark Steven, Rep. (R-Ill.), xv
- Kluge, John W., viii, xv, 108
academic center financial support, 110
support of Leadership Development Program, viii, 107
support of retrospective materials acquisition, 107
- Kluge Center, 1, 80–81, 156, 169
Chair holders, 185
David B. Larson Fellowship in Health and Spirituality, 107, 185
Distinguished Scholars in Residence, 185–86
events. See *specific events held at or sponsored by the Center*
funding, 105
Kissinger Scholar, 185
Kluge Fellows, 184–86
Kluge Staff Fellow, 184, 190
legal advice to, 116
Library of Congress Fellows in International Studies, 184–85
list of 2004 scholars, 184–86
other Fellows, 186
Rockefeller Islamic Studies Fellows, 185
Scholars' Council members, 183
Kluge Prize, viii, 1, 80, 109, 110, 116, 119, 162
- Knowledge Services Group, 13–14
- Knox College Abraham Lincoln Studies Center, 121
- Kobel, Peter, 82
- Kolakowski, Leszek, Kluge Prize recipient, viii, 1, 80, 80, 110, 162
- Kooser, Ted, 112–13
- Korean Serial Database, availability, 58
- Kreitman Foundation, support of retrospective materials acquisition, 107
- Kresh, Diane, appointment, 199
- L visas, 10
- Labor Management Relations, 138–39
- Lachance, Janice R., 74
- Lady Sainsbury of Turville, *Fulton's Report on the proposed Canal between the Rivers Heyl and Helford*, 70, 191
- LaHood, Ray, Rep. (R-Ill.), xv
- Lake, Anthony, papers, 66
- Landry, Maureen, election to ISSN Governing Board, 189
- Lane, Bettye, 70
- Lanier, Bob, 4, 101
- Larsen, Libby, 80, 185
- Larson, Everette, appointment, 199
- Larson, John B., Rep. (D-Conn.), xiv
- Larson, Jonathan, collection, 70, 191
- laser engraving, compact discs, 89
- Latvian posters, 70
- Law Day 2004, 35, 36, 164
- Law Librarians' Society of Washington, D.C., 36
- Law Library of Congress, xiii, 29
acquisitions, 34–35
briefings, orientations, seminars, 31
classification project, 35
collection management, 34–36
Congressional Legal Instruction Program, 31
congressional services provided by, 30–31

- Law Library of Congress
(*continued*)
debate series, 165
Directorate of Legal Research,
30
electronic resources, 32–34
Global Legal Information
Network, 2, 32–34, 168
Holmes Debates, 36–37, 165
international scholars, 37
internships, 37
Librarian's testimony before
Congress, 176
noncongressional services
provided by, 31–32
number of inquiries handled
by, 29
online resource acquisitions, 35
professional outreach, 36–37
rare book acquisitions, 35–36
Rare Book and Special
Collections Division
display, 35–36
research reports and special
studies, 29, 30, 31
single-nation reports, 30
World Law Bulletin, 30
- Lawrence Livermore Berkely
Laboratory, interagency
agreement for sound
recording preservation
protocol development, 88
- Laws of Guernsey*, 37
Lawson, Wayne, 104
LC Events online alert system, 143
LC Science Tracer Bullet series, 61
LCC Schedule G, 49
Leadership Development Program,
120, 139
fellows, 72
Kluge support of, 107, 108
Learning Gateway, 91
Learning Page Web site, 77, 154–55
Learning Support Center, 128
lectures
in date order, 161–66
Donald C. Brace Memorial
Lecture, 26
- Henry A. Kissinger Lecture,
80, 119, 163
Judith Austin Memorial Lecture,
161
“Topics in Preservation Science”
series, 86
legal activities and advisement,
Office of the General
Counsel, 114–18
Legislative Branch Appropriations
Act of 2004, 134, 135
Leirer, Martha Blackmun, 84
Lenfest, H. F., support of
retrospective materials
acquisition, 107
Leo A. Daly, 27
Leon Jaworski Public Program,
“Representing the Lawyer in
American Culture,” 36, 164
Lest We Forget, 84
Lev-Alexander, Nancy,
appointment, 199
Levering, Mary, xi
appointment, 199
Lewis, John, Rep. (D-Ga.), 77, 107
Librarian of Congress. *See*
Billington, James H.,
Librarian of Congress
Librarian of Congress, Office of,
xii, 99
Congressional Relations Office,
103–7
Development Office, 107–9
Human Resources Services,
138–43
Integrated Support Services,
143–49
National Book Festival.
See National Book Festival
Office of Communications,
109–14
Office of Contracts and Grants
Management, 120–21
Office of Operations Manage-
ment and Training, 127–29
Office of Security and
Emergency Preparedness,
129–34
- Office of Special Events and
Public Programs, 119–20
Office of the Chief Financial
Officer, 134–38
Office of the General Counsel,
114–18
Office of the Inspector General,
121–23
Office of Workforce Diversity,
123–27
Library Employee Automated
Data System, 136
*Library of Congress Classification
Schedules*, 47
Library of Congress Comes
to Your Home Town
project, 43, 73, 110–11, 162
Library of Congress Family Guide, 77
Library of Congress Fiscal
Operations Improvement
Act of 2000, 59
*The Library of Congress Human
Capital Flexibilities Act
of 2004*, 142
*Library of Congress Information
Bulletin*, 113
Library of Congress Internal
University, 91, 127–28
Library of Congress Leaders Circle,
109, 177
Library of Congress Online Catalog,
40, 92
Library of Congress Police, 132–33
*Library of Congress Rule
Interpretations*, 47
Library of Congress Subject Headings,
47, 49
Library of Congress Summer
College Intern Program, 125
Library Services, xiii
Acquisitions and Bibliographic
Access Directorate, 41, 45–56
American Folklife Center, 41–44
Associate Librarian for Library
Services, Office of, 41
The Atlantic World: America
and the Netherlands, 1609
to the Present Web site, 40

- Collections and Services
 Directorate, 41, 56–71
 deputy associate librarian, 41
 digital initiatives with ITS,
 39, 45, 156
 functions, viii
 goals and accomplishments,
 39–40
 handle server support, 93
 Librarian's testimony before
 Congress, 175
 NAVCC, 39, 41, 44–45
 Partnerships and Outreach
 Programs Directorate,
 41, 71–89
 Preservation Directorate,
 41, 86–89
 service unit realignment and
 planning process, 41, 90
 Technology Policy Directorate,
 41, 90–97
 Transition Program Office,
 39, 45
- Linked Systems Project, 96
- literacy programs
 Center for the Book
 “Books Make a Difference,” 73
 “Letters about Literature,”
 72, 73
 Read More About It!
 program, 64, 73
 “Reading Powers the Mind,”
 72, 73
 South Africa: A Journey to
 Promote Reading and
 Literacy, 73
 Telling America's Stories, 73
 exhibitions of interest to
 children and families, 78
 “Read to Achieve” campaign,
 4, 101
 See also National Book Festival
- Living Legend Award, 109, 156, 161,
 162
- Liz Claiborne and Art Ortenberg
 Foundation, 42
- loan requests processing, 57, 62–63
- Logistics Services, xii, 146
- Lomax, Alan, 44
 See also Alan Lomax Collection
- Lomax, John, 3, 112
- Lopez, Ken, xi
- Lott, Trent, Sen. (R-Miss.), xiv
- Louisiana Purchase Bicentennial
 Celebration, 121
- Luce, Tom, xv
- Machine Readable Cataloging.
 See MARC
- Madison, James, papers, 66
- Maine Historical Collections
 Project, 47
- Making of Modern Law (Gale), 35
- Malish, Basil, death, 200
- Management Control Program, 129
- Management Decision Package,
 35, 52
- Mansfield, Judith, appointment, 199
- Manuscript Division, xiii, 57, 59,
 66, 111
 arrearage, 66
- MARC (Machine Readable
 Cataloging)
 MARC Advisory Committee, 96
 MARC Alert Service, 49
 MARC Code List for Organizations,
 97
 MARC21, 49, 54, 96–97
 MARXML, 94
 Metadata Authority
 Description Schema, 94
 Metadata Object Description
 Schema, 54, 93, 94, 97
 MARC21 Concise Formats, 96
 statistical table, 215
 See also Network Development
 and MARC Standards
 Office
- Marcadia, 55
- Marcum, Deanna, xi, 97
 acceptance of Odyssey of the
 Mind Award, 189
- marketing strategies
 Business Enterprises and, 71–72
 See also Retail Marketing Office
- Marling, Karal Ann, 82
- Mary, Lady Soames, 119
- Mass Deacidification Program,
 xiii, 41, 86–87, 167, 171
 Librarian's testimony before
 Congress, 167
- Matson Photo Service, 68
- Matthew Brady–Levin Handy
 Studio photographs, 68
- MBRS (Motion Picture, Broad-
 casting, and Recorded
 Sound) Division, xiii, 57,
 67, 70
 advisory board administration
 by, 67
 arrearage, 67
 consolidation at NAVCC,
 44–45
 Office of the General Counsel
 and, 117
- McCallum, Sally, award recipient,
 189
- McCullough, Ellen, resignation,
 200
- McCullough, Mr. and Mrs. David,
 109
- McGovern, Dennis, appointment,
 199
- Mears, William, 111
- media relations. See Communi-
 cations, Office of; Public
 Affairs Office
- Medicaid, alien eligibility, 10
- medical legislation, Law Library
 rare book acquisition, 35
- Medicare Prescription Drug,
 Improvement and
 Modernization Act,
 legislative assistance
 involving, 10
- Medina, Rubens, xi, 34, 35, 37
- Meeting of Frontiers Web site,
 59, 116, 153
- Mendenhall, Kathryn,
 appointment, 199
- Mentoring Program, 128
- Metadata Encoding and
 Transmission Standard,
 94–95, 97

- Metadata for Images in XML
schema, 95
- Metasearch Committee,
establishment, 97
- Metro-Goldwyn-Mayer Studios Inc.
v. Peters*, 23
- microfilming
Chicago Tribune project, 69
newspapers, 69
- Mid-Illinois Talking Book Center,
79
- The Middle East in Pictures
Web site, 154
- military courts/military justice, 8
- Millender-McDonald, Juanita,
Rep. (D-Calif.), xiv
- Milsap, Ronnie, 79
- Minaret classification database, 97
- Minaya, Fernando Valázquez,
*Esfera, forma del mundo:
con una breve descripción
del mapa*, 62, 192
- Mink, Patsy, papers, 66
- Minter, Lyle W., elected Special
Libraries Association fellow,
189
- Model Secondary School for the
Deaf Internship Program,
124–25
- Moden, Kim, retirement, 200
- Momentum financial system,
94, 135, 138, 158
- Montana Heritage Project, 42
- Montana Union List Project, 47
- Moodie, Michael, appointment,
199
- Moran, James P., Rep. (D-Va.), xv
- Morenus, Linda, grant and award
recipient, 190
- Morton, Shawn, xi
- Moses, Sibyl, certificate of
achievement recipient, 190
- Moss, Jean, appointment, 199
- Motion Picture Conservation
Center, Dayton, Ohio, 45,
67, 70, 191
- Motion Picture Pilot Project, copy-
right claims processing, 26
- motion pictures
Family Movie Act of 2004, 20
National Film Registry in the
Library of Congress, 67, 180
*Silent Film: The Birth of Film
and the Rise of Movie Culture*
(book), 82
See also MBRS Division
- Mouillard, Louis-Pierre, 51
- Moving Image Section, MBRS, 67
- Moynihan, Daniel Patrick, Sen.
(ret. D-N.Y.), 51
papers, 66, 191
- Moynihan, Elizabeth, 51, 191
- Mulholland, Daniel P., xi
- Mulligan, Gerry, 67
The Gerry Mulligan Collection
(exhibition), 194
- Multicultural Fellowship Program,
125
- Multinational Collections
Database, 32
- multiple monograph copies,
identification and manage-
ment, 63
- Multiyear Affirmative Action Em-
ployment Program, 123, 139
- Murphy, Debra, appointment, 199
- Mus, Paul, books donated
to Asian Division, 61, 192
- Music Division, xiii, 57, 67–68, 70,
191
arrears, 67
- musical compositions
compulsory licensing, 22
resolving duplicate numbers and
irregularities in classification
schedules, 48
- Musicians of Braeburn, 43
- NACO (name authority
component), 47, 48
- Nahmias, David, 36
- National Aeronautics and Space
Administration, 70, 191
- National Audio-Visual
Conservation Center
(NAVCC), xiii, 44–45
- funding, 105
- Librarian's testimony before
Congress, 105, 167, 169, 175
- Office of the General Counsel
and, 117
- in organizational structure, 41
- planning and management,
ix, 3, 143, 144
- preparing collections for moving,
39, 86, 87, 158
- National Basketball Association,
103
- "Read to Achieve" campaign,
4, 101
- National Book Festival
third (October 4, 2003),
4, 99–103, 161
gala, 99–100, 110, 119
press coverage, 110
sponsors and participants,
100, 100–103, 186–89
- fourth (October 9, 2004)
funding, 105, 107
- accessibility, 124
- Center for the Book and, 72
- multimedia program, 156
- outreach activities, 71, 155
- National Central Library, Taiwan,
58–59
- National Child Labor Committee
Collection, 68
- Web site, 154
- National Council for Social
Studies, 155
- National Digital Information
Infrastructure and
Preservation Program.
See NDIIPP
- National Digital Library program,
4, 87, 152–55
- National Digital Newspaper/
U.S. Newspaper Program,
xiii, 41, 61, 69, 86, 88–89, 116
- National Educational Computing
Conference, 155
- National Endowment for the Arts,
103, 107
Reading at Risk, 79

- National Endowment
for the Humanities, 103
- National Digital Newspaper/
U.S. Newspaper Program,
69
- “Program Announcements to
Support Building a Network
of Partners” and, 152
- National Film Preservation
Board, 67
- members, 179
- National Film Preservation
Foundation Board of
Directors, 67
- members, 180
- National Film Preservation
Program, reauthorization,
105, 106
- National Film Registry in the
Library of Congress, 67
- 2003 additions, 180
- National Geographic, 82
- National Information Standards
Organization, 94
- Metasearch Committee
establishment, 97
- NDMSO participation with,
95–97
- NISO Draft Standard Data
Dictionary: Technical Metadata
for Digital Still Images*, 95
- National Institute of Standards
and Technology, 74, 88
- National Intelligencer*, 69
- National Internship Program
of the Hispanic Association
of Colleges and Universities,
125
- National Library of Brazil, 60
- National Library of Canada, 96
- National Library of China, 37
- National Library of Egypt, 40, 58
- National Library of France.
See *Bibliothèque nationale
de France*
- National Library of Iran, 54–55
- National Library of Iraq,
viii, 1–2, 40, 40, 58, 168
- report on reconstruction effort,
viii, 2
- National Library of Russia,
Meeting of Frontiers
Web site, 59, 116
- National Library of Serbia,
53, 162
- National Library of South Africa,
73
- National Library of the Nether-
lands, *The Atlantic World:
America and the Nether-
lands, 1609 to the Present*
Web site, 59
- National Library Service (NLS)
for the Blind and Physically
Handicapped, xiii, 41, 71,
78–80
- Librarian’s testimony before
Congress, 171, 175–76
- statistical tables on services to,
219
- National Recording Preservation
Board, 67, 120
- National Recording Preservation
Foundation, 67
- National Recording Registry
in the Library of Congress,
2003 additions, 181
- National Science Foundation,
NDIIPP partnership with,
117, 152
- National Serials Data Program,
Serial Record Division
international standards
revision activity, 56
- National Union Catalog of
Manuscript Collections, 47
- National Woman’s Party
Photographs, 66
- National Women’s History Month,
120, 126, 163
- National World War II Reunion,
84, 156
- memorial dedication, 84, 105
- oral histories from, 40, 105,
113, 165. See also *Veterans
History Project*
- Naval Medical Center
(Portsmouth, Va.), Library
Services Department, 74
- NAVCC. See National Audio-
Visual Conservation Center
- NDIIPP (National Digital
Information Infrastructure
and Preservation Program),
vii, 2, 121, 151, 152
- awards to institutions and
partners, vii, 113, 166, 196–98
- Librarian’s testimony before
Congress, 168, 174
- Office of the General Counsel
legal support, 117
- press coverage, 113
- “Program Announcements
to Support Building a
Network of Partners,” 152
- NDMSO. See Network
Development and MARC
Standards Office
- Near East Section, 58
- network architecture and support
operations, 157–58
- Network Development and
MARC Standards Office
(NDMSO), xiii, 41, 90,
94–97
- MARC records statistical table,
215
- Neubert, Michael, honors to,
190
- Nevo law database (Israel), 35
- New Books project and Web site,
56
- New Delhi Field Office, 69
- newspapers
preservation. See National
Digital Newspaper/
U.S. Newspaper Program
- Serial and Government
Publications Division
collection, 69, 70–71, 192
- Spengler collection of clippings,
62, 192
- Ney, Robert W., Rep. (R-Ohio),
xiv, 73, 104, 110–11, 162

- Nielsen-Bainbridge Company
preservation research
fellowship, 88
- Nighthorse Campbell, Ben, Sen.
(R-Colo.), xiv
- Nikolova, Svetlana, 81
- The 9/11 Commission Report:*
*Final Report of the National
Commission on Terrorist
Attacks upon the United States,*
2, 9, 13
- NLS. *See* National Library Service
for the Blind and Physically
Handicapped
- Noll, Mark A., 80, 185
- North, Alex, collection, 70, 191
- North America, classification
schedules for law of
indigenous peoples, 48
- North Korea, nuclear arms, 13
- Northeast Foreign Law Librarians'
Cooperative Group, 36
- Odetta, Living Legend Award
recipient, 156, 162
- Office Systems Services, xii, 146–48
“offshoring,” 11, 12
- Ohio
Center for the Book move, 73
The Library of Congress
Comes to Your Home
Town, 73, 110–11, 162
Motion Picture Conservation
Center, 45, 67, 70, 191
storage facility, 144
- Olave, Carlos, 19
- Old Glory: Unfurling History,*
82, 198
- Old Testament. *See* Bible
- Oliphant, Pat, 51
- omnibus energy legislation, 12
- Online Computer Library
Center Inc., 48
workshops, 76
- online database subscriptions,
acquisition, 192
- online exhibitions and historical
collections, 196
- Online Public Access Catalog,
Voyager module, 92
- Operations Committee, xi
- Operations Management and
Training, Office of,
xii, 50, 90, 91, 127–29
- oral histories
Tibetan Oral History Archive,
61, 191
Veterans History Project,
83, 84, 105, 113
- organization chart, xii–xiii
- OSI. *See* Strategic Initiatives,
Office of
- outreach initiatives
Copyright Office, 26
donations for, 107
employment and staffing, 123–24
Law Library, 36–37
National Library Service, 79
OSI, 153–54
- Outsell Inc., survey, 74
- outsourcing, 11, 12
- Packard Humanities Institute,
ix, 3
- Palmer, Marna, 111
- Papamarkou, Alexander, map
collection, 70, 191
- Parker, David L., photographs,
70, 191
- partnerships
Adventure of the American
Mind program, 155
American Folklife Center, 42
Business Enterprises
partnerships, 71–72
cooperative NDIIPP projects,
vii, 113, 166, 196–98
digital initiatives, 153
digital preservation efforts, 152
European Division, 59, 62
Law Library, 32–33
legislative initiatives, 174–75
Librarian’s testimony before
Congress, 174–75
Library of Congress/EZB
partnership, 53–54
- Library of Congress/National
Library of Serbia, 53, 162
- Library of Congress Partnership
program, 56
- Library Services, 40
- National Digital
Newspaper/U.S.
Newspaper Program,
41, 61, 69, 86, 88–89
- Office of Contracts and Grants
Management, 121
- OSI collaborative digital
initiatives, 153–54
- Preservation Research and
Testing Division, 88, 89
- Veterans History Project and
Public Radio International,
83–84, 189
- Partnerships and Outreach
Programs Directorate,
xiii, 41, 71–85
- Parton, Dolly, 120
Living Legend Award recipient,
109, 119, 164
- Patterns of Global Terrorism,* 8
- PBS, 103
- Pearl Harbor Remembrance Day
programs, 84
- Penguin Group (USA), 103
- Peñuelas, Pablo Antonio,
*Breve noticia de Nuestra Señora
de los Angeles,* 62, 190
- People’s Daily,* 51
- PeopleSoft v8.8, 143
- Perez, Juan Manuel, honors to, 190
- performance management/
appraisals, 139–40
- Performance Review Board, 142
- Persistent Identifiers Task Force
white paper, 93
- personnel. *See* employment
and staffing at Library
of Congress
- Personnel Security Office, xii, 133
- Pete and Tosi Seeger Film
Collection, 43
- Peters, Marybeth, xi, 19, 20, 21, 26
- Peterson, Carl, death, 200

- Peterson, Russell W., 51
- Philip Lee Phillips Society
financial support for, 109
members, 182
- phonorecords, compulsory
licensing of musical
compositions, 22
- Photoduplication Service,
xiii, 57, 62, 64
- Pickford Theater renovation, 124
- Pizarro, Francisco, letters, 3
- Planned Giving Program, 107
- Planning Working Group,
134–35
- playback machines, 78–79
- Poet Laureate Consultant in
Poetry, xi
press coverage of announcement,
112–13
See also Collins, Billy; Dove, Rita;
Glück, Louise; Kooser, Ted
- Poetry and Literature Center,
Office of Scholarly
Programs, 81
- poetry programs and events
Poetry 180 Web site, 114
readings
Bidart and Gewanter
read *Collected Poems*
of Robert Lowell, 162
Dove, Rita, 120, 166
Glück, Louise, 161, 164
tribute to Josephine Jacobsen,
164
Yevtushenko, Yevgeny, 164
- Police Communications Center,
132
- police staffing and merger,
Librarian's testimony before
Congress, 105, 171–72
- Polish Declarations of Admiration*
and Friendship for the United
States, 59
- Portals to the World Web site,
57
- Poussaint, Alvin, papers, 70, 191
- Powell, Secretary of State and
Mrs. Colin, 119
- prescription drugs, legislative
assistance involving, 10
- Preservation Directorate,
xiii, 41, 86–88
Binding and Collections Care
Division, 41, 86, 89
comic book collection
preservation, 69
Conservation Division,
41, 86, 89
conversion of materials, 89
internships, 89
Mass Deacidification Program,
41, 86–87, 167, 171
National Digital Newspaper/
U.S. Newspaper Program,
41, 61, 69, 86, 88–89
new equipment, 89
new initiatives, 88–89
Preservation Reformatting
Division, xii, 41, 69, 86, 89
Preservation Research and
Testing Division, xiii, 41, 86,
88, 89
Preventive Care Program, 86
- Preservation Reformatting
Division, xiii, 41, 69, 86, 89
- Preservation Research and Testing
Division, xiii, 41, 86, 88, 89
- preservation treatment statistics,
216
- Presidential Management Fellows
Program, 125
- press coverage. *See* Communications,
Office of; Public Affairs
Office; *specific events*
- Preventive Care Program, 86
- Price, David E., Rep. (D-N.C.), xv
- Printing Management Section,
147
- Prints and Photographs Division,
xiii, 57, 68, 70
assistance from OSI, 154
Business Enterprises
merchandising efforts and,
71–72
reformatting of deteriorating
photographic materials, 89
- Prints and Photographs Online
Catalog, 61, 68
- privacy issues, consumer
information, 13
- procurement. *See* Contracts
and Grants Management,
Office of
- program fee revenues, 75–76
- Program for Cooperative
Cataloging, 45, 55, 65, 96
- Project Bioshield, legislative
assistance involving, 10
- Project Management initiatives,
ITS, 158
- Projudin-Gorskii, Sergei
Mikhailovich, 68
- Proquest, *Chicago Tribune*
microfilming project, 69, 116
- Protective Services Division, Office
of Security and Emergency
Preparedness, 131–32
- Pryce, Deborah, Rep. (R-Ohio),
107
- Public Affairs Office, xii, 109–14
- Public Programs Services, 145
- public service announcements.
See Public Affairs Office
- publications
cooperative publishing projects,
198
electronic commerce sales site,
71–72
list of, 198
Publishing Office, xiii, 41, 71, 82
Retail Marketing Office/Sales
Shop, 71–72, 83
Web sites. *See* Internet resources;
individual sites
- Purchase Card Program, 121
- QuestionPoint, 57, 63, 64, 189
“Quick Tips” online tutorial, 50
- radio broadcasts
Coming Home and Lest We Forget,
84, 189
Internet streaming, 21–22
- Rapoport, Bernard, xv

- Rare Book and Special Collections
 Division, xiii, 57, 68–69,
 70, 192
 arrearage, 68
 Rare Book Team, Special Materials
 Cataloging Division,
 arrearage resolution, 68–69
 rare books and materials,
 acquisitions, 3–4, 69–70
 “Read to Achieve” campaign, 4, 101
 reader services statistics, 220
Reading at Risk, 79
 reading promotion. *See* literacy
 programs
 Recording Laboratory, digital audio
 preservation, 67
 recruitment practices. *See*
 Workforce Acquisitions,
 Office of
 Recycling Committee, 146
 Regional and Cooperative
 Cataloging Division, xiii, 47
 Register of Copyrights, xii
See also Peters, Marybeth
 regulations, Office of the General
 Counsel activities, 117–18
 Rehnquist, William, Hon., 37
 Remedy product line for tracking
 applications, 158
 Remini, Robert, 81, 186
 remote-access electronic resources,
 working group, 54
 report development and
 management, Crystal
 Enterprise for, 158
 “Representing the Lawyer
 in American Culture”
 program, 36, 164
 research grants programs,
 digital archiving and
 preservation, 152
 Research Libraries Information
 Network bibliographic
 utility, 47
*Research Library of Scanned Tibetan
 Literature: Approximately
 12,000 Volumes of Tibetan
 Texts*, 192
- Retail Marketing Office, xiii, 41,
 71, 83
*Retail Workflows in the Jefferson
 Shop and Photoduplication
 Service*, 72
 retirement counseling and planning
 services, 141
 Rex Foundation, 43
 Reynolds, Regina, grant recipient,
 190
 Reynolds, Tilton C., “A Civil War
 Soldier in the Wild Cat
 Regiment: The Papers of
 Tilton C. Reynolds” (online
 historical collection), 66, 196
 rights expression languages, 95
 Riley, Wilma, 74
 Rimer, Laurence Mus, books
 donated to Asian Division,
 192
 Rimer, Thomas, books donated
 to Asian Division, 192
 Rio de Janeiro Office, check-in
 project, 56
 Ristaino, Marcia, fellowship
 recipient, 190
*Rivers, Edens, Empires: Lewis & Clark
 and the Revealing of America*
 (exhibition), 195
 RLG (formerly Research Libraries
 Group), 48
 RLIN21, 48, 93
 Rockefeller Foundation, 43
Roger L. Stevens Presents
 (exhibition), 195
 Roosa, Mark, resignation, 200
 Ross, Gayle, 100
 Rossman, Henry, appointment, 199
 Rowecom, 75, 115
 rules and rulemaking, international
 cataloging policy, 47, 48
 Rumsfeld, Donald, papers, 66
 Russian State Library, Meeting of
 Frontiers Web site, 59, 116
- SACO (subject authority
 component), 47
 Safety Services, xii, 148–49, 159
- sales
 electronic commerce sales site
 for Library visitors, 71–72
 Retail Marketing Office/Sales
 Shop, 83
 Sales Shop, Thomas Jefferson
 Building, 83
 Salt River Project utility company,
 42
 Samarai, Dhamia Abbas, 40
 Sandate, Gilbert, 19
 Sandros, Tanya, appointment, 199
 Sanneh, Lamin, 80–81, 185
 Santorum, Rick, Sen. (R-Pa.),
 106, 107
 Sarat, Austin, 35
 Satellite Home Viewer Extension
 and Reauthorization Act, 20
 Saul, B.F. II, xv
 Save America’s Treasures, 43
 Save Our Sounds project, 43
 Scheeder, Donna
 appointment, 199
 award recipient, 190
 Scheppele, Kim Lane, 36
 Schieffer, Bob, 100
 Schmelzer, Menahem, 186
 Scholarly Programs, Office of,
 xiii, 41, 71, 80–81
 Scholastic Inc., 102, 103
 Schoner, Johan, 70, 190
 Schumer, Charles E., Sen.
 (D-N.Y.), xiv
 Science, Technology, and Business
 Division, xiii, 57, 61
 Scott, Donald L., xi
 Scovill, Ruth, appointment, 200
 security and emergency
 management, vii, 99
 collections security, 2, 40, 63, 69,
 87–88, 131, 167
 emergency evacuation for
 persons with disabilities,
 125
 emergency preparedness
 program, 129–30
 intrusion-detection system,
 69, 172

- IT Security Plan, 157, 172
 legislative assistance involving, 9–10
 Librarian's testimony before Congress, 167, 171–72
 major physical security enhancements, 130–31
 off-site mail-screening processes, 17
 Preservation Directorate activities, 87–88
 Security and Emergency Preparedness, Office of, xii, 2, 129–34
 Security Enhancement Implementation Plan, 2, 99, 130–31, 172
 Seeger, Pete and Tosi, 43
 Sens, Charles, death, 200
 September 11, 2001, terrorist attacks
 commission report, 2, 9, 13
 immigration policy and, 10
 Serial and Government Publications Division, xiii, 57, 69, 70–71
 Serial Records Division, xiii
 activities and projects, 45, 46, 56
 arreange, 45
 serials, bibliographic and inventory control of, 56
 Serials Cataloging Cooperative Training Program courses, 49
 Shook, Hardy & Bacon, 37, 165
 Show Music on Record, Web site discography of musical theater and film recordings, 67
 Shroff, Kersi, 37
 Shultz, George P., 80, 119, 163
Silent Film: The Birth of Film and the Rise of Movie Culture (book), 82
 Simonova, Olga, 81
 Singer, Maxine, papers, 70, 191
 Smith, Gene, donation, 192
 Smith, Theresa, xi
 Smithsonian Center for Folklife and Cultural Heritage, 84
 Social Sciences Cataloging Division, xiii
 book dealer pilot project, 55
 congressional hearings reclassification request, 52
 social security, legislative assistance involving, 12
 Social Security Administration, Law Library services to, 31
 Social Security Protection Act of 2004, 12
 Society of American Archivists, 95
 sound recordings
 arreange, 67
 compulsory licensing of musical compositions, 22
 digital performance rights, 24
 disabled persons and. *see* disabilities, individuals with; National Library Service for the Blind and Physically Handicapped
 National Recording Preservation Board, 67, 120
 National Recording Preservation Foundation, 67
 National Recording Registry, 2003 additions, 181
 preservation, 43, 67, 88, 175
 talking books, 78–79, 167, 169, 171
 Z-Client for searching, 55
 See also MBRS Division; National Audio-Visual Conservation Center; Save Our Sounds project; radio broadcasts
 South Africa, study tour, 72, 73
 “The Spalding Base Ball Guides” (online historical collection), 196
 Special Collections and Services divisions, xiii, 64–70
 acquisitions, 69–71
 Special Events and Public Programs, Office of, xii, 119–20
 Special Libraries Association, 36
 Special Materials Cataloging Division, xiii
 arreange resolution, 68–69
 Spengler collection of newspaper clippings, acquisition, 62, 192
Spider-Man comic book, acquisition, 71, 192
 staffing. *See* employment and staffing at Library of Congress
 Stafford, Larry, appointment, 200
 standards
 American National Standards Institute, 94
 International Organization for Standardization, 55–56, 94
 ISSN, 45, 55–56
 National Information Standards Organization, 94, 95–97
 National Institute of Standards and Technology, 74, 88
 XML cataloging format standards, 94–95
 See also Network Development and MARC Standards Office
 Stanhope, Charles, appointment, 200
 State Department
 Baghdad visit/National Library of Iraq reconstruction effort, viii, 1–2, 40, 40, 161
 embassy construction funds transfer prohibition, 174–75
 Law Library services to, 31
 statistical tables and financial statements
 acquisitions, 210–12
 appropriations
 fiscal 2000–2005, 202–3
 fiscal 2004, 201
 fiscal 2005, 201
 arreanges, 213

- statistical tables and financial statements (*continued*)
- Cataloging Distribution Service, 221
 - cataloging workload, 214
 - comparison of appropriations, staff, and workload statistics, 202–3
 - copyright registrations and other fees, 217–18
 - financial statement, 205–9
 - financial statistics: summary statement, 204
 - human resources, 222–23
 - MARC records, 215
 - preservation treatment statistics, 216
 - reader services, 220
 - services to individuals who are blind and physically handicapped, 219
 - statement of the Inspector General, 204
- Stern, Isaac, 51
- papers, 3, 191
- Stevens, Ted, Sen. (R-Alaska), xiv, xv, 105, 110
- Stone, Michael, 161, 186
- storage facilities
- Boyers, Pa., Records Retention Center, 68, 144
 - funding, 173
 - Landover Center Annex, 132, 144
 - preparing collections for moving, 86
 - Serial and Government Publications Secure Storage Facility, 69
 - Taylor Street, D.C., 144
 - Wright-Patterson Air Force Base Film Storage Facility, 144
- See also Fort Meade, Md., storage facility; National Audio-Visual Conservation Center
- Strategic Initiatives, Office of (OSI), xiii, 77, 151–54
- Librarian's testimony before Congress, 175
- See also NDIIPP; National Digital Library program; Information Technology Services
- strategic plan/strategic planning
- Bibliographic Access strategic plan, 52
 - Library of Congress strategic plan, 39–40, 167, 168
- Strategic Planning and Automation, Office of, xii, 142–43
- Strategic Planning Office, xii, 134–35
- Strattner, Mark, appointment, 200
- Striner, Sara, appointment, 200
- student essay contests, 73
- Student Financial Aid Web page, 15
- Studies in Latin American Constitutional Histories, 33
- Sturtevant, Carolyn, appointment, 200
- Sullivan, Leon H., papers, 70, 191
- Sun Liping, 37
- Supreme Court, U.S.
- Blackmun papers, 1, 111–12, 116, 156, 163
 - “*With an Even Hand*”: Brown v. Board at Fifty (exhibition), 1, 40, 66, 76, 78, 107, 112, 119, 164, 193
- surveillance, 9
- Swann Gallery for Caricature and Cartoon, 76
- symposia
- Chinese Section anniversary celebration/symposium, 1, 58, 59, 120, 161
 - on Churchill, 154, 163
 - Congressional Relations Office, 106–7
 - in date order, 161–66
 - donations for, 109
 - “The Effect of Technology on the Protection of Copyright and Related Rights,” 25
- “Emerging Issues in Copyright and Related Rights for Developing Countries and Countries in Transition,” 24, 25
- international children's literature, 64–65
- Iraq War, 120
- talking books, 78–79, 167, 169, 171
- digital technology for, 78, 79, 120, 167, 171, 175–76
- Target Stores, 73, 102, 103, 107
- Tarr, Susan M., award recipient, 190
- Technical Processing and Automation Instruction Office. See Instructional Design and Training Division
- Technical Services Section, Prints and Photographs Division, 68
- technology initiatives, CRS, 15
- Technology Policy Directorate, xiii, 41, 90–97
- Telecommunications project, 121
- television collections. See MBRS Division
- Telling America's Stories, 73
- Telnaes, Ann, 51, 82, 165, 191, 193, 198
- temporary media center, Blackmun papers and, 1, 111, 163
- terrorism
- anthrax attacks on Capitol Hill, 2, 17–18
 - CRS assistance involving, 8
 - Holmes Debate “Just Pursuit of Terrorism,” 36–37, 165
 - war on terrorism, vii
 - See also September 11, 2001, terrorist attacks
- Thapar, Romila, 81
- theater and plays
- Nineteenth- and Early Twentieth-Century Playscripts, 66

- “The Zora Neale Hurston Plays at the Library of Congress” (online historical collection), 66, 196
 Theodore Presser Collection, 68
The Thirty-Second Annual Library of Congress Employee Art Exhibit, 192
This Day in History, calendar, 59
 THOMAS public legislative information system, 3, 152, 156
 Thrift Savings Plan, 141
 Tiaht, Todd, Rep. (D-Kan.), xv
 Tibetan Oral History Archive, 61, 191
 Tillett, Barbara, honors to, 190
 Today in History Web site, 152, 154, 155
 Top Treasures, security and storage, 87–88
 tours
 Law Library, 31
 Visitor Services Office, 85
 TrackER, 54
 tracking applications, Remedy product line, 158
 training programs and products
 Affirmative Action Tuition Support Program, 124
 Assisted Evacuation Training Course, 125
 Binding and Collections Care Division, 50
 binding training, 89
 cardiopulmonary resuscitation training, 146
 cooperative cataloging training courses, 49
 electronic resources cataloging, 54
 FEDLINK, 76
 Global Legal Information Network, 33
 GPO training in LC classification numbers, 52–53
 heritage education projects, 42
 ITS project management practices training, 157
 “Library Services Reference Collections Orientation” course, 50
 “Navigating and Searching in MAVIS” course, 50
 “Overview of the Cataloging of Non-Book Materials” course, 50
 portable document format, 49
 project management practices training, 157
 “Quick Tips” online tutorial, 50
 Safety Services activities, 148–49
 Serials Cataloging Cooperative Training Program courses, 49
 See also Operations Management and Training, Office of
 Transportation Services Unit, 147
 “Treasure Talks” series, 78
 Treasury Department, Law Library services to, 31
Trends in Organized Crime, 60
 Trust Fund Board, xv, 115–16
Tuesday Morning Update survey, 15
 Tunis summit, 2005, 25
 Turner, James, 186
 21st century library, Librarian’s testimony before Congress, 168
 Ugricic, Streten, Dr., 53
 unemployment, 11
 Unico Properties Inc., 195
 Uniform Resource Identifiers, NDMSO work on, 95
Universal City Studios LLP v. Peters, 23
 U.S. Capitol Police, 104, 172
 U.S. Digital Newspaper Program, 88–89
U.S. News & World Report archives, 68
 U.S. Patent and Trademark Office, 24
 U.S. Trade Representative, 24
 US Airways, 103
 US-VISIT, 9
 USA Patriot Act, 8, 9
 Utah Heritage Project, 42
 van der Reyden, Dianne, appointment, 200
 Van Hollan, Chris, Rep. (D-Md.), 105
 Van Leuven, Nik, 37, 37
 Vassar, James, appointment, 200
 Vessell Hull Design Protection Act, study/report, 22
 Veterans History Project, xiii, 33, 61, 156, 167
 American Folklife Center and, 83
 Congressional Relations Office assistance, 105
 financial support, 109
 From the Home Front and the Front Lines (exhibition), 84, 165
 Librarian’s testimony before Congress, 171
 Partnerships and Outreach Programs Directorate and, 41, 71, 83–85
 press coverage, 112
 Voices of War: Stories of Service from the Home Front and the Front Lines (book/audio), 82
 Viburnum Foundation, 73
 Virtual International Authority File, 48
 Visitor Services Office, xiii, 41, 71, 85, 103
 Voices of Civil Rights project, 51, 192
 Voluntary Early Retirement Authority program, 139, 143
 volunteers
 Model Secondary School for the Deaf Internship Program, 124–25
 Visitor Services Office, 85, 103
 Voyager software, 80, 92

- Wagner, Gerald, death, 200
- Wal-Mart Stores, 107
- Waldseemüller, Martin, *Carta Marina*, 3, 70, 190
- Walton, Tony, collection, 70, 191
- Warner, John, Sen. (R-Va.), 105
- Washington, George, papers, 66, 153
- Washington Post*, 103, 107
- Watt, Melvin., Rep. (D-N.C.), 107
- Waynesburg College, 155
- Web Capture Team, OSI, 151
- Web Cataloger's Desktop*, 49, 50
- Web guides, Collections and Services Directorate, 54
- Webster, John, xi
- Weekly Reader Corporation, 73
- Weller, Jerry, Rep. (R-Ill.), 106
- Whitlock, Margaret, retirement, 200
- Wiggins, Beacher, appointment, 200
- Wilder, Douglas, 35
- William S. Hein & Company Inc., 34
- wireless system installation, 157
- Wise Guide*, 114, 152, 154, 155
- “*With an Even Hand*”: Brown v. Board at Fifty (exhibition), 1, 40, 66, 76, 78, 107, 112, 119, 164, 193
- The Wizard of Oz: An American Fairy Tale*, 64
- women and women’s issues
- Federal Women’s Program, 124
 - National Women’s History Month, 120, 126, 163
 - Office of Workforce Diversity cultural awareness programs, 126
 - “Women in Iran: Past, Present, and Future” lecture, 163
 - “Women in Islam and America: Reflections on Where We Are Today” lecture, 162–63
- Women’s National Basketball Association, 103
- Work–Study Program, 125
- workers’ compensation program, 146
- Workforce Acquisitions, Office of, xii, 140
- Workforce Diversity, Office of, xii, 123–27, 159
- Workforce Management, Office of, xii, 138–40
- Office of the General Counsel work with, 114
- Worklife Services, Office of, xii, 140–42
- WorkPlace USA, 103
- World Intellectual Property Organization, 25
- World Law Bulletin*, 30
- World Summit on the Information Society, 25
- World Trade Organization, 12, 25
- World Wide Web Consortium, 94
- NDMSO Advisory Committee participation, 95
- Xiang, Lanxin, 81, 162, 164, 165, 185
- XML (extensible markup language) cataloging format standards, 94–95
- XQuery language, 95
- Yee, Harry, xi
- Yevtushenko, Yevgeny, 81, 164
- Yoder, Dan, 43
- Yukos Oil, 59
- Z-Client, 55
- Z-Processor, 55
- Zazzle, 116
- Zolt, Nina, 103





