SemiAnnual Report to the
CONGRESS

April 1, 2009 - September 30, 2009

Founded in 1800, the Library of Congress is the nation's oldest federal cultural institution. The Library seeks to spark imagination and creativity and to further human understanding and wisdom by providing access to knowledge through its magnificent collections, programs, and exhibitions. Many of the Library's rich resources can be accessed through its Web site at www.loc.gov and via interactive exhibitions on a personalized Web site at myLOC.gov.

LIBRARY OF CONGRESS

October 30, 2009

A Message From the Inspector General

I am pleased to present our Semiannual Report to the Congress for the period ended September 30, 2009.

In the last six months we prepared reports on the Copyright Office, the Library's alternate computing facility, energy conservation efforts, Facility Design and Construction Office, Human Resources Services' Worklife Services Center, and personally identifiable information (PII) policies. We also reported on the Open World Leadership Center's fiscal year 2008 financial statements. In addition, we conducted investigations on topics such as suspected contract fraud; mishandling of classified documents; misuse of travel cards, government computers, and a government vehicle; impropriety in the surplus book program; and the Library's planned migration to the Microsoft Outlook e-mail system. Finally, in the last six months, we testified before Congress on our reports on Information Technology Strategic Planning and the Worklife Services Office.

In the next six months, we will report on in-progress reviews of the Library's travel card program, policies on records retention, budget procedures, inventories of collections, Human Resources Services' Workforce Acquisition office, the proposed replacement of the book conveyor system, and other topics.

During this semiannual period, we concentrated on fulfilling Congress' request to post publicly available reports on our Web site. We thank the Library's Music Division for generously providing a detailee to assist us in this arduous ongoing task. Many of our reports can now be found at www.loc.gov/about/oig/reports.

We appreciate the cooperative spirit Library managers and staff have shown during our reviews. We are especially encouraged by the Library's prompt revisions to the proposed new regulation regarding PII. We worked collaboratively with the Library to ensure that our recommendations would be both effective and practical. The result of our collaboration was both an effective audit process and swift adoption of the recommendations.

Karl W. Schornagel
Inspector General

Table of Contents

We perform many types of services; among them:

Attestations, which involve examining, reviewing, or applying agreed-upon procedures on a subject matter, or an assertion about a subject matter. Attestations can have a broad range of financial or nonfinancial focuses, such as the Library's compliance with specific laws and regulations; assertions or assumptions made in a cost/benefit, breakeven, or requirements analysis; validation of performance against performance measures; or reasonableness of cost.

Financial Audits, which determine whether financial statements present fairly the financial position, results of operations, and cash flows in conformity with generally accepted accounting principles, and whether an entity has adequate internal control systems and complies with applicable laws and regulations.

Investigations, which are conducted based on alleged or suspected wrongdoing by agency employees, contractors, recipients of financial assistance, and others responsible for handling federal resources. Violations of Library regulations or fraud committed against the Library can result in administrative sanctions and/or criminal or civil prosecution.

Nonaudit Services, which are equivalent to consulting services in the private sector and usually involve providing advice or assistance to Library managers without necessarily drawing conclusions, or making recommendations. Auditors are cautious when performing nonaudit services because providing them may jeopardize the independence needed to later audit that subject area.

Performance Audits, which address the efficiency, effectiveness, and economy of the Library's programs, activities, and functions; provide information to responsible parties to improve public accountability; facilitate oversight and decision making; and initiate corrective action as needed.

Introduction and Definitions

The mission of the Office of the Inspector General is to promote economy, efficiency, and effectiveness by detecting and preventing waste, fraud, and abuse.

To accomplish our mission, we conduct audits and investigations.

Our philosophy is to be proactive. We believe this approach results in a more efficient use of resources by detecting and preventing problems early. Accordingly, we are following several key projects throughout the Library and rendering assistance and making recommendations as needed.

Our staff is educated and certified in various disciplines. We are, collectively, four certified public accountants (CPA), two attorneys, one certified internal auditor (CIA), one certified information systems auditor (CISA), three special agents, one investigator, one Master of Library Science, and other highly qualified staff.

Our goals, objectives, strategies, and performance indicators can be found in our Strategic Plan, available on our Web site at www.loc.gov/about/oig.

Audits, Surveys, and Reviews

Copyright office

Follow-Up Review of Copyright Claims Processing

Because of our concerns with Copyright's continuing backlog of unprocessed claims following a major reengineering of its business processes, we followed up on a report we issued in September 2008. Overall, we found significant improvement in Copyright's processes. We commend Copyright management for taking swift and decisive action to improve its handling of claims.

Our previous review identified two factors that were responsible for the considerably long times that Copyright needed to process copyright claims: (1) an unreliable technology–optical character recognition (OCR)–used to "read" paper applications, and (2) the slow operating response time of eCO, Copyright's new online registration system. OCR did not reliably read information in claim applications and its flaws yielded an enormous workload increase for Copyright Registration Specialists (Specialists) that included proofing claims and in many cases, manually typing application information into eCO. Since we issued our 2008 report, Copyright has implemented a 2D barcode application system, and established a quality review team to ensure all paper applications, and the small percentage of 2D barcode forms that require manual data entry, are correctly entered into eCO, thereby correcting the data migration errors caused by OCR. The office has also made several changes in eCO's underlying database settings which have improved the system's response time.

Copyright's challenge now is to reduce the claims backlog as efficiently and expeditiously as possible while managing the flow of new claims as they arrive. Some significant issues we found included:

Functionality of eCO—Although Copyright has decreased eCO's operating response time from sometimes hours to less than 60 seconds since we issued our 2008 report, the office continues to work with the Library's Information Technology Services directorate to decrease it further. Copyright's goal is that the system's delays be under 15 seconds. Copyright is also moving forward with an upgrade to eCO which is expected to improve its usability.

Backlog of Copyright Claims—The backlog of unprocessed copyright claims grew from 397,000 to over 500,000 since we issued our 2008 report. At the time of this report, Copyright projected that the backlog would peak within the first two quarters of fiscal year (FY) 2010. The productivity of Specialists was expected to increase as the Specialists became more accustomed to their new duties and responsibilities and eCO. Additionally, 17 new Specialists were brought on board and eight more were in the hiring pipeline.

Processing Time of Copyright Claims—Before Copyright began using eCO, the office's timeframe for processing claims was approximately three months. However, since the new system was implemented, the processing delays grew long, ranging between about 5 and 20 months. Specialists were required to process an average of 2½ claims per hour to receive a satisfactory performance rating. That performance requirement was established in October 2008, at the time Copyright faced significant issues involving eCO's implementation. We questioned whether the performance requirement for Specialists was up-to-date. The eCO system improved and Specialists no longer performed the extra work needed to overcome OCR's flaws. Accordingly, we recommended that Copyright revisit the performance requirement as improvements are made in claims processing and eCO to ensure that it is based on current operating conditions.

Copyright's Customer Service—Copyright's Information Section has been challenged to maintain a high level of

Above: Ornamental Decorations in an Arch in the Southwest First Floor Corridor, Thomas Jefferson Building.

service to the public since eCO was implemented. It continued to maintain the same staffing level it had before Copyright began using the new system even though its workload increased and responsibilities expanded due to the increasing delays in claims processing. Nevertheless, the section's staff promptly responded to and capably managed the thousands of phone and e-mail inquiries that the section received every month.

Copyright agreed with our findings and recommendation.

Office of Strategic Initiatives
Information Technology Services

Improvements are Needed to Bolster the Readiness of the Alternate Computing Facility

Audit Report No. 2009-IT-101
September 2009

The Library's Office of Strategic Initiatives, Information Technology Services (ITS) is responsible for developing and testing the Library's IT Continuity of Operations Plan (IT COOP). ITS is also responsible for maintaining the Library's alternate backup data center at the Alternate Computing Facility (ACF) that the Library shares with other agencies. The ACF is an integral part of the Library's IT COOP because it mirrors and stores data from the Library's IT systems.

During the past seven years, the Library has received more than $37 million from Congress to develop and maintain its ACF data center and to fully mirror, or copy, its critical systems. When the Library received funding from Congress for the ACF, it agreed to provide "continuous support of essential systems" and "IT business continuity."

However, we determined that the readiness of the ACF was limited because ITS did not ensure that the ACF had the necessary infrastructure in place to fully mirror or recover some critical systems. Fully mirroring, or copying, systems at the ACF is important because it helps to ensure that the Library can effectively recover its critical systems during an emergency, disruption, or disaster.

We also found that ITS did not effectively test the Library's critical systems at the ACF and did not have a formal process in place for identifying and classifying critical systems. Further, we found that IT contingency services were not clearly defined in written agreements between ITS and the service units. We recommended that ITS:

• Establish and implement procedures to periodically conduct a comprehensive needs assessment of the hardware, software, and equipment at the ACF and ensure that adequate infrastructure is in place to mirror the Library's critical systems;

• Ensure that the availability and functionality of the Library's critical systems at the ACF are periodically tested and that the results of those tests are adequately documented and reviewed;

• Develop and implement procedures to periodically test the backup media, such as back up tapes, at the ACF;

• Conduct a comprehensive evaluation of remote access and connectivity to the ACF from the Library's designated emergency operations site and from other remote locations, such as the homes of essential personnel, under the condition that the main data center is unavailable;

• Work with the Library's executive management team to develop a formal process for identifying and classifying the Library's mission essential functions and critical systems; and

• Work with the Library's service units and divisions to ensure that written agreements regarding IT contingency services are standardized, current, and clearly define how

the systems are mirrored, or backed up, at the ACF. The written agreements should include detailed information regarding testing procedures for ensuring that the systems are recoverable and functional at the ACF.

OSI generally agreed with most of our recommendations.

Library-Wide

Survey of the Library's Energy Conservation Efforts

Audit Survey Report No. 2009-PA-103
July 2009

The operation of the Library of Congress' buildings requires large amounts of energy and water, and generates equally large amounts of waste. During 2008 alone, the estimated cost for electricity, water, and steam for these buildings was $18 million.

Our report provided the results of an audit survey we performed to assess energy conservation at the Library and evaluate the Library's and the Architect of the Capitol's (AOC) efforts to reduce energy consumption, emissions of pollutants, and greenhouse gasses. We limited our survey to the Library's three Capitol Hill complex buildings.

The AOC is responsible for the maintenance, renovation, and new construction of all buildings within the Capitol Hill complex, including Library buildings. Its staff provide mechanical, electrical, plumbing, elevator, structural, and maintenance work for the Library's buildings and grounds, and make any necessary building improvements. On the Library's behalf, Facility Services is responsible for planning, designing, and implementing space usage, custodial care for the buildings, and monitoring and reporting to the AOC any facility structural or mechanical problems.

Based on the results of our survey, we determined that the Library and AOC are taking appropriate steps to reduce the Library's energy consumption. Accordingly, we concluded this project with an audit survey report. Some significant issues we identified during this review include:

The AOC's Energy Conservation Initiatives—The AOC adopted the spirit of the Energy Policy Act of 2005 (EPACT 2005) and the Energy Independence & Security Act of 2007 (EISA). The EISA spells out annual energy reduction goals for federal government buildings, starting from a

2003 baseline with a final goal of 30 percent reduction by 2015. As of 2008, the AOC achieved its interim year goals.

To continue to meet the EISA goals, the AOC has scheduled energy audits for each of the Library's three Capitol Hill buildings to identify cost-effective projects that would decrease energy use and related greenhouse gas emissions. The AOC has obtained Congressional approval to use Energy Savings Performance Contract (ESPC) arrangements to facilitate achievement of the identified projects. Under an ESPC, the AOC enters into a long-term contract (up to 25 years) with a private energy services company. The company conducts a comprehensive energy audit and then finances and implements energy saving projects approved by the AOC. The AOC/Library repays the company with the resulting energy savings. Overall, the AOC expects the total energy used by the Library to decrease by 20 percent after the identified energy projects are completed. AOC officials intend to award contracts for the projects during FY 2010.

The Library's Energy Conservation Initiatives—The Library has initiated a variety of programs to conserve energy and recycle waste. Integrated Support Services (ISS) sponsors various forums and meetings to promote conservation by Library staff. Additionally, ISS had established an active recycling program for paper and ink cartridges and was participating in the "Computers for Learning Program" which involves donating used computer equipment to eligible schools. Facility Services management plans to request budget approval to establish a new position within its Facility Operations section to serve as Energy Coordinator to help facilitate and promote energy conservation and recycling activities within the Library.

We commended Facility Services for its plan to establish the coordinator position. However, regardless of the outcome of the related planned budget request, we believed that the Library should be undertaking more energy awareness activities to ensure staff fully participate in efforts to conserve energy and follow the Library's conservation policy. We recommended that ISS management undertake more initiatives to increase awareness among Library staff of the importance of energy conservation and recycling programs.

ISS and the AOC generally agreed with our report and recommendation.

INTEGRATED SUPPORT SERVICES
Facility Design and Construction

Service Significantly Improved, but Project Management Framework Still Lagging

**Follow-up: Audit Report No. 2006-PA-107
September 2009**

The Library's Facility Design and Construction Office (FD&C) is a unit of Integrated Support Services. Its responsibilities include planning and designing spaces in the Library's buildings–which include about 4.4 million square feet of floor space on Capitol Hill.

The office is responsible for facility plan projects involving design and project management for major Library space redesign and reconfiguration. Considerable planning, procurement, and construction are required including careful consultation between FD&C, various service providers, and the AOC. Additionally, FD&C receives and generates approximately 4,800 requests annually, which call for such tasks as moving furniture, performing minor repairs, and working on design and construction projects. FD&C uses the "Facilities Automated Service Tracking" (FAST) system to track service request and work order activities.

This report provided the results of a review we performed to follow up on issues we identified through our audits of FD&C in FYs 2002 and 2007. Our objectives were to determine whether FD&C has addressed the previously identified issues and taken appropriate action to improve its service. In our FY 2002 audit, we found that FD&C needed to improve both its timeliness and communications with customers. We also found that FD&C was not recording important information needed to provide effective oversight and make sound decisions regarding workforce management. In our FY 2007 audit, we identified issues from our FY 2002 audit work that FD&C had not fully corrected. Moreover, we identified additional factors that were adversely affecting the timely delivery of FD&C's services including high staff turnover, overwhelmed supervisors, unclear guidance on delivering project service, ineffective workforce planning, unstructured and undisciplined project management, and ineffective assessment and monitoring of FAST requests.

Our follow-up revealed that FD&C had improved its service and management oversight and was operating in a more business-like manner. Library service units were satisfied with the office's service and project work, especially the work involving major projects, mainly because FD&C was responding to work requests more promptly. We also determined that FD&C had fully implemented or plans to implement by year-end the recommendations we made in 2007. However, despite such improved performance, we also found that FD&C had room to improve its project control and documentation and reiterated a prior recommendation to this effect.

HUMAN RESOURCES SERVICES
Worklife Services Center

Good Overall Service, but Weak Controls Leaves the Worklife Services Center Vulnerable to Abuse and Fraud

**Audit Report No. 2009-PA-101
June 2009**

Human Resources Services (HRS) is a key component of the Library of Congress' enabling infrastructure. It works with, and provides management strategies for, the Library's service and infrastructure units to plan for, secure, and manage the human capital that the Library needs to fulfill its mission. The organization includes five offices: Strategic Planning and Automation, Workforce Acquisitions, Workforce Management, Workforce Performance and Development, and the Worklife Services Center (WSC).

This report provided the results of our audit of the WSC. Principal objectives of this audit included 1) assessing the efficiency and effectiveness of the WSC's activities and services, 2) determining whether there were adequate internal controls to ensure timeliness, quality, and accuracy, and 3) evaluating the office's compliance with applicable laws and regulations.

We determined that the overall service provided by the WSC was satisfactory. We found that personnel action

requests were being processed in a timely manner. In addition, based on the results of a customer service survey we performed, we found that service and infrastructure points of contacts were generally satisfied with the level of service provided by the WSC. However, our audit also found that the WSC lacked the controls that were needed to ensure efficient and effective operation of the Library's leave programs and to detect and prevent the occurrence of fraud and erroneous transactions. Following are summaries of significant issues we identified during this audit and key recommendations to improve the WSC's operations:

Oversight of Leave Administration—Neither the WSC's Leave Administration nor the Library's timekeepers were effectively monitoring Leave Bank awards to ensure that the recipients (1) received the full leave amounts that were granted, (2) used awarded leave only for the medical emergencies for which it was approved, and (3) returned any unused awarded leave to the Leave Bank. Additionally, timekeepers were not using leave error reports to resolve leave discrepancies because they had not been adequately trained on how to use the reports' information. As a result, the balances of a high number of employee leave accounts were inaccurate. Moreover, these leave error reports that were not being utilized cost the Library approximately $50K a year. Over a five-year period, about $250,000 of Library funds could be put to better use by resolving the leave discrepancies in the leave error reports. We recommended that the WSC adopt a more active oversight role for leave administration.

Controls for Access to Key HRS IT Systems—HRS had neither restricted access to its automated systems to the extent necessary nor established controls to effectively monitor the activities of employees with wide access privileges. Specifically, (1) Master Timekeepers had unnecessary access rights in the Library's timekeeping system to view and adjust the leave balances of employees outside of their supervision; (2) some employees had inappropriate access rights to critical HRS IT systems because system responsibilities had not been appropriately separated; and (3) activities of employees who had special access rights to the Library HR management system were unsupervised. As a result, opportunities existed for fraud or abuse to occur. Due to missing controls, we were unable

to test for fraud. We recommended that HRS implement safeguards to restrict the access rights of legitimate users to the specific systems and files the users need to perform their work.

Performance Standards for the WSC's Employees—The WSC had not developed adequate performance metrics to objectively and adequately evaluate the performance of its staff. The standards that were in use were broad and vague and did not clearly define the quality or quantity of work expected from the WSC's employees. Consequently, the performance evaluations were highly subjective and it was difficult for HRS supervisors to hold employees accountable for their work. We recommended that the WSC develop more objective and measurable requirements for its employees' performance standards.

HRS agreed with all of our recommendations.

Library-Wide

Library Policies and Procedures Protecting Personally Identifiable Information Require Overhauling to Assure Adequate Security

Audit Report No. 2008-PA-104
September 2009

The benefits of the information age have been accompanied by the serious side effects of increased identity theft, internet fraud, and predatory cyber activities. Increasingly, the criminal engines of the information age prey on unprotected personally identifiable information (PII) to fuel many of their schemes. PII is now almost as marketable as cash and financial securities. Therefore, Library management must assure that it designs its asset and information security strategies to adequately protect PII against ever increasing threats.

PII is any information that can be used to distinguish or trace an individual's identity, such as name, social security number, birthday, birthplace, mother's maiden name, biometric records, and/or any other piece of personal information which is linked or linkable to an individual. It involves a wide variety of data that has the potential to harm, embarrass, and inconvenience an individual if compromised.

We audited the Library's collection, use, and disposal of PII and concluded that its current approach was inconsistent with best practices as articulated by the Government Accountability Office. Additionally, we found that legacy electronic and non-electronic systems pose special risks for the Library. The Library's approach to protecting PII can be improved and risk reduced by revising its organizational structure, policies, and procedures. Some significant issues we found included:

No Chief Privacy Officer—The Library had not designated a senior official responsible for the oversight of key privacy functions, leaving to individual Library managers and offices working with ITS the responsibility for protecting sensitive PII. We also determined that the Library handled PII security inconsistently. We recommended that the Library designate a Chief Privacy Officer to oversee key privacy functions including formulating PII policy, security, compliance, and training.

Insecure Manual and Electronic Legacy Systems Contain PII—Many organizational units maintained inadequate security over manual files with employee information including name, address, home phone number, and social security number for emergency contact information purposes and as unit level employee personnel and performance files. During our surprise inspections, we found files containing sensitive PII unsecured in 53% of cases and work areas with sensitive PII exposed and unattended in 33% of cases. In addition, our review of legacy electronic systems found various issues, such as social security numbers, systems without password protection or access authorizations, lack of management review of logs, and inadequate segregation of duties in some aspect of system operation. We recommended that the Library establish procedures to identify, evaluate, minimize, and control manual systems containing PII by designating a centralized function or official to have the responsibility for overseeing PII security for all manual systems; in addition, we recommended that the Library identify legacy electronic systems containing sensitive PII and develop a plan to conduct Privacy Impact Assessments. Finally, we recommended that the Director of HRS develop and implement a directive to uniformly control supervisors' employee files.

Reporting to OIG for Investigation—There was no Library policy direction for reporting unauthorized PII disclosures to the Office of the Inspector General immediately upon discovery. In the absence of an immediate investigation into a PII incident, the potential for greater harm to the violated individual(s) occurs with the passage of time. Additionally, the risk of the audit trail becoming eroded or destroyed increases with delays in commencing an investigation. We recommended that the Library enact a policy requiring Library management and staff to immediately report all suspected unauthorized disclosures of PII to the Office of the Inspector General.

Library management agreed with our findings and recommendations, and has already acted on several by revising the proposed PII regulation.

Open World Leadership Center

Fiscal Year 2008 Financial Statements
September 2009

The mission of the Open World Leadership Center (the Center) is to enhance understanding between the United States and the countries of Eurasia and the Baltic States. The Open World Program enables emerging leaders from Russia and other Eurasian countries to experience American democracy and civil society in action. Since its founding by the Congress in 1999, the Open World Program has enabled more than 12,000 current and future leaders from Russia, Ukraine, Azerbaijan, Belarus, Georgia, Kyrgyzstan, Lithuania, Moldova, Tajikistan and Uzbekistan to experience American democracy and civil society, work with their American counterparts, live with American families, and gain new ideas and inspiration for implementing change at home. Today, the Open World Program is the largest U.S.-Russia exchange program and a proven model for exchanges for leaders from other Eurasian countries.

The Center is an independent entity in the Legislative Branch governed by a board of trustees. Board members consist of members of the Congress and private citizens.

The congressional leadership appoints congressional members while the Librarian of Congress appoints citizen board members. The Librarian of Congress is currently the Chairman of the Board.

Under contract with the OIG, the accounting firm of Kearney & Company audited the Center's FY 2008 financial statements and issued its Independent Auditor's Report. The audit included the Center's Consolidated Balance Sheets and the related Consolidated Statements of Net Costs, Changes in Net Position, and Combined Statement of Budgetary Resources for the FY then ended. The auditors concluded that the financial statements were presented fairly in all material respects, and in conformity with generally accepted accounting principles.

The firm's auditors also performed tests of compliance with laws and regulations, and considered internal controls over financial reporting and compliance. In its audit of the Center, Kearney & Company found no material weaknesses in internal control and no reportable noncompliance with laws and regulations it tested.

We reviewed the firm's planning and approach to the audit and significant working papers, evaluated the auditors' qualifications and independence, monitored the progress of the audit, coordinated meetings with management, and performed other procedures we deemed necessary. Our review disclosed that in all material respects, the audit complied with U.S. generally accepted auditing standards.

Opposite: Librarian's Ceremonial Office, Thomas Jefferson Building. Photo by Carol M. Highsmith

INVESTIGATIONS

During the reporting period we opened 56 investigations and closed 29. We forwarded seven cases to Library management for administrative action, and one to the Department of Justice for criminal prosecution. Case and Hotline activity are detailed below:

TABLE 1:   INVESTIGATION CASE ACTIVITY

	CRIMINAL/CIVIL	ADMINISTRATIVE	TOTAL
From Prior Reporting Period	16	11	27
Opened	15	41	56
Closed	12	17	29
End of Period	19	35	54

TABLE 2:   HOTLINE ACTIVITY

	COUNT
Allegations received	19
Referred to management for action	5
Opened as investigations	12
Closed with no action	2

Significant Criminal and Administrative Investigations

Suspected Contract Fraud

We received allegations that the Library's food services contractor had improperly fired and laid off union employees, hired an employee with undocumented immigration status, and reported operating losses while its business was profitable.

Our investigation revealed no apparent violations of laws or Library regulations and no irregularities in the terminations and lay offs of union employees. However, we identified poor accounting and business practices that contributed to the contractor's difficulties in controlling and reporting expenses. We also determined that some federal tax documents were filed late, only after we began the investigation. Despite the late filing of these forms, the amounts reported were immaterial and did not warrant further investigation.

A subsequent Defense Contract Audit Agency review conducted during competition for a new Library food services contract confirmed the financial management issues observed during the investigation. The vendor was not awarded the new contract.

Pornography

We found that a Congressional Research Service (CRS) employee was viewing substantial amounts of adult pornography on his government computer on government time. The employee received a 20-day suspension.

Classified Documents Mishandled

A Library courier was handling classified documents after her security clearance had been deactivated, and storing unsecured classified material in her desk for months at a time. Our investigation found that inadequate supervision contributed to the security breach. Library managers made significant program changes subsequent to the investigation.

Misuse of Travel Cards

We received allegations from the Travel Office that three Library employees were suspected of misusing their Government travel cards to make unauthorized cash withdrawals from automated teller machines (ATM) and purchases not related to official travel.

In the first case, our investigation revealed that the employee knowingly used her travel card to withdraw $1,303 from ATMs for personal use. The matter was referred to management and is pending administrative action.

In the second case, the employee used her travel cards to make unauthorized ATM withdrawals and purchases totaling $12,715. The matter was also referred to management and is pending administrative action.

In the third case, an employee with a history of prior travel card abuse used his card to make 16 unauthorized withdrawals from ATMs and purchases totaling $2,794. The employee initially denied responsibility for some charges, claiming the card had been stolen. However, when faced with evidence to the contrary, he conceded that he had made all of the withdrawals for personal use. This matter too was referred to management and administrative action is pending.

Misuse of Government Vehicle

We received a complaint from the General Services Administration that a citizen observed a vehicle registered to the Library driven erratically and dangerously. The witness provided a sworn affidavit regarding the incident. We identified the Library employee driving the vehicle and determined that the site of the alleged offense was near her home and several miles away from any reasonable route for her to be traveling on government business. The employee admitted to going home for a personal reason on the day in question and also admitted to taking a government vehicle home on other occasions while she was working. The matter was referred to management and the employee received a letter of reprimand.

Surplus Book Program Fraud

A program manager in the Library's Surplus Books Program alleged that a book selector representing a university library was selling books received through the program. Program participants must sign an agreement that prohibits the sale of surplus books received from the Library. Our investigation revealed that the book selector sold the surplus books to an on-line book dealer after the university determined that the books were not needed for its collections. The proceeds from the sale went to the university's library. Through our efforts, the university returned about 100 surplus books obtained through the program that they had intended to sell, replaced its book selector, and agreed to comply with the Library's program requirements.

LIBRARY OF CONGRESS
SURPLUS
DUPLICATE
NOT FOR RESALE

Altered Library Identification

The U.S. Capitol Police arrested a Library intern for trespassing. The underage intern had allegedly manufactured a false Library employee identification badge by defacing his Library volunteer badge. He used the counterfeit badge to access restricted areas in the U.S. Capitol building. We assisted the police by searching a computer regularly used by the intern. The police executed a search warrant on the intern's residence, but no evidence related to the Library was found. The Library terminated the intern and barred him from Library and Capitol buildings. Judicial action is pending.

Enterprise Messaging Migration

We received a complaint regarding the Library's Enterprise Messaging Migration project. The Library is currently undertaking that project to convert its existing e-mail system to Microsoft (MS) Exchange. The estimated cost of the MS system is about $4 million over the first five years of its implementation. The complainant alleged that the project will be highly expensive, does not have a clear objective, and therefore, will be a waste of government funds; specific actions had not been taken to justify the project, namely a business case had not been made, a cost-benefit analysis had not been performed, and other possible alternatives had not been considered; and management directed the project's performance without soliciting input from key ITS staff on its decision to go forward.

We concluded that there was no evidence to support the complainant's allegations. Although we found that ITS does not have a structured IT capital planning and investment control process (see *Information Technology Strategic Planning: A Well Developed Framework is Essential to Support the Library's Current and Future IT Needs*, Report No. 2008-PA-105, March 2009), we determined that ITS solicited input from key staff on the project, performed a cost-benefit analysis, and constructed a business case supporting its decision to implement MS Exchange.

Follow-up on Investigations Issues
From Prior Semiannual Reporting Periods

Identity Theft

As we previously reported, our investigation into the theft of 10 employees' identities revealed that a Library employee was selling PII to an individual outside the Library for use in criminal activities. The outside recipient of the PII was sentenced in July to 30 months in prison and ordered to pay $30,000 in restitution to the various companies and credit card issuers that suffered damages.

In a similar but unrelated case, we reported in our last semiannual report that we had obtained and served a search warrant on the residence of a subject where fraudulent credit applications were originating. One of the fraudulent applications used the PII of a Library employee. Based on evidence obtained during the search we prepared an affidavit requesting an arrest warrant through the U.S. Attorney's Office in Washington, D.C., but subsequently withdrew the request after our agents lost their ability to carry firearms. We referred the case to the U.S. Postal Inspection Service and U.S. Secret Service, but no action was taken; however, after the restriction on our agents use of firearms was lifted, we reissued to the court our request for an arrest warrant.

Embezzlement

As we previously reported, our investigation into thefts of funds from the Library's Retail Marketing Office Store resulted in two employees pleading guilty to embezzlement, one of which retired after being notified of the Library's decision to terminate her for misconduct. During this reporting period, the second subject resigned after also receiving written notice of a decision to terminate him for misconduct.

Unimplemented Recommendations

Table 3A: **Significant Recommendations from Previous Semiannual Reports for Which Corrective Action Has Not Been Completed**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary and Status of Recommendation
Office of the Chief Financial Officer (OCFO)				
Disbursing Office Controls	2007-PA-103 September 2008	Disbursing Office	II.a	Revise Financial Services Directive 05-02–An updated directive is in draft with a target date for completion of November 30, 2009.
Disbursing Office Controls	2007-PA-103 September 2008	Disbursing Office	II.d	Automate the interface for transmitting electronic payments–OCFO research determined there is no system solution to this issue, however, OCFO will pursue other means of file transmittal during FY 2010.
Disbursing Office Controls	2007-PA-103 September 2008	Disbursing Office	IV-1	Seek funding to ensure backup power is available at the alternate facility–The Library determined that a backup power source would be cost-prohibitive and is instead planning to relocate the site to a facility which already has backup power.
Integrated Support Services (ISS)				
Requirements Analysis for the Proposed Fort Meade Logistics Center	2006-SP-802 March 2008	Integrated Support Services	III	Reevaluate three questionable surge allowances–ISS met with each service unit to discuss their storage needs and has removed excess materials stored at Landover. Now that it has determined the amount of space required, ISS is reevaluating the surge allowances and expects to complete the review by the end of this calendar year.
Requirements Analysis for the Proposed Fort Meade Logistics Center	2006-SP-802 March 2008	Integrated Support Services	IV	Recalculate the growth factor and consider leasing storage space on an as-needed basis to accommodate potential growth in storage requirements–ISS is working with the Architect of the Capitol to evaluate various occupancy scenarios, including commercial lease alternatives.
Federal Employees' Compensation Act Program	2008-PA-102 September 2008	Health Services Office	II	Implement an automated system that includes components for tracking Federal Employees' Compensation Act claims and alerting ISS of upcoming reporting deadlines–ISS is procuring a system.
Federal Employees' Compensation Act Program	2008-PA-102 September 2008	Health Services Office	IV	Revise Library of Congress Regulation (LCR) 2018-5–A draft LCR was circulated and is on target for issue in fall 2009.
Landover Center Annex Warehouse Inventory Controls	2009-PA-102	Integrated Support Services	II	Develop an inventory retention policy–ISS has drafted a directive and expects to distribute it to the service units by the end of the calendar year.
Copyright Office (CO)				
Conditions in the Processing of Copyright Claims	September 2008	Copyright	3	Determine the staffing level needed to both process incoming claims and eliminate the backlog–When the mix of weekly receipts stabilizes, Copyright will determine the optimal staffing levels and begin moving staff accordingly.

Table 3A: **Significant Recommendations from Previous Semiannual Reports for Which Corrective Action Has Not Been Completed**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary and Status of Recommendation
Library Services (LS)				
Utilization of Reading Rooms	2003-PA-104 March 2004	Library Services	II.1	Develop a decision model for determining reading room space requirements–LS has developed various consolidation plans and is collecting data, but has not developed a decision model. OIG Note: This recommendation has been open since 2004 and we urge the Library to promply take action.
Utilization of Reading Rooms	2003-PA-104 March 2004	Library Services	II.2	Use the decision model to make decisions about reading room, office space, and storage requirements–A decision model has not been finalized by LS. LS will relocate the Motion Picture and Television reading room adjacent to the Performing Arts Reading Room in the coming months. Other decisions regarding space allocation are under review. OIG Note: As with the previous recommendation, this one has been open for more than four years. We urge the Library to promptly take action.
Top Treasures Security and Preservation Controls	2008-PA-103 January 2009	Library Services	I.a	Establish criteria for specifically defining Top Treasure collection items and clearly define a process to nominate/transfer collection items to the Top Treasure category–LS drafted an LCR that is under review by the curatorial divisions and expects to present the finalized LCR to the Office of General Counsel by June 2010.
Top Treasures Security and Preservation Controls	2008-PA-103 January 2009	Library Services	I.c	Reevaluate the position designations of staff members with authorized vault access who occupy non-sensitive positions and revise LCRs dealing with sensitivity designations for positions with access to priceless collection items–The Conservation Division and the Office of Personnel Security (PS) are discussing the ramifications of implementing this recommendation.
Rare Books and Special Collections Security	2008-PA-101 March 2009	Library Services	I.a	Develop and implement an automated system to track and account for new acquisitions and establish adequate segregation of duties–LS is in the process of developing an automated tracking system for Rare Books and Special Collection (RBSC) aquisitions where an independent technician will input tracking data. Implementation will occur by November 2010.
Rare Books and Special Collections Security	2008-PA-101 March 2009	Library Services	I.c	Develop and document new policies and procedures for authorizing, tracking, and reviewing collection material on loan–LS management is in the process of updating the files for materials on loan and revising procedures. A new database will be developed in coordination with the Interpretive Programs Office employing the recommended reporting features by November 2010.

Unimplemented Recommendations

Table 3A: **Significant Recommendations from Previous Semiannual Reports for Which Corrective Action Has Not Been Completed**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary and Status of Recommendation
Rare Books and Special Collections Security	2008-PA-101 March 2009	Library Services	I.d	Develop and document procedures for outgoing mail to prevent unauthorized removal of collection items–The RBSC chief has drafted new procedures which will be documented in an update of the RBSC policy and procedures manual to be completed by March 2010.
Rare Books and Special Collections Security	2008-PA-101 March 2009	Library Services	I.f	Reevaluate background investigation procedures for Rare Book management and periodocally update background investigations–LS is reevaluating position descriptions and reassessing background check procedures for RBSC management with PS and Human Resources Services (HRS).
Rare Books and Special Collections Security	2008-PA-101 March 2009	Library Services	II	Library management should work with U.S. Capitol Police (USCP) to identify areas where the collections require special coverage–Library management has established an emergency water response team to work with USCP including special procedures for USCP inspections of collections during inclement weather.
Office of Security and Emergency Preparedness (OSEP)				
Emergency Preparedness Program	2005-PA-104 March 2006	Office of Security and Emergency Preparedness	III	Develop or obtain a threat/risk assessment–Library management now relies on the USCP to conduct threat/risk assessments of the Library. By December 2009, the USCP plans to conduct a threat/risk-based analysis of the Library to determine its security posture in relation to the overall Capitol Hill complex.
Office of the Librarian				
Dispute Resolution Center	2002-PA-104 September 2003	Office of Opportunity, Inclusiveness, and Compliance	III	Revise Library of Congress Regulation (LCR) 2020-7 to allow complainants to use dispute resolution during the formal complaint process–The newly appointed Director of Opportunity, Inclusiveness, and Compliance (OIC) is drafting a new LCR with a target date of late Spring 2010 for publication.
Equal Employment Opportunity Complaints Office	2001-PA-104 February 2003	Office of Opportunity, Inclusiveness, and Compliance	I	Evaluate and revise LCR 2010-3.1–The newly appointed Director of OIC is drafting a new LCR with a target date of late Spring 2010 for publication.
Office of Contracts-Service Remains Less Than satisfactory	2007-PA-102 September 2007	Office of Contracts	IV	Coordinate with OCFO to identify opportunities for modifying/improving Momentum–The Office of Contracts and Grants Management (OCGM) and OCFO are working on a Users' Guide for procurement professionals and importing Federal Acquisition Regulation (FAR) and Library-specific contract clauses into Momentum. Information Technology Services (ITS) has completed a workflow analysis of Momentum procurement processes to identify and eliminate unnecessary and redundant tasks. OCGM has not established target dates for completing these initiatives.

TABLE 3A: **SIGNIFICANT RECOMMENDATIONS FROM PREVIOUS SEMIANNUAL REPORTS FOR WHICH CORRECTIVE ACTION HAS NOT BEEN COMPLETED**

SUBJECT	REPORT NO. AND ISSUE DATE	OFFICE	REC. NO.	SUMMARY AND STATUS OF RECOMMENDATION
Lack of Compliance with Library Contracting Policy is Widespread	2008-SP-101 March 2008	Office of Contracts	Non Compliance Reason 4	Lack of compliance with certain FAR requirements–OCGM is working to review uncertainties between the Library's contracting policies and the FAR. In FY 2010, OCGM will propose changes to LCRs 2110 and 2111 to clarify which FAR requirements apply to the Library.
Raiser's Edge Software Program	2006-IT-302 December 2007	Development Office	I	The Development Office (DO) should: document its access control policy, and revise password access to comply with IT Security Directive 02–The DO has documented its access control policy and is working with the Raiser's Edge vendor to enable conforming user passwords.
Raiser's Edge Software Program	2006-IT-302 December 2007	Development Office	II	The Director of the DO should ensure that the Raiser's Edge system undergoes Certification and Accreditation (C&A)–ITS and the DO are currently conducting the C&A.
Raiser's Edge Software Program	2006-IT-302 December 2007	Development Office	III	System managers for Raiser's Edge should regularly review the system's transaction logs for suspect data events–ITS and the DO are addressing system upgrade problems preventing the recommended enhancement.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.1	The Library should assess its diversity program annually using the EEOC's MD-715 criteria and develop a plan to achieve essential elements in the model–The Director of OIC plans to fully implement this recommendation by October 2010.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.3	The Library should develop a tracking system that will notify the OIC when an employee is promoted to a supervisor and then disseminate the EEO policy statement to the newly appointed supervisors on an ongoing basis–OIC is working with HRS and the Office of the Librarian to develop a strategy to implement the recommendation. Projected time to fully implement is 2-4 years.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.5	Track promotions and performance evaluations to determine whether there is consistency among groups–OIC is working with HRS and the Office of the Librarian to develop a strategy to implement the recommendation. Projected time to fully implement is 2-4 years.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.6	Develop a means to conduct an in-depth analysis of separations to identify trends that will assist management in determining reasons behind the separation rates of minorities and females–OIC is working with HRS and the Office of the Librarian to develop a strategy to implement the recommendation.

Unimplemented Recommendations

Table 3A: **Significant Recommendations from Previous Semiannual Reports For Which Corrective Action Has Not Been Completed**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary and Status of Recommendation
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.7	Organize a facilitative workshop with program supervisors, HRS, and OIC staff to discuss identified barriers–OIC is working with HRS and the Office of the Librarian to implement the recommendation.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.8	Convene a Hispanic employment work group to develop strategies to improve Hispanic representation–The OIC Director plans to fully implement this recommendation by October 1, 2010.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.9	Conduct exit interviews to determine why staff leave and identify employee perceptions about organizational commitment to diversity–HRS expects full implementation no later than October 1, 2009.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	III	Identify critical senior level and management positions and focus training, career development, and mentoring programs–The Library is designing a senior level development program as one of the components of its succession management plan. HRS also plans to work with the OIC Director on other relevant training, development, and/or mentoring initiatives.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	IV	The Library should make its "No Fear" data available to staff via the Library's staff intranet Web site and benchmark this data against other federal agencies of similar size–The OIC Director is working on implementing the recommendation.

Office of Strategic Initiatives (OSI)

Subject	Report No. and Issue Date	Office	Rec. No.	Summary and Status of Recommendation
Long-Distance Telephone Service	2007-CA-101 March 2008	Information Technology Services	I	Compare the cost of alternative service providers to find the best value to the Library–The Library has not yet compared providers.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	1.A	Create a process to ensure that the IT strategic plan aligns directly with the Library's strategic plan–A strategic plan update team, composed of staff from across the Library, is engaged in updating the strategic plan; other organizational strategic and operational plans will be based on the updated Library strategic plan.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	1.B	Involve line employees in the Library's strategic planning process–OSI management informs us that line employees are included in the update of the strategic plan described in 1.A above. We will follow up in detail on this recommendation in a subsequent semiannual period.

Table 3A: **Significant Recommendations from Previous Semiannual Reports For Which Corrective Action Has Not Been Completed**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary and Status of Recommendation
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	1.C	Ensure that all initiatives concerning future library technology are shared Library-wide–Library management will accomplish this through the strategic plan update process, the IT Governance Process, the Information Technology Infrastructure Management (ITIM) process, through collaborative informational meetings, and the Library Gazette.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	1.D	Produce a transformational guide that contains a plan of execution to ensure that the Library moves forward as a total institution with one voice–Library management will make this a part of the Enterprise Architecture effort.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	1.E	Form a cohesive, integrated, and centrally managed LC Digital Strategy Plan with roles and responsibilities of relevant service/support units clearly defined–The Executive Committee (EC) has provided draft input on stakeholder needs, roles, and responsibilities as part of developing the plan.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	2.A	Inventory and prioritize existing systems that require upgrade and new IT projects to create an IT portfolio–ITS has an inventory of all existing systems and on-going projects. Prioritization will be addressed through the ITIM process that will be launched by March, 2010.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	2.B	Develop a plan to review and eliminate duplicative costs including Help Desks, technical liasons in service units, and coordinate purchases–The Library will implement on October 1, 2009 a method, using activity codes, for tracking and reviewing all IT-related procurement. To identify duplicative costs, the Budget Office has conducted a survey of all IT-related resources in the service and support units and is analyzing the results.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	2.C	Account for all IT costs including computer security as part of the IT budgetary process–The Library maintains that IT security is the responsibility of all Library units and staff. C & A costs will be included in the costs of a new system, whether ITS is the performing organization or the system is contracted out. Tracking of these costs are addressed in 2B above.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	2.E	Develop a methodology to maintain and track all IT expenses–The Library will implement on October 1, 2009 a method, using activity codes, for tracking and reviewing all IT-related procurement. To identify duplicative costs, the Budget Office has conducted a survey of all IT-related resources in the service and support units and is analyzing the results.

Unimplemented Recommendations

Table 3A: **Significant Recommendations from Previous Semiannual Reports For Which Corrective Action Has Not Been Completed**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary and Status of Recommendation
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	2.F	Review and plan for moving forward through the stages of the ITIM–The Library has contracted to research successful ITIM programs/models in like-sized federal agencies. The EC will study the proposals and make a determination on an ITIM program by April, 2010.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	3.A	Separate the IT function from OSI and have the Chief Information Officer (CIO) report directly to the Librarian or Chief Operating Officer–The Library has contracted to research successful IT governance programs/models in like-sized federal agencies. The EC will study the proposals and make a determination on an IT governance model for the Library by April, 2010.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	3.B	Endow the CIO with authority and responsibility for IT strategic planning, capital planning, asset management, enterprise architecture, and establish a customer advocate role to ensure accountability–The Library is responding to this through its strategic plan update and the contractor's research on successful IT governance programs. The EC will study the proposals and make a determination by April, 2010.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	3.C	Endow organizational functions such as IT Security with appropriate enforcement authority and policy responsibilities–The Library is responding to this through its strategic plan update and a consultant's research on successful IT governance programs. The EC will study the proposals and make a determination by April, 2010.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	4.A	Follow Federal Segment Architecture Management (FSAM) templates as a model for developing the architecture segments and use federal agency best practices for enterprise architecture (EA) using mainstream tools and processes–The Library has hired a contractor to assist it in conducting Phases 2 & 3 of the EA effort. This includes evaluating and selecting EA models and frameworks, including FSAM. The next phases begin after the EC deliberates on IT governance.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	4.B	Evaluate proposed plans for the development of an EA with the Enterprise Architecture Management Maturity Framework to ensure the plans are in complete alignment–The Library has hired a contractor to assist it in conducting Phases 2 & 3 of the EA effort. This includes evaluating and selecting EA models and frameworks, including FSAM. The next phases begin after the EC deliberates on IT governance.

TABLE 3A: **SIGNIFICANT RECOMMENDATIONS FROM PREVIOUS SEMIANNUAL REPORTS FOR WHICH CORRECTIVE ACTION HAS NOT BEEN COMPLETED**

SUBJECT	REPORT NO. AND ISSUE DATE	OFFICE	REC. NO.	SUMMARY AND STATUS OF RECOMMENDATION
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	4.C	Keep the process for developing an EA in line with similar agencies to avoid a process that is too complex or out of scope with agencies of similar size–We are discussing with the Library how its EA process will be in line with that of similar agencies.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	4.D	Include all EA costs in a single budget line item for the entire Library to avoid a burdensome or costly process for system owners–EA direct costs and program office expenses are currently funded through the OSI budget; we are reviewing this coding methodology to determine if it addresses the purpose of the recommendation.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	4.E	Involve all service/support unit system/business process owners in implementing EA–The EA effort includes kick-off and status briefings and white papers to the EC and Operating Committee. The work will be performed by domain teams composed of process and business owners throughout the Library, with the guidance and assistance of a consultant.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	5.A	Implement service level agreements to manage customer expectations–ITS is in the process of developing a Memorandum of Understanding with the Law Library and Congressional Research Service for FY 2010.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	5.B	Review the performance metrics, system development life cycle, IT Security, and help desk processes and obtain feedback to improve efficiency and effectiveness–ITS has an ongoing project to achieve this.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	5.C	Use best practices for service management from organizations such as the Help Desk Institute, Information Technology Infrastructure Library (ITIL), and other organiztions–ITS has reviewed the ITIL guidance and is currently comparing the existing Help Desk processes and procedures against the ITIL guidance.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	5.D	Implement a commercial-off-the-shelf help desk system that includes metrics–ITS will address this when both human and capital resources are available.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	5.E	Negotiate a new help desk contract to meet service level requirements of all service/support units and eliminate duplicative services–The Library disagreed with this recommendation. However, the Library will remove any duplication found by the CFO's study in 2B above.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	5.F	Develop dynamic, evolving metrics to measure performance–ITS has reviewed the ITIL guidance and is currently comparing the existing Help Desk processes and procedures against the ITIL guidance.

Implemented Recommendations

Table 3B: **Significant Recommendations from Previous Semiannual Reports For Which Corrective Action Was Completed During This Period**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary of Recommendation and Actions
Human Resources Services (HRS)				
The Library's Human Resources Policies	2005-AT-902 March 2007	Human Resources Services	II.c	Establish a supervisor's manual–HRS completed and implemented the Supervisor's Manual.
Office of Strategic Initiatives (OSI)				
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	2.D	Develop a cost-benefit analysis (CBA) process for all IT investments and include risk criteria–ITS has implemented a policy requiring a CBA in instances where the cost estimate exceeds $100,000.
Information Technology Strategic Planning	2008-PA-105 March 2009	Information Technology Services	5.G	Conduct customer surveys and open informational meeetings–Since May, ITS has conducted four full collaborative meetings and forty smaller meetings on the email messaging migration.
Long-Distance Telephone Service	2007-CA-101 March 2008	Information Technology Services	II	Implement written procedures to guide and control the long-distance bill review and payment approval process, and explore acquiring a new automated system to provide more effective accounting–ITS developed and implemented both invoice verification and processing procedures. In lieu of acquiring a new automated call accounting system, ITS upgraded its existing system.
Integrated Support Services (ISS)				
Landover Center Annex Warehouse Inventory Contols	2009-PA-102 March 2009	Integrated Support Services	IV.1	Develop performance measures for the processing of excess property–Management has implemented performance measures.
Landover Center Annex Warehouse Inventory Contols	2009-PA-102 March 2009	Integrated Support Services	IV.2	Determine the cost to process and store excess computers–Management has implemented the recommendation as made.
Landover Center Annex Warehouse Inventory Contols	2009-PA-102 March 2009	Integrated Support Services	IV.3	Investigate transferring responsibility for sanitizing excess computers to the owning service unit–Management has implemented the recommendation as made.
Landover Center Annex Warehouse Inventory Contols	2009-PA-102 March 2009	Integrated Support Services	V	Expand the inventory system to include the divisions storing publications at the warehouse–Management has implemented the recommendation as made.
FD&C Faces Challenges in Providing Service	2006-PA-107 September 2007	Integrated Support Services	II.1	Place a priority on completing the Project Delivery Manual–The Project Delivery Manual was completed.
FD&C Faces Challenges in Providing Service	2006-PA-107 September 2007	Integrated Support Services	II.5	Implement post occupancy evaluations to assess the outcome of its design efforts–ISS has developed and implemented the post occupancy evaluation survey.

Opposite: Ground Floor South Corridor, Thomas Jefferson Building. Photo by Karl Schornagel.

Implemented Recommendations

Table 3B: **Significant Recommendations from Previous Semiannual Reports For Which Corrective Action Was Completed During This Period**

Subject	Report No. and Issue Date	Office	Rec. No.	Summary of Recommendation and Actions
FD&C Faces Challenges in Providing Service	2006-PA-107 September 2007	Integrated Support Services	V.1	Establish goals for the completion of the FAST service requests, by type of request–ISS developed and implemented a work order subsystem to its FAST system to set goals for service requests by type.
FD&C Faces Challenges in Providing Service	2006-PA-107 September 2007	Integrated Support Services	V.2	Create a "triage" system to reorder and allocate resources based on current workload and resource balance–ISS implemented a Web-based project management tool to enable it to identify project resource allocations and reorder as necessary.
FD&C Faces Challenges in Providing Service	2006-PA-107 September 2007	Integrated Support Services	V.3	Establish timeframes for the completion of various project types–FD&C established the recommended timeframes.
Requirements Analysis for the Proposed Fort Meade Logistics Center	2006-SP-802 March 2008	Integrated Support Services	I	Analyze the strategy for providing storage space for materials in order to determine the best storage strategy for various materials–Logistics Services visited each service/support unit storing material in the warehouse, developed, and implemented strategies to reduce storage material levels.
Mail Handling and Its Effects On Collections and Security	2007-PA-104 September 2008	Integrated Support Services	I.b	Work with other Library managers to improve instructions for mailing documents to the Library and determine if alternate packaging might reduce damage to mailed items–The Library developed an instructional fact sheet for preventing mail damage and is conveying it to Library resources, vendors, and customers. It was also presented to service units and placed on the ISS intranet Web site.

Office of the Librarian

Subject	Report No. and Issue Date	Office	Rec. No.	Summary of Recommendation and Actions
Office of Contracts-Service Remains Less Than Satisfactory	2007-PA-102 September 2007	Office of Contracts	V	Establish policy that officially implements details of the Office of Management and Budget's acquisition training policy–OCGM has established a policy that provides for training and certification. OCGM managers now conduct weekly training sessions.
Diversity Management Program	2008-SP-104 July 2008	Office of Opportunity, Inclusiveness, and Compliance	II.2	The Library should give a copy of the current Equal Employment Opportunity policy statement to HRS to be included in all new employee orientation packets–Management has taken alternative action sufficient to fulfill the intent of the recommendation.

Office of the Chief Financial Officer (OCFO)

Subject	Report No. and Issue Date	Office	Rec. No.	Summary of Recommendation and Actions
Performance-Based Budgeting	2004-FN-501 September 2006	Strategic Planning Office/ Budget Office	IV	Coordinate more closely the Workforce Transformation and Workforce Performance Efforts–The Library has made significant progress in this area, including issuing a Succession Management Plan, establishing a Supervisor Development Program, and piloting the performance module of the EmpowHR system to automate the performance management process. The Librarian's Management Agenda calls for the creation of a Human Capital Management Plan including the development of a goal-aligned and results-oriented performance culture.

TABLE 3B: **SIGNIFICANT RECOMMENDATIONS FROM PREVIOUS SEMIANNUAL REPORTS FOR WHICH CORRECTIVE ACTION WAS COMPLETED DURING THIS PERIOD**

SUBJECT	REPORT NO. AND ISSUE DATE	OFFICE	REC. NO.	SUMMARY OF RECOMMENDATION AND ACTIONS
Library Services (LS)				
Collections Acquisitions Strategy	2006-PA-104 December 2006	Library Services	III.1	Develop and communicate to recommending officers criteria for recommending activities–In 2009, the Librarian reassigned a senior staff member to Library Services to focus on collection development issues. This includes working with recommending officers on collection development matters to apply consistent and standard approaches to collection development tasks.
Top Treasures Security and Preservation Controls	2008-PA-103 January 2009	Library Services	I.b	Evaluate requirements to prohibit one-person access to the vault, limit all-hours access to the vault, and consult with the Health Services Officer to assess whether staff with vault access should undergo psychological evaluations–Management took alternative action to fulfill the intent to limit vault access. Management concluded psychologocal testing was impractical.
Top Treasures Security and Preservation Controls	2008-PA-103 January 2009	Library Services	I.d	Record in a log book all entries to the cold storage vault area and reasons for entry; ensure accuracy of the log book and that it accounts fully for the treasures–Management has implemented the recommendation as made.
Top Treasures Security and Preservation Controls	2008-PA-103 January 2009	Library Services	III	Establish and implement a requirement for periodic examination of Top Treasures to confirm their authenticity–Management has implemented the recommendation as made.
Rare Books and Special Collections Security	2008-PA-101 March 2009	Library Services	I.b	Evaluate options for applying LOC ownership markings on collections materials including when materials are received at the Library–LS and the Collections Security Oversight Committee have re-examined procedures for applying ownership markings on RBSC materials including new acquisitions and have concluded no changes will be made to the current policy and practices.
Rare Books and Special Collections Security	2008-PA-101 March 2009	Library Services	I.e	Add Deck E cameras to front reading room monitors–This is completed.

Funds Questioned or Put to Better Use

Table 4:   Audits with Recommendations for Better Use of Funds

Reports…	Number	Value
…for which no management decision was made by the start of the period:	-	-
…issued during the period:	-	-
Subtotal	-	-
…for which a management decision was made during the reporting period:		
value of recommendations agreed to by management	1*	$250,000
value of recommendations not agreed to by management	-	-
…for which no management decision was made by the end of the reporting period:	-	-
…for which no management decision was made within six months of issuance:	-	-

Table 5:   Audits with Questioned Costs

Reports…	Number	Value
…for which no management decision was made by the start of the period:	-	-
…issued during the period:	-	-
Subtotal	-	-
…for which a management decision was made during the reporting period:		
value of recommendations agreed to by management	-	-
value of recommendations not agreed to by management	-	-
…for which no management decision was made by the end of the reporting period:	-	-
…for which no management decision was made within six months of issuance:	-	-

*Human Resources Services' Worklife Services Center: Good Overall Service, but Weak Controls Leave the Worklife Services Center Vulnerable to Abuse and Fraud, Audit Report No. 2009-PA-101, June 2009 (see page 5).

Opposite: Selections from the Thomas Jefferson Library, on Exhibit in the Thomas Jefferson Building.

Instances Where Information or Assistance Requests Were Refused

No information or assistance requests were refused during this period.

Status of Recommendations Without Management Decisions

During the reporting period there were no recommendations more than six months old without management decisions.

Significant Revised Management Decisions

During the reporting period there were no significant revised management decisions.

Significant Management Decisions With Which OIG Disagrees

During the reporting period there were no significant disagreements with Library management about decisions on OIG recommendations.

Follow-up on Prior Period Recommendations

In this semiannual period, we followed up on all open recommendations from our prior semiannual period. Comments on the status of individual recommendations appear in table 3A. Recommendations management asserts it has implemented during the period appear in table 3B. We perform detailed follow-ups of selected projects.

Other Activities

Office of the Inspector General
Authority to Carry Firearms Restored

We reported in our last Semiannual Report to the Congress that the FY 2009 Omnibus Legislative Branch Appropriations Act contained language that prohibited our office from purchasing, maintaining, or carrying firearms. The FY 2010 Appropriations Act does not contain the restricting language.

Anticipating that the FY 2009 restriction on our use of firearms would be lifted, in July the Librarian requested that we once again begin operating under the special deputation from the U.S. Marshals Service with enactment of the FY 2010 Appropriations Act. He subsequently requested the return of our firearms and we began operating under the deputation in October. In August, the Librarian had sent correspondence to House and Senate committees asking the Library's authorizers to amend our statute, The Library of Congress Inspector General Act of 2005, to authorize us to apply to the Attorney General for law enforcement authority, as with comparable executive branch agencies. At the end of October, the request was pending.

Cooperative Acquisitions Program Survey

At Library Services' request, we reviewed and commented on a survey questionnaire Library Services developed to assess its Cooperative Acquisitions Program (CAP). The CAP leverages the Library's Overseas Field Offices by acquiring materials requested by participating academic institutions and public libraries (presently 99 participants) on a cost-recovery basis. We assessed the survey process and the questionnaire design and structure. Library Services prepared the survey in response to a request from the Government Accountability Office (GAO). The Joint Explanatory Statement accompanying the Fiscal Year 2009 Omnibus Appropriations Act (P.L. 111-8) called on the GAO "…to examine the utility of overseas facilities for the Library of Congress and report to the Committees on appropriations not later than August 1, 2009, including recommendations on the space needed and what efficiencies can be made while maintaining the Library's resource acquisition mission."

As part of its overall assessment of the overseas field offices, Library Services surveyed its CAP participants. The CAP leverages the Library's acquisition endeavors to provide other major research institutions with materials for cost plus an administrative fee. A major administrative function of all the Library's overseas field offices is the management of the CAP for their respective regions. The survey addressed questions such as: 1) Are the overseas offices acquiring and processing materials which are otherwise unobtainable? 2) Are the materials being collected the most desirable? 3) Are overseas operations conducted in a cost effective manner? 4) Is the current operations model sustainable over the short- and long-term?

We suggested that Library Services add additional questions to determine whether the CAP participants could easily and cost-effectively obtain the materials by other means and to rate the importance of the program to each participant. Additionally, we suggested that Library Services reword several questions that we believed were leading the respondent to a particular answer. We also suggested adding comment boxes to allow survey respondents to provide additional information.

Pre-Award Contract Review

At the request of the Office of Contracts and Grants Management, we contracted for and coordinated a pre-award contract review in a high-value contract solicitation. The pre-award review resulted in the discovery by the Defense Contract Audit Agency of inadequacies in one of the bidders' financial management systems.

Inspector General Testifies on IT Strategic Planning April 2009

The Inspector General testified before the House Committee on Administration on April 29, 2009 concerning IT Strategic Planning at the Library of Congress. The testimony was based on an audit report on this topic issued in March 2009. The OIG contracted with A-Tech Systems, Inc. as an expert consultant for the audit. The audit focused broadly on the Library's plan for managing its IT infrastructure investments.

The IG reported that the Library had made substantial strides in transforming its IT support function in recent years and pointed out a number of areas in which the Library has made tremendous progress in IT. But there are a number of areas in which the Library needed to take several significant steps to evolve. Specifically, the Library needed to unify the IT planning function and link it to its Strategic Plan, prioritize and budget for IT investments to reduce duplication of IT efforts and acquisitions, reorganize and empower the IT function to improve IT governance, develop an Enterprise Architecture program and combine it with the Library strategy for implementing future technology, and improve customer service.

The complete testimony and report, *Information Technology Strategic Planning: A Well-Developed Framework is Essential to Support the Library's Current and Future IT Needs*, March 2009, can be accessed on the OIG Web site at www.loc.gov/about/oig or from the Library of Congress Web site at www.loc.gov under "Inspector General."

Inspector General Testifies on the Library's Worklife Services Center

July 2009

The Inspector General testified before the House Committee on Administration on July 29, 2009 concerning the Library's Worklife Services Center in the Human Resources Services office. The essence of the Inspector General's testimony is contained in the summary of a June 2009 audit report on this topic on page 5.

The complete testimony and report, *Human Resources Services, Worklife Services Center: Good Overall Service, but Weak Controls Leave the Worklife Services Center Vulnerable to Abuse and Fraud*, June 2009, can be accessed on the OIG Web site at www.loc.gov/about/oig or from the Library of Congress Web site at www.loc.gov under "Inspector General."
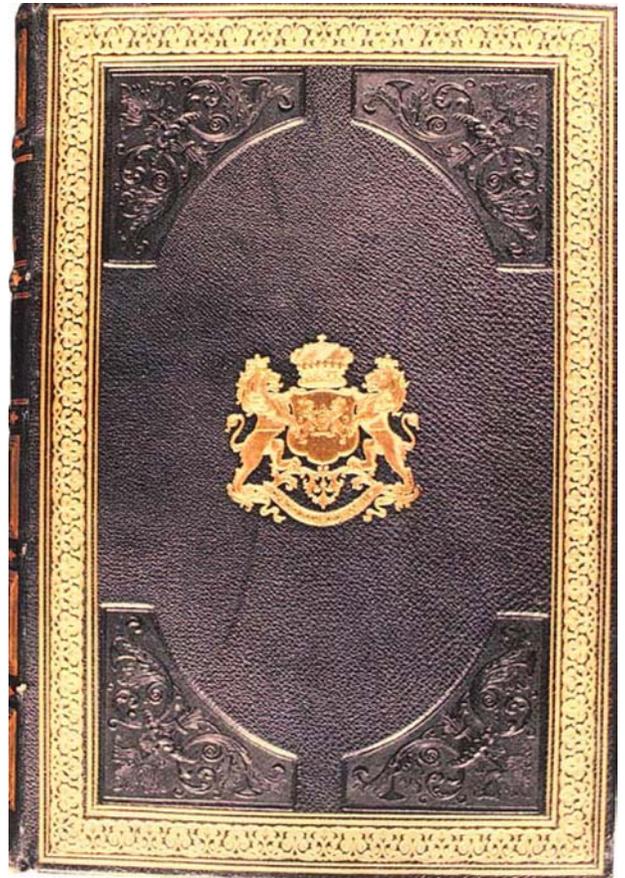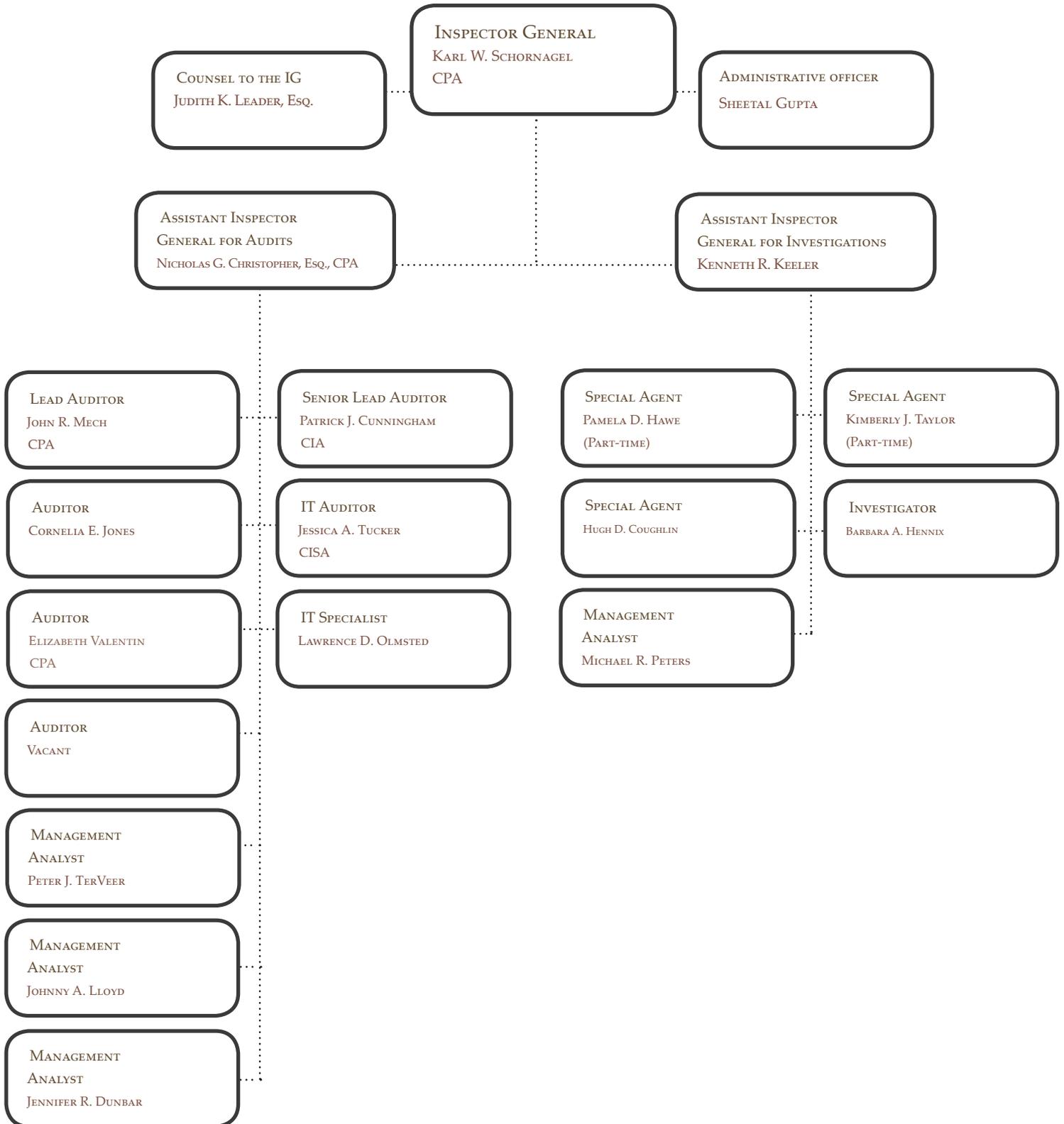
Above: 19th Century Hand Copy of the "Historia Apologetica," Bartolome de Las Casas, J. Kislak Collection.

Review of Legislation and Regulations

Review of Library of Congress Regulations

LCR Reviewed	Comments by the Office of The Inspector General
LCR 2018-5 Workers Compensation and Benefits Under the Federal Employees' Compensation Act	We made several recommendations to improve clarity and to indicate that certain federal penalties were applicable.
LCR 2020-5 Enforced Leave, Suspension, and Administrative Leave	We made several recommendations to improve the clarity of the LCR. In addition, we recommended language be included indicating the responsibilities of management with respect to the authority of the Inspector General in cases where the OIG is conducting an investigation concurrent with enforced administrative leave.
LCR 2014-5 Holiday Designations	We made recommendations to help provide more information to staff with regard to this LCR.
LCR 2017-2.1 Senior Level Executive System	We made several recommendations to improve the clarity of the LCR. In addition, we made several recommendations regarding the applicability of the Library's performance management system to senior-level OIG staff.
LCR 2010-10 Position Terminology in the Library of Congress	We had no comment on this proposed regulation.
LCR 2010-11 Personnel Appointments, Assignments, Qualifying/ Probationary Periods, and Terminations	We recommended some clarifications to the language of the LCR. In addition, we made recommendations to indicate management's responsibility to report certain personnel offenses to the OIG.
LCR 211-6 Functions, Authority, and Responsibility of the Inspector General	We continued working with the Library to make recommendations for clarity and help align the proposed LCR with the Inspector General Reform Act of 2009.
LCR 2023-9 Rights and Responsibilities of Library Management and Employees to the Inspector General	As with proposed LCR 211-6, we continued working with the Library to make recommendations for clarity and help align this proposed LCR with the Inspector General Reform Act of 2009.
LCR 2015-21 Family and Medical Leave Act	We had no comment on this proposed regulation.
LCR 2025-8 Implementation of the Americans with Disabilities Act	We had no further comments on this proposed regulation.

Organizational Chart

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Administrative officer
Sheetal Gupta

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Nicholas G. Christopher, Esq., CPA

Assistant Inspector General for Investigations
Kenneth R. Keeler

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Senior Lead Auditor
Patrick J. Cunningham
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Special Agent
Kimberly J. Taylor
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Cornelia E. Jones

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Peter J. TerVeer

Management Analyst
Johnny A. Lloyd

Management Analyst
Jennifer R. Dunbar

Inspector General Hotline

Help Promote Integrity, Economy, and Efficiency

Report Suspected Fraud, Waste, Abuse, or Mismanagement

Complaints May be Made Anonymously

Inspector General

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Any information you provide will be held in confidence.
However, providing your name and a means of communicating
with you may enhance our ability to investigate.