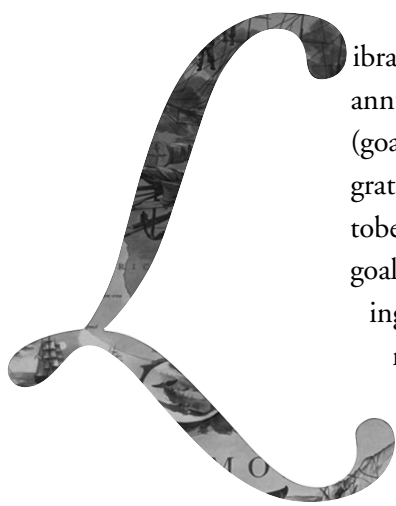


Library Services

Library Services in fiscal 1999 pursued an ambitious program of nine annual performance plan goals. Foremost among the objectives (goal 1) was the major effort to implement the Library's first integrated library system (ILS) within budget by the target date of October 1, 1999. Library Services also accomplished the following goals: (2) exceeded its congressionally approved targets for containing the growth of the Library's arrearages; (3) improved the security of the collections; (4) prepared for the Library's digital future; (5) continued preparation for off-site collections storage facilities at Culpeper, Virginia, and Fort Meade, Maryland; (6) ensured that the service unit's computer systems would be viable in the year 2000; (7) prepared to initiate a service unit-wide Business Process Improvement Program; and (8) contributed substantially to planning for the Library's Bicentennial celebration in the year 2000. In addition, Library Services accomplished its ninth goal: maintaining a high level of basic service among acquisitions, cataloging and processing, reference service, circulation, preservation, outreach, and service to specific groups, as demonstrated by the directorate reports that follow.

INTEGRATED LIBRARY SYSTEM IMPLEMENTATION

Library Services met its target dates to complete the initial implementation of the ILS cataloging and circulation modules on August 16, 1999; the Library's

online public catalog in the reading rooms on August 25, 1999; and the online catalog on the World Wide Web on August 31, 1999. Preparation was completed for implementing the acquisitions and serials check-in module on schedule on October 1, 1999.

The ILS Program Office and more than eighty implementation teams completed the conversion of 11,760,110 bibliographic records, 4,901,977 authority records, 30,657 vendor records, 54,862 purchase orders, and 25,735 patron records from legacy systems to the ILS production database. Team members created databases for the *Library of Congress Subject Headings* (LCSH) and *Handbook of Latin American Studies* (HLAS). Before completing the production data loads, the teams accomplished four full test loads plus several smaller test loads that allowed the data definition and migration teams to see the results of their conversion specifications before attempting the final production load. The production data load for bibliographic, authority, holdings, and patron records was completed in late July 1999, which was before the first day of operations using the cataloging and circulation modules on August 16, 1999 (Day 1). The production data load of vendor addresses and orders was completed by September 11, 1999, which was before Day 1 of the acquisitions/serials modules, scheduled to take place on October 1, 1999.

Implementation teams analyzed changes in work processes affected by the ILS implementation; identified needed data clean-up projects; and developed and tested contingency, backup, and recovery plans for the initial daily use of the system.

In February, the Library acquired and configured two servers (Sun E10000 and E3500) to support the ILS database and Web access to the ILS (Voyager 99.0). Additional memory was added and the Sun E10000 was returned in July as recommended by the Library's ILS vendor, Endeavor Information Systems, Inc., following the benchmark test conducted on April 5-16, 1999.

Workstation Team members installed 1,100 bar-code scanners and more than 2,440 new Pentium class workstations plus printers to prepare for training and use by the staff in their relevant modules. Team members distributed several releases of the Voyager and related software on those workstations.

To ensure that all staff members understood how to use the new system from the first day that each module was available, Library Services made a major investment in training, documentation, and practice in the system. Training was provided to 3,320 staff members in the ILS public searching, cataloging, circulation, and acquisitions modules as well as in related Windows-based software from April 1 through the end of September. In preparation for the training program, the staff set up seven classroom facilities; supplied the

hardware, software, and telecommunications for each classroom workstation; produced the course, classroom, and practice materials; and presented orientation and refresher sessions to help prepare other staff members for the introduction of the ILS.

Teams modified and tested the software that supports the Library's Cataloging Distribution Service (CDS) to ensure no interruptions in bibliographic products after implementing the ILS. In addition, CDS kept subscribers up-to-date about data conversion details and schedules.

In fiscal 1999, staff members prepared a request for proposal (RFP) and awarded a contract for the conversion of sheet shelflist holdings, the first phase of a two-part project to bring holdings data online from the 12 million card shelflist file. Next they began developing a series of pilot programs to identify the most effective approach to converting the card shelflist holdings. Then they prepared an RFP and evaluated bids for a contract to convert the holdings data from the manual files for serials check-in.

This historic implementation dominated the energies of the Acquisitions, Cataloging, and Operations Directorates, in addition to those of the ILS Program Office throughout the year. It also called on the Area Studies, National Services, Preservation, and Public Service Collections Directorates, the Copyright Acquisitions Division, and the Law Library, as discussed in the directorate reports that follow.

ARREARAGE REDUCTION

Library Services exceeded targets for containing arrearage growth, despite the temporary diversion of arrearage reduction resources to the ILS implementation. The following arrearages were completely eliminated: the Stephen Sondheim Collection of 8,577 long-playing recordings; the Hong Kong Ephemera and Chinese Dissident Collections; all arrearages of Kazakh and Uighur materials that were printed in Arabic or roman scripts; books that were censored or banned by the Japanese government in the pre-World War II era; Buddhist sacred works in Japanese; and children's literature in Persian—all presenting cataloging challenges of the most difficult kind. A combination of staff volunteers and contractors completed processing of the original arrearage of 125,000 45rpm sound recordings and work continued to clear 25,000 more 45s acquired during the fiscal year. Contracts reduced Central Asian-, Arabic-, and Romance-language arrearages by more than 3,000 items and added records for 3,000 incunables to the Library of Congress database. Collection-level cataloging reduced arrearages of playscripts, Japanese imprints, and 4,291 items in

the Broadside Song Collection. The Special Materials Cataloging Division cleared more than 6,400 rare items, as well as 53,115 sound recordings and 8,822 moving image materials held by the Motion Picture, Broadcasting, and Recorded Sound Division.

The American Folklife Center completed processing of three important collections: First was the Paradise Valley Folklife Project, with 68,657 sound recordings, black-and-white and color photographs, film footage, field notes, and other manuscript and printed material. Second was the Pinelands Folklife Project, with 56,579 items similar in format to the Paradise Valley collection. Third was the John A. and Ruby T. Lomax 1939 Southern States Recording Trip, which is a documentary field collection of 2,046 sound recordings, field notes, dust jackets, and other manuscript material.

Among the notable processing projects completed in the Manuscript Division were the papers of Supreme Court Justice Ruth Bader Ginsburg (16,450 items); additions to the records of the National Association for the Advancement of Colored People (218,730 items); and additions to the papers of engineer and space program administrator George E. Mueller (116,000 items), Pulitzer Prize-winning journalist Hedrick Smith (32,200 items), writers John Ciardi (31,240 items) and James A. Michener (10,000 items), and statesman W. Averell Harriman (25,000 items).

With the help of a Soros Fellow, the Geography and Map Division cleared its arrearage of 164 Persian-language maps. The Music Division completed the following collections: Leon Brusiloff (2,650 items), Jacobo Ficher (7,760 items), H. L. Kirk (22,614 items), and Nicolas Slonimsky (193,300 items).

The Prints and Photographs Division processed 754,755 items, including more than 568,000 items from the *Look* Magazine Photograph Collection; 103,489 photographs from the Charles and Ray Eames collection; 43,929 items in the Historic American Buildings Survey/Historic American Engineering Record collection; 31,523 negatives from the Farm Security Administration archive that were never before available to the public; 600 architectural drawings from the Howard Dearstyne collection; and approximately 3,000 other items representing such diverse subjects as Frederick Douglass, A. Phillip Randolph, Booker T. Washington, travel to Siberia in the 1880s, and images of U.S. presidents.

SECURITY OF THE COLLECTIONS

To ensure that the Library's collections, both physical and electronic, were appropriately secured, Library Services sought approval and funding for mark-

ing and tagging collections and for an expanded reader registration program. Those steps would meet 20 percent of the unmet physical security requirements. It also completed the security framework for bibliographic, inventory, and preservation controls.

As the Library's Security Plan devoted increased attention to materials in process and in transit, the Arts and Sciences Cataloging Division, the Special Materials Cataloging Division, and the Binding and Collections Care Division completed risk assessments while working with KPMG Peat Marwick LLP. The Preservation and Public Service Collections Directorates reported extensive security measures, as described in the directorate reports.

DIGITAL FUTURE

Library Services strengthened the infrastructure and modified policies to improve the integration of electronic resources into the Library's collections and services, as described in the Operations Directorate report later in this chapter. It established a Library-wide plan and funding request through the work of the Digital Futures Task Group cochaired by the associate librarian for library services and by the director of the National Digital Library Program.

The task group, comprising managers from all four service units and the Office of the Librarian, developed a set of programs that will use digital technology to do the following: The first program is to make the Library's collections and resources more widely accessible and more often used by patrons, including the education community, around the world. The second program is to collect and create significant publications in electronic formats ("born digital") to ensure that Library collections continue to be universal and comprehensive. The third is to build collaborations with both national and international institutions to create a global content asset enabling the Library to store, preserve, provide access to, and expand its resources. The fourth is to create a culture of technical and strategic innovation to ensure that Library staff members can provide traditional and expanded resources to customers.

This plan grounded digital information services in the fundamental principles that librarians are the keepers, interpreters, and mediators of information and knowledge, and that all citizens are entitled to equal access to information and knowledge. The Digital Futures Task Group defined outreach, access, and education services as a family of interrelated programs that would transform the Library's traditional access and outreach services to its end users.

OFF-SITE STORAGE

Library Services continued planning for completion of storage facilities at Culpeper, Virginia, and Fort Meade, Maryland, and preparing collections to be moved to those sites. It finalized plans for Fort Meade with only minor issues pending at year's end, specified environmental control measures, and awarded contracts for site preparation and construction. It also completed a master plan for the Culpeper site, including consideration of preservation issues at the new National Audio-Visual Conservation Center facility.

Y2K READINESS

Library Services conducted all necessary Y2K contingency planning, testing, and certification for service unit computer hardware and software. All mission-critical systems were modified or replaced if necessary and were certified as Y2K compliant. In addition, a Business Continuity and Contingency Plan was developed in preparation for January 1, 2000.

BUSINESS PROCESS IMPROVEMENT

Library Services prepared to initiate in fiscal 2000 a service unit-wide Business Process Improvement Program. Along with developing a strategy and building pieces of the necessary infrastructure, the Operations Directorate assisted in developing and setting priorities for an initial portfolio of re-engineering projects. Of the three areas identified as top priorities for the next fiscal year, the first is managing the life cycle of digital resources with an initial focus on electronic journals, sound recordings, Web sites, and government documents. The second is managing the inventory of the Library's collections, and the third is integrating the ILS into Library of Congress operations.

BICENTENNIAL

Library Services supported the Library's Bicentennial celebration planning by providing four full-time staff members and several part-time detailees for the Bicentennial Program Office, executing specific projects and initiatives, and providing support for a full range of projects implemented through the Bicentennial Office.

The Center for the Book continued to be the Library's liaison for the Favorite Poem project developed by Poet Laureate Robert Pinsky for the Bicentennial. The center also hosted a luncheon for members of Congress and the

National Newspaper Association on March 18, featuring presentations about the Library's Bicentennial plans.

The Office of Scholarly Programs sponsored the first of numerous Bicentennial conferences, "The Frontiers of the Mind in the Twenty-First Century," in June. The associate librarian and the director of the Center for the Book advanced plans for an October 2000 symposium on the past and future of national libraries, and the Cataloging and Preservation Directorates began planning conferences on bibliographic control of electronic resources and on preservation and security as their "Gifts to the Nation." The Office of Scholarly Programs and the Center for the Book initiated plans for a major poetry reading and a symposium on American poetry to occur in April 2000.

The Federal Library and Information Center Committee (FLICC) worked with the FLICC Ad Hoc Bicentennial Working Group to develop programs for the entire federal library community to participate in the Library's celebration. The Interpretive Programs Office opened the first Bicentennial exhibition featuring the work of Charles and Ray Eames on May 20. Work began on other Bicentennial exhibitions, including *John Bull and Uncle Sam: Four Centuries of British-American Relations*, scheduled to open in November 1999; and *Thomas Jefferson and The Wizard of Oz: An American Fairy Tale*, scheduled to open in April 2000. The Retail Marketing Office focused on Bicentennial themes for new products.

ACQUISITIONS DIRECTORATE

The Acquisitions and Support Services Directorate became the Acquisitions Directorate in March when the Automation Planning and Liaison Office, Network Development and MARC Standards Office, and Technical Processing and Automation Instruction Office became part of the Operations Directorate. The Copyright Acquisitions Division continued to report to the Director for Acquisitions as well as to the Copyright Office. The African/Asian Acquisitions and Overseas Operations, Anglo-American Acquisitions, European/Latin American Acquisitions, and Serial Record Divisions, and the Acquisitions Fiscal Office remained in the Acquisitions Directorate.

Fiscal 1999 was the directorate's first full year of operation under a plan that reorganized the three acquisitions divisions along geographic lines. The new organizational structure allowed staff members to focus their acquisitions, geographic area, and cultural expertise on specific regions of the world and to use a unified and integrated approach to acquiring materials in the most timely and cost-effective manner. As an indication of the success of this new approach, the

acquisitions divisions purchased almost 800,000 items for the Library's general, special-format, and law collections, including electronic resources valued at more than \$467,000. The staff acquired approximately \$6.6 million worth of research materials through exchange, gift, and other nonpurchase means. In addition, the Copyright Acquisitions Division obtained research materials worth more than \$2 million for the Library's collections.

In the Anglo-American Acquisitions Division, the U.S. Acquisitions Section acquired rare and special format materials valued at more than \$1.8 million. The Australia/Canada/Ireland/New Zealand/United Kingdom Acquisitions Section increased purchase receipts from the United Kingdom and Australia and worked with the Copyright Acquisitions Division and the Library's recommending officers to improve service in those areas and eliminate duplicate receipts. The acting gift coordinator concluded work on numerous complex gifts and deposits, streamlined work routines, and strengthened the working relationship with the Office of the General Counsel. The directorate took a significant step into the future when the U.S. Acquisitions Section successfully participated in an online auction.

The European/Latin American Acquisitions Division (ELAD) worked with several dealers to improve their performance, added new dealers, and replaced others. Publicaciones Azteca became the new Mexican dealer, and Ian Randle Publishing of Jamaica became the dealer for acquisitions from English-speaking Caribbean countries. ELAD began working with Editorial Inca to microfilm Latin American newspapers with the goals of reducing the cost of the newspapers and ensuring their availability so other libraries could acquire them in a preservation format. The Central and Eastern European Acquisitions Section administered the Baltic acquisitions project (with a special budget of \$25,000) to acquire Estonian, Latvian, and Lithuanian materials published outside the Baltic states during the period of Soviet occupation, 1940–1990. More than 2,000 Baltic items were obtained this fiscal year, with others expected to arrive in fiscal 2000.

The African/Asian Acquisitions and Overseas Operations Division (AfA/OvOp) increased the acquisition of ephemera and nonbook materials, including ephemera from the Indonesian elections, local press coverage of the Indian and Pakistani nuclear tests, and publications documenting the status of Hong Kong after reversion to China. The division administered the Library's overseas offices and the Cooperative Acquisitions Program (CAP) and acquired 499,931 items for CAP participants. The New Delhi office's microfilming operation reached a milestone when it created more than 1 million exposures.

Responsibility for five West African countries was transferred to the Nairobi

office after a two-year pilot demonstrated that the office was better able to provide coverage than was possible from Washington. On August 16, the associate librarian for library services and the U.S. ambassador to Thailand hosted a reception celebrating the recent relocation to the U.S. Embassy compound of the Library's Bangkok facility, which continued to report to the Library's Jakarta office. The new automated Integrated Field Office System passed acceptance testing at the end of the year and was deemed Y2K compliant.

The overseas offices saved nearly \$900,000 in appropriated funds through increased efficiencies and devaluation of local currency against the dollar in two countries. This sum enabled the transfer of payment of the field directors' salaries and benefits to the offices' funds, a savings for Library Services. World events had a significant effect on the overseas offices in 1999. The Islamabad field director spent the first quarter of the year in Washington, having been evacuated from Islamabad, Pakistan, because of threats of terrorism. Political tensions in Jakarta, Indonesia, affected all areas of operations in the Library's Jakarta office. The Nairobi office was involved in rebuilding the infrastructure of the U.S. Embassy, which was destroyed by the 1998 bombing.

In the area of bibliographic control, the Serial Record Division (SRD) played a major international leadership role in working toward a revision of the *Anglo-American Cataloguing Rules*, 2nd edition revised (AACR2), to account better for seriality. The SRD implemented the Serials Cataloging Cooperative Training Program, a major accomplishment nationally as well as a benefit to the Acquisitions Directorate, which would be able to use some of the training modules to train its own staff. The division worked with a contractor on a project that identified and created bibliographic records for Library materials to be sent to off-site storage at Fort Meade, Maryland.

The four divisions and the Acquisitions Fiscal Office spent thousands of hours planning and training for the implementation of the ILS. The SRD's operations were particularly affected because it moved from primarily a manual mode of operation to a fully automated one. Its relationship to Online Computer Library Center (OCLC) also imposed unique requirements for SRD, as cataloging continued to be performed in OCLC but holdings data and some local bibliographic data elements were recorded in the ILS. Training was adapted for SRD, and nearly all workflow documentation was rewritten. The manual files of SRD were compressed to make way for new workstations appropriate for the new online environment. At the time of the initial production data load into the ILS, five machine-readable files were merged to assemble bibliographic descriptions, purchasing commitments, management decisions, accountable inventory, and collection assignment data for serials into one comprehensive

record. In preparation, the division identified and updated approximately 13,700 records in the PREMARC and SERLOC machine-readable files to allow them to merge without duplication in the ILS. The three-by-five-inch card file and visible file holdings were merged to eliminate duplicate holdings data. A contractor claimed or cataloged approximately 10,000 non-LC Cooperative Online Serials (CONSER) records, allowing corresponding LC PREMARC records to be deleted before the ILS bibliographic load.

AREA STUDIES COLLECTIONS DIRECTORATE

The ongoing activities of acquiring current materials, retrospective microform collections, and selected rare items were augmented by a concerted focus on acquisitions from Greater China. The Federal Research Division, the largest single user of the foreign-language collections, downsized to increase efficiency and flexibility, while enlarging its customer base. The reading room divisions, often in partnership with the Office of Scholarly Programs, engaged multiple communities with strong international interests in the intellectual life of the Library. For members of the diplomatic, academic, library, and general public communities, Area Studies Collections offered or jointly sponsored a generous variety of tours, briefings, research seminars, conferences, lectures, performances, and exhibitions, which were supplemented by publications directed primarily toward specialized constituencies within those audiences.

Acquisitions. The Area Studies Directorate secured outstanding additions to the Library's collections this year. (See also appendix E: Selected Acquisitions.) The African and Middle Eastern Division (AMED) obtained the first American edition of *First American Haggadah: Service for the Two First Nights of Passover in Hebrew and English, According to the Custom of the German and Spanish Jews* (New York: S. H. Jackson, 1837); and a twelfth-century manuscript fragment of *al-Mufasssal* (The detailed), a work on Arabic grammar by the reputed Persian-born al-Zamakhshari (1075–1144). The division also acquired forty-two nineteenth-century Ottoman Turkish books; forty-eight African films directed and produced by noted African filmmakers; fifty-eight Baghdad Hebrew imprints, which included the first works printed in Baghdad; and “Iskandar-nama” by Nizami Ganjavi (1140–1202), a manuscript dealing with the romance of Alexander the Great and his earnest quest for the spring of eternal life. *Lettere annue di Etiopia del 1624, 1625 e 1626* (Rome: Zannetti, 1628, 232 p.), a collection of reports from the Jesuit mission in Ethiopia, and “Shara al-mawaquif fi ilm al-kalam,” a manuscript written in 1405 by Ali ibn Muhammad al-Jurjani (1339–1413), were important additions to the collections as well.

The Asian Division purchased *War and Decolonization in Indonesia (1940–1950)*, the collected papers of Dutch civil servants who served in the government of the Netherlands Dutch Indies, and *Straits Settlements Annual Reports, 1855–1941*, in twelve hardbound volumes. The 305 Persian and Urdu manuscripts that the Library's Islamabad office had acquired with the Madison Council's grant of \$10,000 arrived. The Asian Division received seventy-two items, including poems by the last Mogul emperor, treatises in Urdu on Yoga, books on traditional medicine, and eulogies and criticisms of rulers. The first three works of professedly gay poetry from Pakistan were presented by the author, Iftikhar Nasin of Chicago. Though the works were printed in Pakistan, they were not distributed there because of the subject matter.

Historical Materials of Tibetan Buddhism (Dpyad gzhi'i yig cha) consists of photoreproduced copies of the collected works of twenty-seven great Tibetan scholars, including several not previously seen outside Tibet. A recent edition of the 380-volume *Bonpo Tanjur*, the canonical writings of the pre-Buddhist Bon-po religion of Tibet, published in Lhasa, was also acquired.

The European Division acquired the following:

- François Desrues's *Description contenant les Antiquitez, fondations & singularitez des plus célèbres Villes, Chasteaux & Places remarquables du Royaume de France* (1608), the earliest French tourist guide
- *Gronlandske folkesagen* (1859), the only edition of the first substantially illustrated book published in Greenland, in Inuit and Danish
- The *Miroslav Gospels* (1999), a facsimile edition of the oldest Serbian Cyrillic manuscript
- "Le Corsaire La Diane" (1760), a collection of 125 print and manuscript items relating to a French privateering expedition against British ships
- Mauro Orbini's *Il regno de gli Slavi* (1601), the first comprehensive historical survey of the Slavs by an Italian.

The division also accepted numerous gifts for the Library, the most notable of which was a collection of approximately one hundred recent books published in Luxembourg—in French, German, and Luxembourgeois—given by the Ministry of Culture of Luxembourg and presented to the Librarian of Congress by the ambassador from Luxembourg at a ceremony in the European Reading Room on March 1.

The Hispanic Division's most noteworthy acquisition was the collection of the twentieth-century Brazilian musicologist and folklorist Luiz Corrêa de Acevedo, which was purchased by the Hispanic Division and the Rio de Janeiro office and was partially funded with Madison Council funds for overseas acquisitions. The division purchased four manuscripts by French colonial

administrator Michel Begon (1638–1710) which provide unusual documentation on the French Caribbean, plus a rare collection of black-and-white photographs of Bolivian miners and their communities. The division recorded five writers for the Archive of Hispanic Literature on Tape: José Rico Direitinho (Portugal), Carmen Boullosa (Mexico), Mario Bencastro (El Salvador), Dionisio Martínez (Cuban-American), and Maryse Condé (the first writer to record for the Archive from Guadeloupe).

Other Activities. In September, volume 56 of the *Handbook of Latin American Studies* was published by the University of Texas Press. This volume, prepared in the Hispanic Division, deals with the humanities. In April, the updated CD-ROM of the *Handbook* was published by the Fundación Histórica Tavera, Madrid, Spain. The new version included the first fifty-five volumes of the *Handbook*.

In April, AMED hosted the Seventh Annual Vardanants Day Armenian Lecture “First (1918–1921) and Present Republics (1991–) of Armenia: Does History Repeat Itself?” which featured Professor Richard Hovannisian. Lebanon’s former president Amin Gemayel spoke on “Lebanon and the Regional Peace Process” in June. In April and May, the Library for the first time hosted receptions for cultural attachés from the embassies of Asian, African, and Middle Eastern countries.

The Library’s year-long “Israel at Fifty” program ended with the closing of the exhibition titled *Zion’s Call: A Library of Congress Exhibition Marking Israel’s Fiftieth Year*. With the Office of Scholarly Programs, AMED sponsored the symposium “Yiddish: The Jewish Language of Ideas and Ideologies” in October. Two items from the Hebraic Section, *The Survivors’ Haggadah* (Munich, 1946) and *The Marmaros Book* (Tel Aviv, 1983), plus five items on South African children and apartheid from the Library’s African holdings, were part of a display of Library materials at the White House for a millennium program on “The Perils of Indifference” featuring Nobel Laureate Elie Wiesel.

Professor Zhu Bao-Tian from the Yunnan Provincial Museum, Kunming, China, began work on November 23 to create a classified catalog of the Library’s 3,038 Nazi manuscripts, as part of a two-year grant from the Chiang Ching-Kuo Foundation. The Library’s collection of manuscripts in Nazi, one of only a few living languages written in pictographs, is the largest outside of China. The Chinese Television Network interviewed Professor Zhu on December 21 about the Nazi manuscripts.

The Chiang Ching-Kuo Foundation and the Chinese Section cosponsored a panel discussion on Chinese art and archaeology on April 16, with Mrs.

Harriet Fulbright, chairman of the International Fulbright Center, as the speaker.

The Japanese Rare Books Project continued with a group of fifteen professors and graduate students who came for a second visit from Japan during August 4–13, so they could prepare data sheets with bibliographic and subject information for 1,300 titles. A memorandum of understanding between the Chinese Rare Books Project and the Library was signed by the Librarian of Congress and by Sören Edgren, editorial director, in January. Funds for the project were received in May. The purpose of the project was to create authenticated dossiers and to input data for more than 2,000 Chinese rare books in the Library's collection into the Research Libraries Group bibliographic utility, RLIN.

With the conclusion of agreements with the Russian Federal Archives and the International Council on Archives, the Library became a full member of the International Committee for the Computerization of the Comintern Archive, by which the Library is to receive a comprehensive database of the Comintern archive and 1 million digitized images. The other partners in the project are the national archival administrations of France, Germany, Spain, and Switzerland. In March, the Russian partner reported that it had digitized nearly 240,000 images.

The European Division facilitated the conclusion of an agreement between the Library and the Russian Federal Archives concerning the purchase by the Library of a microfilm copy of the records of the Communist Party of the United States. The first reel of film purchased under this agreement arrived in February 1999.

Federal Research Division. The Federal Research Division (FRD) had interagency agreements with forty-one offices in thirty-one federal agencies, including twenty-two civilian offices (three within the Library of Congress) and nineteen Department of Defense offices. The division gained fourteen new organizational clients during the year.

During fiscal 1999, with the assistance of Information Technology Services, FRD brought to a total of 101 the number of countries and regions (up from 85 in fiscal 1998) offered in the Country Studies online series through the Library's Web site. The final printed editions of the army's *Bibliography on Cold Region Science and Technology*, volume 53, parts 1 and 2, and *CRREL Technical Publications: Supplement*, October 1997–September 1999, were also completed in fiscal 1999 and will be published in fiscal 2000. The bibliography was fully integrated into the electronic era with an Internet-accessible database of 220,146

bibliographic records, many of them with abstracts. Additionally, volume 25 (1998) of the *Antarctic Bibliography*, the last of the series, was published in fiscal 1999.

Under its 1992 interagency agreement with the Defense Department POW/Missing Personnel Office to index and microfilm declassified documents relating to unaccounted-for Vietnam era American personnel, FRD staff members indexed an additional 21,629 pages of documents. The Photoduplication Service then processed seventeen indexed reels of microfilm for deposit in the Library's Microform Reading Room.

Office of Scholarly Programs. Among the special events the Office of Scholarly Programs sponsored during the year was the first experiment with live cybercasting of a lecture, Poet Laureate Robert Pinsky's address at the outset of the poetry season. An October symposium, "American Poet and Cultural Worker," celebrated the life and work of Washington, D.C., poet Sterling A. Brown (1901–1989), and the Rebekah Johnson Bobbitt National Poetry Prize reading that featured Frank Bidart, the 1998 winner for his collection *Desire*, together with three of the five previous Bobbitt winners. The office sponsored a European literary author series; the third and final round of the Ameritech National Digital Library competition; a renewed Mansfield Lecture Series featuring Sadako Ogata, the United Nations High Commissioner for Refugees; and a Bradley Lecture by John Callahan, Ralph Ellison's literary executor, on *Invisible Man*. A four-day symposium in June on "Frontiers of the Mind in the Twenty-First Century" laid out seminal intellectual developments in twenty-four fields of research during the twentieth century and speculated on what might lie ahead in the twenty-first.

A three-week summer institute in July, "Globalizing Regional Studies," was funded by the Ford Foundation and was a joint project of the American Historical Association, the Community College Humanities Association, and the Library. The institute brought twenty-eight community college faculty to the Library for lectures and research in the area studies collections.

The Decade of the Brain project's material on the Library's Web site expanded to include the complete texts of presentations from the May 1998 public symposium, "Discovering Our Selves: The Science of Emotion," and from a special September 1998 congressional briefing on schizophrenia. *The Adaptable Brain*, a volume of six illustrated papers from earlier Decade of the Brain programs, was published in July.

The 1998–1999 literary series was programmed almost entirely by Poet Laureate Robert Pinsky. For the second season in a row, poet David Gewanter

arranged and presented “Washingtonians Read Favorite Poems,” one of the nationwide events that is a part of the poet laureate’s “Favorite Poem Project” to create audio and video archives of 100 to 150 Americans, each choosing and reading aloud a favorite poem.

In conjunction with the poet laureate consultant in poetry, the Witter Bynner Foundation for Poetry established a five-year fellowship program in fiscal 1998. The foundation pledged to the Library a total of \$150,000 over five years—\$25,000 for two or more poets each year to be chosen by the poet laureate to encourage poets and poetry, and \$5,000 annually to assist with costs of the poet laureateship. The first Witter Bynner Fellows, Carol Muske and Carl Phillips, participated in a poetry reading at the Library on October 16, 1998. In fiscal 1999, Robert Pinsky awarded the second set of fellowships to poets David Gewanter, Campbell McGrath, and Heather McHugh, whose program at the Library would be presented in the fall of 1999.

CATALOGING DIRECTORATE

In addition to its successful transition to cataloging in the ILS, the Cataloging Directorate implemented core-level cataloging in all teams, streamlined its work-flows through staff reorganizations, celebrated the creation of the 1 millionth Cataloging-in-Publication (CIP) record, pursued Bibliographic Enrichment Advisory Team (BEAT) research, explored joining OCLC’s Cooperative Online Resources Cataloging (CORC), implemented Electronic Cataloging in Publication (ECIP), and began pinyin conversion initiatives. The directorate accomplished these innovations while all divisions remained ahead of their congressionally mandated goals for arrearage reduction.

Nearly one-fourth of the Cataloging Directorate staff members served on ILS project implementation teams for acquisitions, bibliographic control, inventory control and circulation, products, serials control, and the public catalog. Cataloging Directorate staff members served as trainers and classroom assistants for the functionality training for every ILS module and participated in course development and in creation of training exercises.

After the ILS cataloging module became operational on August 16, 1999, all cataloging was performed in the ILS except for serials cataloging, which was still done on OCLC, and cataloging of Japanese, Arabic, Chinese, Korean, Persian, Hebrew, and Yiddish (JACKPHY) monographs, which continued to be cataloged in RLIN. Initial bibliographic control records were now created in the ILS for books and nonprint materials. Cataloging that was in the pipeline on August 12 was loaded into the ILS to be completed in that system.

The initial production load of bibliographic data into the ILS began on July 16, 1999. Cataloging that was performed between July 16 and August 12 constituted the “gap load,” which began to be loaded into the ILS on August 13 and was completed by August 24 for most records from the Multiple-Use-MARC System (MUMS). In September, JACKPHY gap records and some serials gap records were loaded. Until all gap loads were complete, cataloging staff members searched as necessary in both MUMS and the ILS to ensure retrieval of all relevant records in the course of their work.

Tuning of the new system continued after Cataloging Day 1 into the autumn. All cataloging divisions invoked contingency plans for performing work in manual mode during extensive periods of slow system response time in September; system response time improved by the end of the month.

Production. Staff members in the Cataloging Directorate and the Serial Record Division (SRD) created 196,302 cataloging records (19 percent fewer than in fiscal 1998) for 205,893 bibliographic volumes (25 percent fewer than in fiscal 1998). They produced an additional 55,243 inventory-level records, thereby reducing arrearages in the Public Service Collections by 80,946 items—fewer than half the 128,042 inventory-level records created in fiscal 1998.

As the Library had anticipated in planning for the ILS, cataloging production was lower in fiscal 1999 than in the previous year. The decreases reflected both time spent on ILS implementation throughout the year and the extensive periods of slow response time in the first few weeks following Cataloging Day 1 in the ILS. The production figures were well within the range that had been projected by the ILS Program Office in December 1997. At the end of September 1999 the Cataloging Directorate arrearage of 84,513 items was lower than it had been at the close of fiscal 1998, when the arrearage stood at 90,310 items. Total work on hand, including arrearages and current receipts, had increased during 1999 from 125,935 items to 132,404, largely because the transition to cataloging in the ILS occurred too late in the fiscal year for divisions to make up the lost production of the first few weeks before the year came to an end. By late September 1999, the system had stabilized, enabling divisions once again to process new receipts on a current basis.

The directorate and SRD produced 148,628 full or core-level original bibliographic records, a decrease of more than 15 percent from fiscal 1998. A total of 19,256 minimal-level monograph and serial catalog records were produced, more than 22 percent fewer than in fiscal 1998; 25,662 titles were copy-cataloged, a decrease of nearly 35 percent; and 2,756 collection-level records were created, clearing 4,710 items, a decrease of 60 percent over the previous year.

Assignment of Dewey Decimal Classification numbers declined by more than 12 percent, from 111,293 titles to 97,409.

The total number of CIP verifications, also known as CIP upgrades, was 46,092. Although only partial funding was available in the second and third quarters, cataloging contracts yielded more than 3,000 bibliographic records for Slavic-, Romance-, and Central Asian-language materials. The Social Sciences Cataloging Division (SSCD) and the Regional and Cooperative Cataloging Division (RCCD) labeled 6,083 volumes; the directorate suspended labeling at the end of June since labeling activities were centralized in the Preservation Directorate for the first release of the ILS.

The Music and Sound Recordings II (MSR II) and the National Union Catalog of Manuscript Collections (NUCMC) Teams increased their production this year: MSR II cleared 4,954 items, an increase of 2 percent over fiscal 1998. For the fifth consecutive year, the NUCMC Team increased its production, creating 2,408 bibliographic records, nearly 6 percent more than in fiscal 1998.

All teams in the directorate implemented core-level cataloging, a level of cataloging that was less than full level but considerably fuller than minimal-level cataloging. All core-level bibliographic records were created according to national standards endorsed by the international Program for Cooperative Cataloging, and all access points were under authority control. During fiscal 1999, the directorate created 18,621 core-level records for CIP galleys and 13,619 core-level monograph records for published books. The Serial Record Division reported 527 core-level records. The total count of 32,767 core-level records represents 22 percent of the total Cataloging Directorate/SRD original cataloging production for the fiscal year.

Production of authority work showed the effects of the ILS implementation. A total of 5,895 new headings were added to *Library of Congress Subject Headings*, representing a decrease of 18 percent from the previous year, although special projects increased the number of changed subject authority records by more than 50 percent to 10,043. New Library of Congress Classification numbers totaled 1,897, 12.46 percent fewer than in fiscal 1998. Library catalogers created 80,176 new name authority records—less than half the number created in fiscal 1998, which included the generation of 64,194 machine-derived authority records created through the LC/OCLC Uniform Title Correction Project. Production of new series authority records totaled 7,272, a decrease of 25 percent from the previous year. Projects to correct errors in the Library's database before its migration to the ILS yielded 122,200 recataloged or updated bibliographic records, more than twice the number of updates performed the year before.

Cooperative Cataloging Programs. Building on the momentum generated by the Program for Cooperative Cataloging (PCC) in the past three years, cooperative arrangements continued to flourish. Approximately 340 PCC member institutions contributed 133,011 name authorities, 2,027 subject authorities, and 1,135 Library classification proposals, in addition to a record high contribution of 10,617 series authorities. Contributions of name and series authorities from the PCC far outnumbered those created by Library staff members and were expected to continue at very high levels. Fiscal 1999 was the first year in which BIBCO (the bibliographic-record component for monographs of the PCC) met and exceeded its goal of increasing production of bibliographic records by 15,000 over the previous year. BIBCO bibliographic records numbered 58,848 for monographs, an increase of more than 50 percent over fiscal 1998, and 16,031 for serials. Those contributions enhanced the Library's ability to obtain high-quality cataloging records from participating institutions with minimal additional processing, allowing the Library's catalogers to focus on materials to be processed in more esoteric languages, on arrearage reduction efforts, and on materials in the CIP program.

Twenty-one institutions joined the program this year, including Bowie State University, the first historically black college to join the PCC; Trinity College (Ireland); the Pretoria State Library (South Africa); the Library of Hong Kong University of Science and Technology; the National Library of Scotland; the British Library facility at Boston Spa; the University of Cambridge (England); the University of Oxford (England); and the National Library of Wales.

The PCC's serials bibliographic record component, Cooperative Online Serials Program (CONSER), implemented the Serials Cataloging Cooperative Training Program; continued work to enable AACR2 to better accommodate seriality; worked to develop official guidelines for use of the single record option for electronic versions of serials; and investigated issues related to aggregator databases, as well as problems related to inclusion of publication patterns and holdings data in CONSER records.

Cataloging in Publication. During fiscal 1999, the directorate produced CIP data for 52,927 forthcoming titles (including 1,658 titles in the ECIP program). This effort marked an increase of 2 percent from last year's 51,792, with an average throughput time of 5.8 workdays and an on-time (within ten workdays) completion rate of 91 percent during the ten months for which throughput data were available. The division preassigned 24,832 Library of Congress Card Numbers (LCCNs) in the Preassigned Card Number (PCN) program.

Through the CIP and PCN programs, the division obtained a total of 79,046 books valued at \$2,849,900 for the Library. The 1 millionth CIP record since the program's inception in 1971 was completed on August 12.

The Electronic Preassigned Card Number (EPCN) program accounted for 46 percent (11,373) of all PCN production, compared to 27 percent (6,302) of total PCN production in fiscal 1998. In fiscal 1999, 2,327 publishers were accepted into the program, an increase of 56 percent over fiscal 1998, bringing the total number of publishers in the EPCN publishers directory to 3,995.

Decimal Classification Division. During the fall months, acceptance testing of the new Editorial Support System (ESS) was accelerated. An assistant editor performed final review of version 1.20 of *Dewey for Windows*, issued by OCLC Forest Press in January. Explorations for another potential electronic format, "WebDewey," also began this year. In January, development of Edition 22 of the *Dewey Decimal Classification (DDC)* became the primary focus of editorial work and was discussed at the Editorial Policy Committee's 112th meeting in Washington, May 2–4. In application work, productivity declined from 9.55 records per hour in fiscal 1998 to 8.56 this year, as a result of time spent implementing the ILS throughout the Library.

Subject Cataloging and Classification. On February 17, 1999, the Library implemented the previously announced MARC 21 authority data element changes in the subject authority file. Monographic, serials, moving image, and sound-recording catalogers began to code form subdivisions in bibliographic records as subfield v rather than subfield x. (Map catalogers implemented the changes when they began cataloging in the ILS). The Subject Headings Editorial Team created subdivision authority records to control more than 3,100 free-floating subdivisions, beginning with form subdivisions. More than 1,800 records were changed by September 30. To allow time to prepare for the transition to the ILS, the Library suspended publication of the *Subject Headings Weekly Lists* on July 14 and resumed on September 22 with *Weekly List* 99–38.

Pinyin Conversion. The Library's Pinyin Task Group coordinated with the Research Libraries Group (RLG) and OCLC to prepare for conversion from Wade-Giles romanization of Chinese to pinyin. The Library communicated about the project with many libraries and librarians, both in this country and abroad, and provided regular status reports to professional organizations such as the American Library Association (ALA) and the Council on East Asian Libraries (CEAL). The Library prepared draft conversion specifications and sent

them to RLG and OCLC, where they were used for the programming needed by those utilities.

At year's end, both utilities planned to convert their Chinese records and perhaps other headings in their massive databases. OCLC agreed to identify and convert name authority records containing Wade-Giles syllables. The Library formed a working group to develop specifications for conversion of NARs and to work with OCLC on this aspect of the project.

Bibliographic Enrichment Activities. The Bibliographic Enrichment Advisory Team focused on three projects in fiscal 1999. Both the BEOnline and the Digital Tables of Contents (D-TOC) projects continued and expanded. A third project, BECites+, successfully demonstrated its potential and capabilities. BEOnline provides bibliographic access to business and economic resources remotely available on the Internet. At year's end, 213 electronic works had been selected for the project, about half of which had been cataloged using computer program manipulation of data generated during selection. At the end of 1999, the BEOnline Team proposed expanding BEOnline to include additional subject areas and registering with OCLC's Cooperative Online Resources Cataloging (CORC) project.

This year the D-TOC project enhanced nearly 1,000 bibliographic records with electronic links to online files containing table of contents data. The new BEAT program demonstrated this year was BECites+ (Business and Economics Citations Plus links to indexes, tables of contents, electronic resources, and sources cited), which is designed to enhance traditional bibliographies by placing them on the World Wide Web.

INTEGRATED LIBRARY SYSTEM PROGRAM OFFICE

The ILS Program Office led and managed the successful initial implementation of the new ILS within budget and on schedule to have all modules operational by October 1, 1999. The office coordinated the activities of more than 500 Library staff members, who serve on more than eighty ILS implementation teams. It led the nine policy groups (security/authorization, user interface design, reports/output, workflow, training, testing, indexing, data definition/migration, external coordination) and the user support groups, workstation technical group, and host environment technical group. It also coordinated activities across the six ILS functional areas (acquisitions, bibliographic control, inventory control/circulation, products, public catalog, and serials control).

Program staff members prepared quarterly reports to Congress and Library management to show tracking of the project's progress against the schedule, budget, and implementation plan approved by Congress in May 1998 (at the time of the funds release for the ILS). The ILS program director prepared and negotiated agreements with the Library's collective bargaining units, American Federation of State, County, and Municipal Employees (AFSCME) Local 2910 and Local 2477, and developed and presented orientation sessions to inform Library staff members of progress and scheduled activities throughout the initial ILS implementation.

Program staff members developed project tracking tools including a project scheduler to monitor team deliverables, a workstation and software database to coordinate the rollout of hardware and software before training sessions, and software or system problem reporting (Remedy) to identify Voyager features that needed to be fixed or tuned for the Library's environment.

Legacy systems such as SCORPIO, CCF, SMS, and MUMS were maintained to serve the Library and its patrons until the ILS production database load and cataloging module start-up on August 16, 1999. The old MUMS system would still be searchable (read-only mode) through January 11, 2000; however, the content of the MUMS files was frozen as of August 12, 1999 (i.e., no new records were to be added and no existing records were to be updated or deleted). The CCF database would remain operational until December 31, 1999, to close out existing circulation charges. The Fetch (both MUMS and SCORPIO) and Book Paging systems, which allowed users to request materials from the stacks, were to remain operational through November 26, 1999, to facilitate the transition to the ILS call slip capability.

On October 1, 1999, the ILS would be fully operational as the acquisitions module became available for staff members to process new orders. The acquisitions staff would continue to use the legacy systems (ACQUIRE and search-only MUMS) through January 2000 to close out pre-fiscal 2000 orders.

NATIONAL SERVICES DIRECTORATE

The National Services Directorate provided programs and services to specific audiences such as the library community, particularly federal libraries; to the readers who are visually or physically impaired; and to the general public through the Cataloging Distribution Service, the Federal Library and Information Center Committee, and the National Library Service for the Blind and Physically Handicapped. In addition to those functions, the Center for the Book, Interpretive Programs Office, Publishing Office, Retail Marketing

Office, and Visitor Services Office added interpretive and educational value to the resources of the Library.

Cataloging Distribution Service. In fiscal 1999, the Cataloging Distribution Service (CDS) continued its mission of developing and marketing bibliographic products and of cataloging services to the Library and the nation, thereby extending the benefit of the nation's investment in the Library to more than 40,000 libraries and other institutions around the world. Staff members met performance goals and challenges in fiscal 1999 that required significant technology adjustments while they continued full cost-recovery operations.

Of highest priority in fiscal 1999 were two projects: modifying CDS systems for implementation of the ILS and ensuring that all CDS systems were Y2K compliant. In addition, the division maintained normal business operations to produce, market, and support the Library's bibliographic and authority products in print, online, tape, CD-ROM, and microfiche formats. Division staff members met all three challenges laudably. By the close of fiscal 1999, (1) Y2K assurance testing and compliance were complete for all CDS systems, (2) production systems were successfully modified to process data received from the new ILS, and (3) earned receipts had totaled \$4,869,433—only slightly lower than the \$4,966,310 in 1998. Despite declining revenues over the past several years, CDS continued to cover its costs, and for the third year in succession, CDS was able to carry over unspent 1999 receipts to cover future expenses.

To implement the ILS, CDS reviewed, modified, and upgraded all systems and programs used in generating the majority of CDS's bibliographic and authority records products. The staff was able to continue producing and distributing products on schedule before, during, and after implementing the ILS. This accomplishment is especially noteworthy because CDS undertook the additional responsibilities for record editing and validation that were required to comply with national standards. Communication with customers in advance of the ILS implementation helped to achieve the smooth transition.

In fiscal 1999, CDS sales revenue totaled \$4.87 million as compared with \$4.96 million in fiscal 1998. This revenue was almost the level that was forecast at the start of fiscal 1999. Active customers numbered 47,072 in fiscal 1999. The bulk of fiscal 1999 revenue for CDS continued to come from print publications (\$1,881,846), followed by Machine-Readable Cataloging (MARC) Distribution Services (\$1,377,305) and the two CD-ROM products: *Cataloger's Desktop* and *Classification Plus* (\$1,031,479). Of these three product lines, the last promised the most rapid and sustainable future growth.

The *Cataloger's Desktop* and *Classification Plus* CD-ROM package was the

highest revenue producer among CDS's products in fiscal 1999, generating more than \$726,000 in sales. By contrast, five years earlier, sales of *Cataloger's Desktop* came to only \$166,000 and *Classification Plus* was not yet available. Total subscription revenue from the two-product package jumped 42 percent over fiscal 1998.

Upon examination, CDS attributed this increase in demand to a series of significant enhancements to both products and to a focused marketing effort. Perhaps most significantly, CDS incorporated *Anglo-American Cataloguing Rules*, 2nd edition (1998 revision), in Issue 4, 1998, of *Cataloger's Desktop*. Also *Classification Plus* saw the addition of eleven new *LC Classification* schedules, bringing the total to twenty-three schedules.

In response to customer interest in World Wide Web access to the *Cataloger's Desktop* files, CDS tested a Web platform for that product during the year. Given the still-developing state of Web text delivery software and the need for greater data consistency in the source files, CDS decided to continue evaluating the marketplace and to defer implementation.

Print publications accounted for 38.6 percent of total fiscal 1999 CDS revenues. The two most popular lines of print products from CDS remained *Library of Congress Subject Headings* and *Library of Congress Classification (LCC)* schedules. *Library of Congress Subject Headings* (print edition) grossed \$702,073. This figure was \$86,548 lower than the preceding year, continuing a five-year trend of reduced demand. Accordingly, the division began to investigate production options that would further reduce costs while continuing to preserve the product's usefulness. Sales of *LCC* schedules in fiscal 1999 totaled \$278,163, an increase of \$26,876 over 1998 figures, with eleven new editions of schedules published. As with *Cataloger's Desktop*, CDS planned to test a Web interface for the *LCC* schedules using the Library's Minaret-based system in fiscal 2000.

Revenue from the sale of MARC publications increased slightly from \$219,447 to \$226,080 in fiscal 1999. The increase came almost entirely from the introduction of *MARC 21 Format for Bibliographic Data: Including Guidelines for Content Designation*, the first of the MARC publications to be released under the new title and logo. Another source of new revenue was the *Basic Serials Cataloging Workshop*, a print-based training course for beginning serials catalogers developed for the Serials Cataloging Cooperative Training Program (SCCTP) under the auspices of the Cooperative Online Serials (CONSER) Program.

At the end of the 1998 subscription year, the print version of *USMARC Format: Proposed Changes* was discontinued in favor of the more timely Web ver-

sion that would be available on the Network Development and MARC Standards Office Web site.

The MARC Distribution Services (MDS) represented 28.3 percent of total sales. Despite a high renewal rate, revenue declined from \$1,416,350 to \$1,377,305 (approximately 3 percent) from fiscal 1998 to 1999. Revenue from *MDS [Bibliographic] Complete*, the flagship of the product line, dropped from \$369,971 to \$308,826, thus continuing a trend begun in 1996 and attributed in part to company mergers. New MDS customers for the year included two major Web-based online services that turned to Library cataloging and authority records as a resource for their businesses, an area of possible future expansion of the MDS customer base.

Revenues from the microfiche program continued their decline in fiscal 1999. Sales in fiscal 1998 totaled \$393,679, or 8 percent of total revenue. In fiscal 1999, sales came to \$388,755, or 7.9 percent of total revenue. Direct total production costs for fiscal 1999 came to approximately \$186,221 compared with \$190,187 (for far fewer fiche) in fiscal 1998. The future of the microfiche program would depend on the extent to which CDS could further reduce costs.

In a pilot project with Octavo, Inc., CDS marketed digital editions on CD-ROM of rare books from the Library's Lessing J. Rosenwald Collection. The first run of Octavo Editions would include works by Giovanni Battista Braccelli, Gerardus Mercator, Andrea Palladio, and Pierre Joseph Redouté.

At year's end, twenty-five dealers were handling CDS products. A total of nineteen CDS dealers were located outside the United States. Fiscal 1999 revenues generated by dealers' sales came to \$246,602, as compared with \$116,841 last year.

From fiscal 1998 to fiscal 1999, the number of new customers dropped from 968 to 700, and the number of order transactions processed declined from 17,345 to 15,831, thereby reflecting the elimination of several products from the CDS product line. At the same time, the number of subscription orders increased from 7,568 to 9,995, and the number of packages mailed jumped from approximately 28,000 to approximately 33,000.

Working with KPMG Peat Marwick LLP, CDS completed an extensive cost accounting study of all direct and indirect costs incurred by the division in fulfillment of its mission. Plans were under way at year's end to conduct a pricing study that would apply the results of the KPMG study to revise CDS's current pricing policies and practices.

The fiscal 1999 earned receipts ceiling of \$6.5 million, based on congressional appropriations, allowed the division to earn up to the ceiling to fund its op-

eration. If earnings above the ceiling were to occur, they would be transferred to the U.S. Treasury. The division's 1999 total appropriation was \$7.4 million, including the nonreimbursable \$900,000 provided to CDS to cover the cost of CDS products and services for the Library's internal use. The fiscal 1999 earned receipts level for CDS was \$4,869,433, a figure that exceeded the net sales total of \$4,867,975 because it includes \$1,458 in deposit accounts upon which customers may draw throughout the year in order to purchase quickly from CDS.

Center for the Book. The Center for the Book, with its network of thirty-seven affiliated state centers and seventy-five organizations serving as national reading promotion partners, continued to stimulate public interest in books, reading, libraries, and literacy and to encourage the study of books and the printed word.

Significant activities for the Center for the Book in fiscal 1999 included the following: the addition of two new states, Utah and Massachusetts, to the center's national network of state affiliates; the continued expansion and use of the center's Web site and the creation of an e-mail address as a direct communication link; the sponsorship of twenty-nine events at the Library of Congress and throughout the country that promote books, reading, literacy, and libraries; and twelve presentations in the Books & Beyond author series at the Library of Congress. The Center's four-year reading promotion theme "Building a Nation of Readers" concluded this year.

On May 3 at the State Center Idea Exchange Day, the 1999 Boorstin Center for the Book Awards were presented to the Virginia and Missouri Centers for the Book. Each annual award included a cash prize of \$5,000. Virginia received the National Award for contributions to the Center for the Book's overall national program and objectives. Missouri won the State Award for its annual Celebration of the Book and its creation of databases for information about Missouri authors and the Missouri community of the book.

The Center for the Book continued to administer the Viburnum Foundation's program for supporting family literacy projects in rural public libraries. During the year, the foundation awarded forty grants to small rural libraries in seven states. In August, the center sponsored regional training workshops in Austin, Texas, and Baton Rouge, Louisiana, for grant recipients.

"Letters about Literature," a student essay contest sponsored in association with the Weekly Reader Corporation and King's College (Wilkes Barre, Pennsylvania), concluded another record-breaking year. More than 20,000 students wrote letters to their favorite authors, and twenty-six state centers honored statewide winners.

The center's annual River of Words project, an environmental art and poetry contest for young people, culminated on May 8 with an awards ceremony and display of winning artworks at the Library. The moderator was former poet laureate Robert Hass.

Programs sponsored by the center in fiscal 1999 included: American novelist William Styron and biographer James L. W. West III speaking about West's new biography of Styron (November 4), and historian Ira Berlin and colleagues discussing the new book *Remembering Slavery* (November 9). U.S. Capitol curator Barbara Wolanin and several contributing authors presented an illustrated talk about their new book, *Constantino Brumidi: Artist of the Capitol* (November 17). A celebration cosponsored with Oxford University Press was held for the publication of the twenty-four-volume *American National Biography* (January 8). In a program cosponsored with the Humanities and Social Sciences Division, Representative John E. Lewis (D-Ga.) discussed his book *Walking with the Wind: A Memoir of the Movement* (February 2).

As authorized by Public Law 95-129, the center's projects and programs are supported by contributions from individuals, corporations, and foundations. In fiscal 1999, the Center for the Book received approximately \$425,000 through donations from individuals, corporations, and foundations.

Federal Library and Information Center Committee. During fiscal 1999, 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 Federal Library and Information Network (FEDLINK).

FLICC's annual information policy forum, "Copyright, Electronic Works, and Federal Libraries: Maintaining Equilibrium," focused on rights and obligations between authors and readers and on restoring balance to the copyright arena. FLICC held its annual "Symposium on the Information Professional" in November, focusing on the current context for federal outsourcing. The third annual weeklong Federal Library Technicians Institute and the newest FLICC institute, Financial Management Institute for Federal Librarians, also took place this year.

With the Library's General Counsel, FLICC collaborated on a series of meetings between general counsels of the federal agency and their librarian counterparts, in recognition that federal attorneys and librarians face many of the same questions in applying copyright, privacy, Freedom of Information Act, and other laws to their agencies' activities in the electronic age.

In addition to supporting membership projects, FLICC staff members identified and implemented a series of customer service initiatives, made substantial

improvements to the efficiency of the FEDLINK program, improved members' use of OCLC, negotiated additional and substantial discounts for FEDLINK members, and investigated options to replace the FEDLINK financial system. Staff members also sponsored thirty-four seminars and workshops for 1,343 participants and conducted 105 OCLC, Internet, and related training classes for 1,099 students.

As FLICC's cooperative network, FEDLINK continued to enhance its fiscal operations while providing its members with \$50.8 million in transfer pay services and \$67.5 million in direct pay services, thus saving federal agencies more than \$14 million in vendor volume discounts and approximately \$6.6 million more in cost avoidance.

At its annual Forum on Federal Information Policies in March 1999, FLICC announced the winners of the first annual awards that had been developed by its Awards Working Group: Federal Library and/or Information Center of the Year, Federal Librarian of the Year, and Federal Library Technician of the Year.

In January 1999, the FLICC Budget and Finance Working Group developed the fiscal year 2000 FEDLINK budget and fee structure. The final budget for fiscal 2000 kept membership fees for transfer pay customers at fiscal 1998 levels: 7.75 percent on accounts up to \$300,000 and 7 percent on amounts exceeding \$300,000. Direct pay fees also remained at fiscal 1998 levels.

In fiscal 1999, the FLICC Information Technology Working Group promoted its new Web-based survey titled "The FLICC Information Technology Assessment for Federal Libraries and Information Centers." The Personnel Working Group continued its efforts in developing sample knowledge, skills, and abilities (KSAs) statements for hiring officials to use as guides to specifying appropriate quality ranking factors when announcing vacancies for federal librarian positions. The Preservation and Binding Working Group reorganized and re-formed in fiscal 1999.

Semiannual membership meetings of the Federal Library and Information Network (FEDLINK) focused on electronic collection development. The semiannual OCLC Users Group Meetings highlighted OCLC advances in the use of Web and Windows technologies. Through FEDLINK's efforts, several federal libraries began participating in OCLC's pilot CORC project.

During the year, FEDLINK conducted 105 OCLC, Internet, and related classes for 1,099 students. More than half of those classes were held at field sites in Alabama, Arizona, California, Florida, Illinois, Oklahoma, Texas, and the state of Washington. FEDLINK also continued its contract training programs.

FEDLINK successfully recomputed its fiscal 2000 basic ordering agreements for serials subscription services by May and presented those service updates in the same month. FEDLINK took the initiative to research commercial infor-

mation retrieval and electronic publications products and services available to its members.

During fiscal 1999, FEDLINK processed 8,675 member requests for service transactions for current and prior years, representing \$50.8 million in current year transfer pay, \$2.9 million in previous year transfer pay, \$67.5 million in current year direct pay, and virtually zero in previous year direct-pay service dollars, thus saving members more than \$14 million in vendor volume discounts and approximately \$6.6 million more in cost avoidance.

Clifton Gunderson LLP performed a financial audit for fiscal year 1998, which FEDLINK successfully passed. During the same period, FEDLINK passed a formal review of its management and internal controls policies and procedures by the Library's inspector general. Then FEDLINK completed a limited review of its automated financial system for the Library's 1999 financial audit.

During fiscal 1999, FEDLINK earned only 90 percent of its target fiscal 1999 operating budget in fee revenue from signed interagency agreements. Because FEDLINK canceled its request for proposals for a replacement financial system, administrative expenditures and obligations did not exceed program fee projections. As 1999 ended, FEDLINK fee revenue was approximately 9 percent below fiscal 1998 levels for the same period. Approximately half of the drop in fee revenue is attributed to the fiscal 1999 budget reduction in fees for transfer pay service accounts. The other half of the decrease is attributed to an approximately 5 percent drop in dollar volume for transfer pay services, which were below fiscal 1998 levels.

Interpretive Programs Office. During the year, the Interpretive Programs Office installed nine exhibitions, which included three rotations in the *American Treasures of the Library of Congress* exhibition to display the Nicolay copy of the Gettysburg Address, Lincoln's 1861 inaugural address, and Thomas Jefferson's rough draft of the Declaration of Independence in the Top Treasure case according to conservation and preservation standards. (See also appendix F: Exhibitions.)

The year's two major exhibitions, *Sigmund Freud: Conflict and Culture* (October 1998) and *The Work of Charles and Ray Eames: A Legacy of Invention* (May 1999), traveled to other sites within the nation, thereby strengthening the Library's reputation as an important center for collections that document the intellectual and creative legacies of the twentieth century.

Ten displays were mounted during the year for special events, including a display for the Congressional Black Caucus (January 6, 1999); a Luxembourg display in the European Reading Room; and three displays for the White

House Millennium Council: "The Meaning of the Millennium" (January 25, 1999), "Women as Citizens: Vital Voices through the Century" (March 15, 1999), and "The Perils of Indifference: Lessons Learned from a Violent Century" (April 12, 1999).

National Library Service for the Blind and Physically Handicapped. The National Library Service for the Blind and Physically Handicapped (NLS) continued during 1999 to develop digital braille and audio technologies for the national reading program for people who are blind and physically handicapped. Strides in digital technology were made in three areas: Web-Braille, the digital talking book, and the National Information Standards Organization standard for digital talking books.

In August, NLS launched a technological breakthrough called Web-Braille, which allowed braille readers to read their books on the Internet. Braille readers could access more than 2,700 Web-Braille book files in digital braille by using a computer or electronic note-taker and a refreshable braille display (an electronic device that raises or lowers an array of pins to create a line of braille characters) or a braille embosser.

NLS management named a seventeen-member Digital Audio Development (DAD) executive and steering committee in October 1998 to coordinate creation of digital technology required to develop digital talking books. The group identified three areas for immediate attention: a life-cycle cost model; simulation software for digital talking books; and digital collection access systems, including a prototype digital recording system at the NLS studio and a digital duplication system at the Multistate Center East.

The NLS staff continued work on digital talking book standards under the auspices of the National Information Standards Organization (NISO). Expected to be completed in about another year, this digital standard would be used by NLS to develop its new talking book.

A conference on "Exploring the Possibilities: Network Libraries in a Digital and Digital Audio Age" was held February 3-4 at NLS, bringing together network librarians from each of NLS's four regions, representatives of consumer and library organizations, and NLS staff members.

The NLS International Union Catalog contained records for 257,000 titles representing fifty-nine languages from thirty-five countries. Eighteen million copies of those books were available for local circulation and interlibrary loan to any eligible user anywhere in the world who is blind or physically handicapped. The International Union Catalog was available in CD-ROM format as well as on the World Wide Web, where it received more than 35,000 hits per month in fiscal 1999.

By enhancing its comprehensive Internet presence, NLS refined access to its resources and documents. The Web site was designed to be fully accessible by people using text-based browsers and adaptive devices that output information in large-print, braille, or synthetic speech. This level of universality was accomplished by adhering to guidelines of the World Wide Web Consortium's accessibility group.

In its fourth year, the Volunteer Repair Project (VRP) met its goal of enhancing the training and knowledge of all repair volunteers. A new repair video was completed and distributed to all 1,700 repair volunteers. To supplement the video, NLS provided VRP training at six sites during the year as well as essential test equipment. The national volunteer recognition program to honor Pioneers and Elfuns for their sustained support in the repair of playback machines held its fiftieth ceremony.

Publishing Office. The Publishing Office produced more than twenty-five books, calendars, and other products describing the Library's collections in 1999. (See also appendix H: Publications.) For the first time in six years, the Publishing Office produced a catalog of selected publications. Titled *Celebrating Books*, the catalog is available both in print and on the Library's Web site. The online version is regularly updated to include book information that was not available at press time for the print edition.

Copublishing efforts with trade publishers continued to increase, which was evident in the publication of five trade and scholarly titles in 1999. At year's end, eight new copublishing agreements were signed with major trade publishers, and thirty-seven cooperative agreements were in effect with publishers such as Harry N. Abrams, Viking Studio, Alfred A. Knopf, Pomegranate Artbooks, Golden Turtle Press, and Simon and Schuster.

The Publishing Office and the Stonesong Press entered cooperative agreements to develop two new titles: *I'll Be Home for Christmas: The Library of Congress Revisits the Spirit of Christmas during World War II*, which will be published by Delacorte Press for Christmas 1999, and *The Library of Congress Civil War Desk Reference*, which will be published by Simon and Schuster in fall of 2001.

To commemorate and celebrate the upcoming Library of Congress Bicentennial exhibition, the Publishing Office entered a cooperative agreement to publish *Thomas Jefferson: Genius of Liberty* with Viking Studio in April 2000. In addition to the introduction by Garry Wills, this book will feature essays from noted Jefferson scholars Pauline Maier, Joseph Ellis, Annette Gordon-Reed, Peter Onuf, and Charles Miller. Also for the Library's upcoming Bicentennial, a copublishing agreement was signed with Scala Books to develop a

visitor's guidebook to the Library titled *The Nation's Library: The Library of Congress, Washington, D.C.*, for release in May 2000.

Highlights of the publishing program in 1999 included the release of *Sigmund Freud: Conflict and Culture*, edited by Michael Roth and published by Alfred A. Knopf. The book included contributions from Oliver Sacks, Peter Kramer, Harold Blum, Peter Gay, Art Spiegelman, and Robert Coles and was chosen as a Book-of-the-Month Club alternate selection. In celebration of the most significant acquisition of Americana by the Library of Congress in the twentieth century, the Publishing Office published *Gathering History: The Marian S. Carson Collection of Americana*.

In time for the July 4 holiday, University Press of New England released a new edition of *The Declaration of Independence: The Evolution of the Text*. Produced by the Library of Congress in association with the Thomas Jefferson Memorial Foundation, this revised edition of the 1943 book by Julian Boyd reproduced, in full color, the fragment of a draft of the Declaration of Independence that was unknown at the time the first edition was published.

Language of the Land: The Library of Congress Book of Literary Maps was published in August 1999. This book on literary maps included a look at maps from world literature, American literature, and individual states and cities. Upon its release, *Language of the Land* received much media attention and was the subject of feature articles in newspapers across the country.

The award-winning book *Eyes of the Nation* was released as a multimedia CD-ROM and DVD-ROM by Southpeak Interactive and the History Channel. *Eyes of the Nation* won second place in the CD-ROM design competition of the American Association of Museums, was named one of the top ten family multimedia products by *Family Life* magazine, and was the topic of feature articles in the *New York Times* and *Civilization*.

The Publishing Office also won four design awards for overall design excellence from Washington Book Publishers in 1999. The award-winning books were *Gathering History: The Marian S. Carson Collection of Americana*; *Freud: Conflict and Culture*; *Performing Arts: Motion Pictures*; and *Oliphant's Anthem: Pat Oliphant at the Library of Congress*.

Retail Marketing Office. During the year, the Retail Marketing Office obtained new sales equipment and new merchandise geared toward the Library's Bicentennial celebration. Sales from the shops at both the James Madison Memorial Building and the Thomas Jefferson Building exceeded expectations with a total revenue of \$1,568,838, with two-thirds of the sales coming from the Jefferson Building shop.

To comply with Y2K standards, a new computer system was purchased for

retail marketing. The new system was a true point-of-sale cash register system that continually updated sales and inventory throughout each day. The system also allowed merchandise to be scanned as it was being sold, resulting in more efficient customer service and less human error.

The Library's Bicentennial served as the focus of new product development. This approach included finalizing the design, layout, and production of a Lenox bowl; creating a coaster/paperweight with Virginia Metalcrafters; and producing a mirror that incorporated an image of the front entrance of the Thomas Jefferson Building. This mirror was produced by Facsimilies, LTD, and was its number-one-selling item of 1999. Other successful ventures included producing the second ornament made from copper that had been discarded in the replacement of the Thomas Jefferson Building's roof plus the first four designed boxes of holiday greeting cards with images from the Library's collections.

Visitor Services Office. Electronic counters installed in the metal detectors at all Library entrances on Capitol Hill allowed the Visitor Services Office (VSO) to record more than a million visitors during the year.

With the help of volunteers, VSO conducted 3,108 tours for 64,489 visitors—nearly 14 percent more tours than in fiscal 1998. Included were 734 tours for 13,699 congressional constituents, of which 396 were special request tours for members of Congress and their spouses, family, and friends. Some 1,780 public tours were conducted for 37,832 visitors, including 456 group tours for 9,664 visitors. In addition, nearly 200 dignitaries, professionals, and students visited appropriate Library offices to discuss their specific areas of interest with staff experts.

The VSO increased its number of volunteers from 110 to 152, up 38 percent over the previous year. Volunteers assisted visitors at three information desks, responding to 179,813 queries through the year. Thirty-six volunteers were recruited and trained to staff a researcher guidance desk to assist the Library's first-time users. With the assistance of eighteen librarians and subject specialists from various Library divisions, a training course was designed and offered three times. Volunteers staffed the researchers' guidance desk during reading room hours six days a week and answered a total of 858 queries.

At the information desks, volunteers served 11,025 hours, docents spent 14,680 hours conducting tours, and researcher guidance volunteers spent 832 hours assisting first-time researchers. This total of 26,537 hours is the equivalent of 12.7 full-time staff positions, a savings of approximately \$350,000 to the Library. Volunteers also allowed VSO to reduce its reliance on Library staff do-

cents. During the year, VSO called on Library staff members for a total of 548 hours, 43 percent fewer hours than in 1998.

For the first time in the Library's history, public tours were offered in Spanish twice weekly. This initiative was made possible by a number of native Spanish speakers among the volunteer docents. Fifty-two tours in Spanish were offered during the year, with a total attendance of 254.

The office supported the Library of Congress Associates desk by scheduling and conducting forty-two tours for 224 associates. In addition, VSO supplied volunteers and docents to assist with twelve evening programs scheduled by the Congressional Relations Office and the Special Events Office.

During the year, VSO established a tour program for Library staff members outside of public opening hours. The ten tours were attended by 139 staff members.

OPERATIONS DIRECTORATE

To innovate and to improve the provision of infrastructure support to the service unit, the associate librarian for library services created the Operations Directorate in March 1999. The Operations Directorate consisted of the Automation Planning and Liaison Office (APLO); the Network Development and MARC Standards Office (NDMSO); the Technical Processing and Automation Instruction Office (TPAIO); and teams focusing on Budget, Human Resources, and Management Information Services. Positions were created for a new Budget Team leader and two new Human Resources Team leaders.

Training. The TPAIO devoted the entire year to the continuing ILS training effort through nineteen courses with 5,747 enrollments, 2,089 more than in fiscal 1998. The chief of TPAIO continued as ILS training coordinator. Volunteer instructors from throughout Library Services supplemented the four TPAIO instructors and served as classroom helpers. By November 1998, 135 staff members had been identified as on-site experts to support Library Services staff members in their divisions following their ILS training. The initial ILS training was configured to allow for training in searching, followed by functionality training in the cataloging, circulation, and acquisitions modules.

In addition to ILS training, TPAIO taught twenty-one courses and supported 4,702 hours of classroom instruction. The four TPAIO instructors spent 1,120 hours in the classroom and 1,716 hours in course development, at an average of 429 hours each. The reason for this high figure is that the instructors served as the principal course developers for the ILS classroom training materi-

als. The office trained 333 Library staff members from other service units, an increase of 127 from fiscal 1998.

NDMSO arranged training for Library Web masters as a first step in redesigning the Library's Web site to improve consistency and efficiency for users. In addition, three sessions of the introductory Hypertext Markup Language (HTML) training class were offered during the year to more than eighty Library staff members.

Digital Library Initiatives. The Director for Operations, APLO, and NDMSO participated in the Library-wide Digital Futures Group to plan digital initiatives for fiscal years 2000–2005 that would ensure a vastly expanded and broadened digital library program. In fiscal 1999, a strategic plan was developed calling for a new investment by Congress of more than \$20 million for this important area in fiscal 2001; the plan would be preceded by a number of preparatory pilots in fiscal 2000.

APLO staff members worked collaboratively to design the new Storage Allocation Request schema to facilitate user service requests for new or additional digital storage allocation; for aggregate registration for digital collections; and for new or modified digital security, permissions, and accounts. APLO and NDMSO staff members also participated in developing repository architecture, encoded archival description, bibliography document-type definition, and the *Handbook of Latin American Studies*.

Automation Support. The challenge of ILS implementation drew heavily on resources in APLO and NDMSO. APLO staff members were involved with replacing the needed volume of equipment and devoted time to working on numerous ILS technical committees. They created and implemented test plans for each ILS release and provided input to policies and procedures for each of the ILS modules and for the conversion of data for each major test and production load. Three staff members were detailed full time to the ILS Program Office while other APLO staff members dedicated nearly all of their time to ILS implementation planning activities.

NDMSO participated in many facets of ILS implementation, including the following: developing users' guides and assisting the ILS staff on technical issues concerning the MARC holdings format; developing the Windows, Web, and ASCII interfaces for the Library's online catalog; designing graphics for the Web interface; chairing the Public Catalog Indexing Team; and maintaining responsibility for the Z39.50 and NACO (the name authority component of the PCC) system configuration and testing. NDMSO was also responsible for

adapting online OPAC documentation for use with the public reading room workstations.

The Automation Planning and Liaison Office (APLO) continued to provide support for the Multiple Use MARC System (MUMS) and ACQUIRE systems during transition to the ILS. In partnership with other Library Services divisions, APLO successfully completed the overall installation process from procurement through planning, telecommunications needs, workstation development, receiving and quality control of new equipment, preparation of paperwork for the asset management system, and site preparation for the largest number of microcomputers ever installed during a single year in the Library's history. A total of 1,583 new microcomputers were installed, and 674 were rebuilt and installed throughout the service unit to support the ILS as well as to meet Y2K compliance requirements.

Another area in which APLO was instrumental was in producing the cataloging module of the Integrated Field Office System, which was adapted to meet the requirements of the ILS. Staff members also worked with the field offices as they continued to use the State Department's Diplomatic Telecommunications Service for much of their communications traffic. They worked with the ILS Program Office and other staff members, particularly in the Preservation Directorate, to improve labeling and binding in the ILS.

The APLO Help Desk received 1,560 calls during the fiscal year, processing 1,120 calls (72 percent) and referring the remaining 440 calls to the Information Technology Services or ILS Help Desks. The staff implemented NetCensus, an automated system that allows APLO to collect on a regular basis both hardware and software inventory and asset management data.

Web Site Support. The Network Development and MARC Standards Office launched a new internal Web site for the service unit that for the first time gave all staff members access to up-to-date administrative information, including organization charts, salary schedules, and online forms. In addition, NDMSO made *Library Services News* available to the staff through the Web site.

So it could conform to the redesign of the top-level home page for the Library, NDMSO redesigned a suite of Library Services home pages. Working with the Bicentennial Program Office and Library Services divisions, NDMSO contributed to the redesign of the Library's Bicentennial Web site as part of the Library's overall Web site redesign. The office also maintained and updated other home pages dealing with special programs, such as the Junior Fellows Program—listing kinds of fellowships available within the Library—and the National Film Preservation Board.

Standards. In a joint venture with the National Library of Canada, NDMSO prepared the first of the MARC formats under the new name MARC 21. That joint venture reflected the future utility and global reach of the format. The office organized a meeting for the associate librarian for library services on the National Bibliography Number (NBN) as a Uniform Resource Number and assumed the role of registrar for the NBN nameplate. Staff members supported the enhancement of the Z39.50 standard, the international information retrieval protocol, with new features such as encapsulation, which enabled more efficient communication through grouping of operations.

The Library joined the World Wide Web Consortium, the group responsible for standards used on the Web, and NDMSO became the Library's representative in this body. NDMSO continued to represent Library interests in the principal national and international standards organizations and served as the collection point for Library votes and comments on draft standards organization ballots. NDMSO staff members also continued participation in the meta-data effort known as the Dublin Core.

Customer Service. Through three teams, the Operations Directorate provided sustained, high-quality customer service to more than 2,500 Library Services employees, as well as effectively dealing with other service units and the enabling infrastructure.

The director for operations and a Human Resources (HR) team leader served on the Library-wide HR21 Strategic Planning Committee and the HIP 2000 Committee respectively as part of a Library-wide effort to improve basic HR services to the Library's management and staff and to prepare to reinvent them for the twenty-first century.

The Budget Team staff reviewed technical points and tracked expenditures for an estimated 10,000 documents. It monitored the expenditure of more than \$170 million, which included appropriated funds and 223 gift, trust, and reimbursable funds. The team began inputting and approving purchase requests and contracts online in Procurement Desktop (PDT) and assisted with implementing PDT online in three Library Services divisions. In June 1999, staff members began committing funds directly into Federal Financial System (FFS) through PDT.

During fiscal 1999, the HR Team processed 1,312 personnel action recommendations, 121 vacancy announcement recommendations, 93 classification actions, 6 reorganizations, a number of reductions-in-force, and numerous cash awards for Library Services employees, including awards for 530 employees who contributed to the ILS implementation.

The Management Information Systems team continued to support major

Library Services initiatives and administrative systems while preparing to capitalize on the accelerating pace of technological change. The team maintained the personnel and budget tracking systems; satisfied numerous requests for data and analyses covering issues such as retirement eligibility, payroll integrity, Library Employee Automated Data System (LEADS) conversion, and supervisory ratios; prepared budget projections for staff-related costs; and provided daily automation support for staffs of the Office of the Associate Librarian and the director for operations. A major accomplishment was redesigning and enhancing the budget tracking application to operate on a 32K-compatible Windows 95 platform, which involved writing and testing program modules totaling more than 11,000 lines of computer code. The team leader converted the Library's arrearage tracking system to the 32K-compatible Windows 95 platform.

Planning was under way at year's end to form an Administrative Operations Group and an accompanying Communications Subgroup to solicit customer service feedback from representatives from each of the directorates. The staff also provided timely and accurate information on the service unit's Web site.

PRESERVATION DIRECTORATE

During fiscal 1999, the Preservation Directorate Web site was revised to include more visual illustrations of preservation work and up-to-date information about the Library's preservation efforts, public outreach activities, and information for preserving private and institutional collections.

The decay of materials printed and written on acidic paper remained a serious preservation problem. In fiscal 1999, during the second year of a multiyear contract, the Library deacidified an additional 75,000 books devoted to U.S. history, political science, and literature.

The Preservation Reformatting Division initiated a symposium series on preservation and digital technology. The Preservation Research and Testing Division made its discoveries on the aging of paper available to the local conservation community, including scientists and conservators from the Smithsonian Institution's Conservation Center, the National Gallery of Art, and the National Archives. The Fourth Annual Preservation Awareness Workshop for the public was held on April 13.

Arrearage Reduction. The Library Binding Section eliminated its arrearage in the second quarter and remained current for the rest of the year. The total of 183,202 volumes bound was 23 percent lower than in fiscal 1998, which can be attributed to the decreased amount of material arriving from the Cataloging

Directorate during the ILS implementation period. The Binding and Collections Care Division was thus able to increase services to the Congressional Reference Service, Law Library, and Serial and Government Publications Division and to expedite requests for reading rooms and the Loan Division.

The Conservation Division used temporary staff members, interns, and volunteers to treat the following arrears collections during fiscal 1999: 382 maps and atlases rehoused for the Geography and Map Division, 575 leaves treated for the Law Library, 552 photographs treated and rehoused and 14 items matted for the Prints and Photographs Division.

The Preservation Reformatting Division hired a contractor to microfilm 3,792 periodical titles in the Japanese Periodicals Allied Occupation arrears. The Yudin arrears was cleared this year.

Binding and Collections Care. A new Collections Care Section head in the Binding and Collections Care Division (BCCD) was appointed in April. The number of items (4,991) repaired or boxed by the section decreased in fiscal 1999 because of an increase in the number of advanced treatments performed by the technicians, which take longer to complete. The division used an automated box-maker to create containers for the Vosburgh collection in the Local History and Genealogy Section; nearly 400 boxes for Geography and Map Division's vault collection; and custom enclosures for Leonard Bernstein's suit, briefcase, and baton. Through a joint effort of several Library divisions, 162,242 items from the Department of Commerce Publication Board collection were rehoused.

The division planned a pilot project to test in-process tracking using the ILS circulation module and a Transit Team to improve pickup and delivery of materials. Sixty-seven polymer book trucks were ordered for use in the pilot. Staff members also identified and procured hardware and developed software to replace the existing labeling hardware and software that were not compatible with the ILS. The new software captures the call number data from the bibliographic, holdings, and item records. It formats the data to be printed on label stock and is much faster than the former system. With the help of the Automation Planning and Liaison Office, BCCD staff members identified and procured bar-code duplication equipment for use in bar-coding items returned from the contract binder.

Conservation. Mark Roosa was appointed chief of the Conservation Division in October. The division recruited four temporary conservators, two contract conservators, a conservation fellow, and nine conservation interns to conserve and stabilize rare and special collections.

During the year, treatment was completed on 16,240 items. Among other items, the division completed full conservation treatments on: *Theatrum orbis terrarum* (1570), by Ortelius; Handel's oratorios *Jeptha*, *Ester*, *Israel in Egypt*, and *Belshazzar*; two volumes of George Washington's diaries; a Japanese photography album by Beato (1860); one volume of Cromwell's *Acts* (1655); and one Franz Josef Haydn manuscript, *Qual Dobio* (1764).

The Conservation Division improved its emergency preparedness and response procedures, held three workshops in the Prints and Photographs Division for recovering water-damaged photographs, deployed its Beeper Team on four occasions to respond to water incidents in the Library, and participated in the work of the Capitol Hill Disaster Assistance Group. The division formed a task force to focus on the relationship between traditional conservation and digitizing, which prepared a paper on the subject and mounted it on the Library's Web site. Preservation and security plan surveys were completed on four curatorial division collections (Geography and Map, Music, Serials, and Prints and Photographs). The surveys further refined the matrix of values for assigning preservation and security control measures to collections.

The *1999 Preservation Supplies Catalog* was published by the division, which revised the conservation specifications for conservation products listed in the catalog.

Photoduplication. The Photoduplication Service (PDS) saved four divisions approximately three full-time positions by taking over the materials preparation functions from the Serial and Government Publications Division, African and Middle Eastern Division, and the Law Library.

When equipment and staff skills did not keep pace with the methylene blue testing process needed to monitor film quality, PDS staff members found a high-quality contract laboratory to do work for less than half of previous costs. The service concluded a pilot program begun in 1998 to reduce the high cost of maintenance, excessive staff time, and equipment replacement for the sixteen highest volume microfilm reader printers in the three busiest reading rooms.

During the year, the service completed 1,675,000 microfilm exposures and 4,700 photographic preservation items. More than eighty containers of scrapbooks from the papers of Leonard Bernstein were filmed. The Asian Division's Southern Asian Section submitted for microfilming in fifty-four reels the final part of the Choni Kanjur material, which was handmade pages printed from wooden printing blocks that subsequently had been destroyed by fire.

Preservation Reformatting. The Preservation Reformatting Division (PRD) appointed three digital conversion specialists as a step in establishing a digital re-

formatting program in preservation. The division drafted and promulgated a digital reformatting policy that includes selection and reformatting requirements and presented it as an option in the annual call for reformatting requests in June.

The PRD contractor prepared and microfilmed 1,228 reels containing 943,679 exposures of 1,398,025 pages prepared for 28,341 items. The contractor finished microfilming Florida telephone directories and began to microfilm telephone directories from former Yugoslavia. The PRD staff inspected and processed 364 positive and 175 negative reels of microfilm acquired from Moscow's Library of Foreign Literature and Russian State Library; Lithuania; and military archives in Hungary, Poland, and Romania. Improved methods reduced the number of steps and data in the inventorying and processing work.

The division completed digital imaging of the serial *Garden and Forest*, the Library's first contribution to a collaborative effort with the University of Michigan and Cornell University to produce more than 1.6 million digital items.

Research and Testing. The Preservation Research and Testing Division developed a new, improved, and less-expensive accelerated aging test for paper and a color migration test for groundwood papers. Support for the ongoing mass deacidification effort continued with quality control and additional research to address concerns in the conservation community.

In the area of research, the division demonstrated that even neutral paper develops acidity as a result of the natural aging process. It completed three new specifications for pressure-sensitive labels and an extensive evaluation of the relative stabilities of selected bookbinding adhesives.

The Preservation Research and Testing Division identified laser-engraving technology for security marking of CD-ROMs, audiocassettes, videocassettes, and other objects, culminating in procurement of this technology by the Copyright Office. The division prevented damage to the Library's CD-ROM holdings by determining that a commercially marketed security strip could degrade CDs in long-term storage.

The division participated in national standards development for a range of standards that addressed permanence issues on paper and analog, as well as digital audio, video, and imaging media. The division also created an interactive slide show to define a digital preservation program and to present an overview that points to the need for specific projects with clear objectives and goals.

PUBLIC SERVICE COLLECTIONS DIRECTORATE

Acquisitions. Throughout fiscal 1999, the Public Service Collections divisions pursued key acquisitions for the Library. Acquisitions included the Harry Blackmun Papers, consisting of more than 600,000 items from the former Supreme Court Justice; the Marian S. Carson Collection of early Americana; and the multimedia collection of the choreographer Bronislava Nijinska. The 1778 *Carte de Canada et des Etats Unis de l'Amérique*, the first map to show the United States as an independent country, was added to the collections as were 337 issues of the important post-Revolutionary newspaper *Claypoole's Daily Advertiser*.

Security. All collection areas in the Serial and Government Publication Division were secured by electronic access control after a card reader was added to room LMB-34.

Collections Management Division (CMD) staff members installed theft detection targets in 772,444 volumes in classes R and S among the general collections and incoming materials in the Copyright Office. Since this program began, targets have been installed in 6,569,222 collection items, or 55 percent of the general collections.

A total of 43,561 readers registered during the fiscal year. The reader registration program remained limited to reading rooms in the Jefferson and Adams Buildings. KPMG Peat Marwick LLP conducted a risk assessment of the CMD in November 1998, and the division named a coordinator to ensure that necessary actions were implemented to address identified weaknesses.

The chief of CMD continued to play a key role in developing the collections security component of the Library's Security Plan. During the year, the initial plan, which concentrated on physical security, was expanded to include bibliographic, inventory, and preservation controls.

The division coordinated the distribution of bar codes for item-level tracking under the new ILS. More than 500,000 bar codes were produced and distributed by the CMD.

In the Geography and Map Division (G&M), recently purchased rare and less-rare items were separated before processing, rather than commingling them in CMD's rarity vault to await cataloging. Fewer visits into the vault were thus necessary to retrieve material for cataloging. A cinder-block room was constructed in the southeast corner of room LMB-40 within the Titled Collection area, which, although it reduced space for collections, would help contain any break in the primary steam line that enters the Madison Building in that area. The G&M Collections Maintenance Team began to cover map

cases and atlas holdings located under previous water leak sites with plastic sheeting whenever heavy rains were anticipated. The success of this new procedure was documented during Hurricane Floyd in September 1999 when—in spite of ceiling leaks—no damage to the collections was sustained.

The Collections Maintenance Team rehoused 2,994 atlases in acid-free containers, labeling the containers, and encapsulated approximately 12,000 items after backing them with buffered paper. The team reviewed, rehoused, and performed necessary preservation procedures on all pre-1900 maps of Europe (general), Italy, Spain, and Russia in the Titled Collection. A total of 1,526 pre-1900 maps were encapsulated.

The Humanities and Social Sciences Division (HSS) began the second year of increased security in its reading rooms. The Local History and Genealogy Reading Room received thirty-one cameras and three televisions to help the staff monitor the collections. The division continued to implement and monitor the “Personal Belongings in the Reading Room” policy for the Main Reading Room. A security guard was stationed at the Main Reading Room entrance to ensure that people entering the room displayed a Library of Congress reader registration card, or other proper identification, and to enforce the new policy restricting many personal belongings from the room. This year a new company was selected to provide the guard service.

The Motion Picture, Broadcasting, and Recorded Sound Division began assigning shelf numbers and item bar codes to a variety of commercial and non-commercial audio formats. It implemented a new procedure requiring that initial bibliographic control records be created by Acquisitions Directorate staff members for all blanket order CD purchases. Security cameras were installed in the Motion Picture and Television Reading Room and viewing services area. Random sampling security tests were conducted in January and again in June.

In the Prints and Photographs Division (P&P), the positions of collections managers for accessions and for circulation were developed, classified, and analyzed during the last half of the year. Those positions, together with the ILS, would address many of the security risks identified in the P&P 1998 Risk Assessment. The curators and administrative team created a list of P&P’s platinum collections in anticipation of the construction, during the next fiscal year, of a security vault on the Madison Building’s north deck. The vault will provide the additional security measures required for the Library’s platinum collections.

National Digital Library Projects. In the Geography and Map Division, the Panoramic Map collection was completed for the American Memory Web site.

The U.S. Railroad Maps collection was approximately 80 percent completed. Acadia, Great Smoky Mountains, and Grand Canyon National Parks were added to the “Mapping the National Parks” digital collection with a grant from the Rockefeller Foundation. Added to the Web site were special presentations for the Diego Gutiérrez 1562 map of America and two atlases, the 1544 Agnese portolan atlas of nine charts and the 1570 Ortelius *Theatrum orbis terrarum*. To provide maps of locations identified in the news, Places in the News was inaugurated on the Web site in April, with a map of Kosovo.

From the Manuscript Division, the “Alexander Graham Bell Family Papers” went online in February 1999. At year’s end, it included 14,000 images and special presentations. The final 33,740 images were scheduled to go online in early 2000. Part of the General Correspondence series of the “George Washington Papers” and all of the Diaries and Exercise Books, Military Papers, Applications for Office, and Miscellaneous series were released in 1999. Thus far, 85,000 images were online, with the remaining 62,000 images scheduled for summer 2000. The first release of 20,000 images in the “Thomas Jefferson Papers” went online in April 1999, with the remaining 63,000 images scheduled for April 2000.

The following collections involving Motion Picture, Broadcasting, and Recorded Sound Division materials were put online in fiscal 1999: “Inventing Entertainment: The Early Motion Pictures and Sound Recordings of the Edison Companies,” “Origins of American Animation,” “Spanish-American War in Motion Pictures” (additional films), and “Theodore Roosevelt: His Life and Times on Film.” Work also started on the first National Digital Library project involving primarily audio materials—the Berliner Collection.

The Prints and Photographs Division contributed more than 40,000 digital files to the National Digital Library (NDL), or approximately one-third of NDL’s total growth of about 1.2 million files this year. Most of the files were for the continuing uploading of the Historic American Buildings Survey/Historic American Engineering Record.

The Digitization Team of the Rare Book and Special Collections Division (RBSCD) produced more than 61,500 digital files in the NDL Program. Those digital files were composed of images and text from three collections: the Stern Collection Sheet Music, American Song Sheets (both to be released online in fiscal 2000), and Printed Ephemera (to be released online in fiscal 2001). In a related effort, RBSCD successfully completed the first round of digitization of selected titles from the Rosenwald Collection in a contracted project with the Octavo Corporation in Oakland, California, to produce high-quality, low-cost CD-ROMs of individual titles.

ILS Implementation. The Serial and Government Publication Division created 700 records with item-level information for newspaper microfilm in the ILS circulation module. It obtained selection decisions for 5,000 serial titles to ensure accuracy of the ILS database.

On August 16, the Loan Division successfully began recording circulation transactions in the new ILS. This ability was the culmination of months of configuration work and many hours of training. The division was now able to create on the Library's Web site a more accurate inventory of data that could be viewed by readers everywhere.

Reference, Research, and Outreach. The Serial and Government Publication Division added 1,400 links to the suite of seventy-eight Newspaper and Current Periodical Reading Room Web pages; created or extensively updated six Web finding aids; and, as part of the overall focus on the Library's General Collections, presented information on collections to the Madison Council in April 1999.

The Humanities and Social Sciences Division reorganized on January 1, 1999. Tasks of the Collection Support Section were transferred to reading room sections. National Reference Service became the Reference Referral Service under the Electronic Resources Section and continued to handle telephone and electronic questions. The Main Reading Room became one team instead of three.

Work continued to provide public access to the Internet and other electronic resources from newly designed workstations in the Library's public reading rooms. The Public Service Collections divisions continued to work with the Network Development and MARC Standards Office, the Office of General Counsel, the Congressional Relations Office, the Photoduplication Service, and the Copyright Office on issues related to charging for services, privacy, intellectual property, and possible age and content controls for public access to the Internet.

On February 2, 1999, Congressman John E. Lewis (D-Ga.) spoke at the Library about his role in events that changed history and that are chronicled in his acclaimed book *Walking with the Wind: A Memoir of the Movement* (1999). Eric Grundset, library director for the Daughters of the American Revolution, gave the second annual Judith P. Austin Memorial Lecture on May 19. He spoke about the difficulties of identifying women of the American Revolutionary era.

The Science, Technology, and Business Division inaugurated a noontime public lecture series sponsored by the division. Speakers this year included

Nancy Gwinn from the Smithsonian, "The Smithsonian Institution Libraries"; Ants Leetma, National Weather Service, "El Nino, La Nina, and Other Weather Phenomena"; Arthur Alexander, Japan Economic Institute, and William Brown, Department of Commerce, "Asian Financial Crisis"; and David Bohaska, Smithsonian, "Evolutionary History of Whales."

American Folklife Center. On October 21, the president signed into law the Legislative Branch Appropriations bill, which contained provisions to permanently authorize the American Folklife Center. The legislation also provided for an enlarged board of trustees, including four new appointments by the Librarian of Congress and two new *ex officio* positions: the presidents of the American Folklore Society and the Society for Ethnomusicology. The center had sought and gained reauthorization eight times since it was established in 1976. The center's board, director, and staff would now be free to devote their time and efforts to the programs and activities specified in their mandate to "preserve and present American folklife." The legislation resulted from a coordinated effort on the part of the center's board of trustees to enlist the support of members of Congress and of many private citizens around the country on behalf of the center. A new director, Dr. Peggy Bulger, was appointed in July to head the center.

Center for Geographic Information. The Center for Geographic Information was charged increasingly with responsibility for delivering geographic information systems (GIS) services to Congress. During fiscal 1999, the division used gift funds for part of the year to hire two individuals to assist the GIS specialist in preparing maps and other GIS projects for Congress. The new position of cartographic specialist for digital programs was posted, and two individuals were selected for the position. A project was initiated with ESRI, Inc., the world's major developer of GIS software, to work jointly on developing GIS applications for the use of Congress. A gift of two high-performance Hewlett-Packard Windows NT workstations for GIS development activities was received from Madison Council member Alan M. Voorhees.