



LIBRARY SERVICES

LIBRARY SERVICES, the service unit in the Library of Congress that is responsible for all functions of a national library, successfully pursued eleven program performance goals during fiscal 2001. Library Services welcomed the digital future, advancing the mission of the Library of Congress to acquire, describe, preserve, and serve a universal collection through the use of new and emerging digital technology and with the support of collaborative and private-sector partnerships. Library Services also made progress in reducing the Library's arrearage in accordance with the revised total arrearage goals that were approved by Congress. It worked to secure the Library of Congress collections by using the four internal controls: bibliographic, inventory, physical, and preservation. Furthermore, Library Services completed implementation of all phases of the Library's first integrated library system (ILS) including basic task orders, launched a card shelflist holdings conversion project, and continued its serials holdings conversion project while supporting business process improvements using the new system.

Work continued on completing storage facilities at Culpeper, Virginia, and Fort Meade, Maryland, and on preparing collections to be moved to those sites. Library Services expanded the mass deacidification program, expanded the Library's acquisitions program in China, and concluded its celebration of the Library's Bicentennial year by hosting three international scholarly conferences and completing the Gifts to the Nation program. At the end of the year, Library Services contributed to the first National Book Festival and responded to the terrorist attacks on the United States. Throughout the year, Library Services



Barbara Tillett, chief of the Cataloging Policy and Support Office, addresses the Bicentennial Conference on “Bibliographic Control for the New Millennium.” (*Photo by Ana Cristan*)

sustained an enormous regular workload in continuing operations, in spite of declining staffing levels and budgetary constraints, and worked with the Library’s enabling infrastructure to improve support for its mission programs.

BICENTENNIAL SYMPOSIA

Three scholarly symposia commemorating the Library’s Bicentennial took place early in the fiscal year. The associate librarian for Library Services and the director of the Center for the Book, with Librarian of Congress James H. Billington and Librarian Emeritus Daniel J. Boorstin, welcomed representatives from the national libraries of more than thirty-five countries to an international symposium, “National Libraries of the World: Interpreting the Past,

Shaping the Future," on October 23–26, 2000. The first two days of this symposium were devoted to the history of libraries and their place in society and culture; the final two days considered the future of libraries and featured presentations on Library of Congress initiatives to archive the open-access World Wide Web. The symposium was designated Library History Seminar X by the Round Table on Library History of the International Federation of Library Associations and Institutions, continuing a series established in 1961 among library historians in the United States.

The Preservation Directorate, Public Service Collections Directorate, Office of Security, and Bicentennial Program Office planned a Bicentennial symposium, "To Preserve and Protect: The Strategic Stewardship of Cultural Resources," in affiliation with the Association of Research Libraries and the Federal Library and Information Center Committee. The symposium, held at the Library October 30–31, 2000, brought together directors and administrators responsible for preservation and security programs in libraries, museums, and archives. On November 15–17, the Cataloging Directorate hosted a Bicentennial conference, "Bibliographic Control for the New Millennium: Confronting the Challenges of Networked Resources and the Web," which attracted 136 leaders in cataloging, publishing, and library system design to address the challenges of bibliographic control in the burgeoning Internet environment.

NATIONAL BOOK FESTIVAL

Most Library Services units contributed to the success of the first National Book Festival, which was held on September 8 on the east lawn of the U.S. Capitol, as well as in the James Madison and Thomas Jefferson Buildings. The American Folklife Center sponsored a program of storytelling, dance, and musical performances at the event, and the Visitor Services Office coordinated a corps of 200 volunteers, including Library staff members who volunteered to give directions, escort authors, and staff pavilions. More than 5,500 visitors toured the Main Reading Room on September 8, and the Area Studies Collections reading rooms hosted calligraphy demonstrations and exhibits of books in Slavic, African, Asian, Spanish, and Middle Eastern languages. The Preservation Directorate held its first annual Conservation Clinic as part of the festival. The Center for the Book made major contributions, enlisting sixty nationally known authors as festival participants and organizing author presentations in the numerous festival venues. Making use of its national reading promotion organization partners, the center also promoted, organized, and monitored the largest festival pavilion, Great Ideas for Promoting Reading.

RESPONSE TO TRAGEDY

The terrorist attacks of September 11, 2001, deeply affected the work of Library Services. The Serial and Government Publications Division began to build a historic collection of U.S. and foreign newspapers containing reports and photographs of the tragedy and its aftermath. The collection contains thousands of newspapers and continues to grow as the events unfold.

The Library of Congress, in collaboration with the Internet Archive, webArchivist.org, and the Pew Internet & American Life Project, launched a September 11 Web Archive. This new archive preserves the Web expressions of individuals, groups, the press, and institutions in the United States and around the world in the aftermath of the attacks. The American Folklife Center called on folklorists across the nation to document on audiotape the thoughts and feelings expressed by citizens after the tragic events. This September 11, 2001, Documentary Project presented the personal stories of average Americans in the wake of the terrorist attacks.

Staff members added more than 200 new titles on hazardous materials, chemical and biological warfare, infectious diseases, and other fields to augment already strong Science Reading Room reference collections on these topics. The Cataloging Directorate expedited the cataloging of materials on subjects related to the attacks and provided relevant language assistance to congressional and Library staff.

Members of Congress and the Congressional Research Service called on the African and Middle Eastern Division (AMED) to provide translations of Arabic language newspapers and information about terrorist organizations. Between September 11 and 30, AMED answered 110 questions on that subject alone. At the time of the attack, Area Studies Collections was about to launch its international Portals to the World project, an annotated listing of Web sites judged of value by specialists, organized by country and world region. Area Studies quickly mounted the pages for Afghanistan, India, Pakistan, Tajikistan, and Uzbekistan—all countries that had assumed a new prominence. The Federal Research Division replied to requests for recent publications on terrorism and, working with AMED staff, alerted key government personnel to resources within the Library that might have special national security value.

ACQUISITIONS DIRECTORATE

African/Asian Acquisitions and Overseas Operations. The African/Asian Acquisitions and Overseas Operations Division held a three-week program for

training automation specialists from the overseas offices, with the goals of improving computer security and access and presenting further systems administrator training on the Integrated Field Office System (IFOS) to prepare for implementation in fiscal 2002.

A successful test of a Virtual Private Network system was completed at the Cairo office, which will allow the office to use lower cost and more effective local Internet service providers in a secure manner. The division planned to expand the technology to the other overseas offices during the coming fiscal year.

Anglo-American Acquisitions. The Australia, Canada, Ireland, New Zealand, and United Kingdom Section (ACINU) acquired 30,021 pieces by nonpurchase and 39,399 pieces by purchase for the Library's collections in fiscal 2001. The section instituted a successful trial program to acquire recommended titles by online ordering from the Library's approval plan dealers in Australia, Canada, New Zealand, and the United Kingdom. The section continued circulating online bibliographic lists to recommending officers and monitoring Web sites, especially lists for hard-to-acquire areas including law, Irish, Scottish, and Welsh imprints. These lists helped increase acquisition of titles from Australia, Canada, and New Zealand in fiscal 2001.

ACINU finished processing all government central-source exchange arrearage remaining from earlier years, reduced the serials clean-up arrearage with the help of the Serial Record Division, and continued to capture access to online added-value electronic resources available as part of the subscriptions acquired by the Library in the ACINU area.

The Government Documents Section acquired a total of 256,026 items during the fiscal year. This total reflects materials received under the provisions of Title 44 of the *United States Code*, for documents issued by the federal government and those publications received through depository arrangements with U.S. state governments. Of the items acquired, 124,400 items were forwarded for retention in the Library's collections.

The most notable development during the year was the assumption of total serials control by the Government Documents Section. This change commenced as a pilot in April 2001 to begin the process of distributed check-in throughout the Library, because the implementation of the ILS made serials control outside of the Serial Record Division possible. Federal and state government serials are now checked in at point of receipt and forwarded for retention in custodial areas or for binding. This development expedited receipt by the custodial divisions.

Toward the end of the fiscal year, technical support staff members in the

United States Acquisitions Section began searching for established purchase orders (gift, exchange, or purchase) in the ILS acquisitions module before stamping incoming pieces. The section now creates generic gift orders as needed. This change in procedure reduced the number of serial problem titles that had to be returned to the acquisitions divisions.

In fiscal 2001, the section experienced an increase of approximately 25 to 30 percent over the previous year in the number of important collections and rare items received through auction, through antiquarian dealers, and through the Library's official approval plans.

European and Latin American Acquisitions. Acquisitions from Europe and Latin America in 2001 were characterized by both increasing opportunities and shifts in traditional modes of receipt. The opportunities took the form of electronic publishing and electronic data interchange (EDI), which came together in the German Digital Project and, midway through the year, the Digital Acquisitions Project. Meanwhile, traditional print receipts decreased by more than 14 percent in fiscal 2001 compared with the preceding three years.

The European and Latin American Acquisitions Division's (ELAD) total receipts in fiscal 2001 amounted to 319,642 pieces. General (nongovernment) exchange receipts fell by 38,528, or 36.5 percent. Several factors contributed to the decrease. Postage costs in Central and Eastern Europe remained prohibitively high for some of the institutions with which ELAD deals. In a few cases, ELAD asked major exchange partners to cut back on certain categories of material, such as literature that can be obtained more easily from approval plan dealers. Official exchange (the exchange of government documents between national libraries) and purchase receipts also fell in fiscal 2001, but to a lesser extent.

Improving acquisitions from the Balkans has been a central focus of ELAD in the past two years. The Central and Eastern European Acquisitions Section (CEEAS) established new approval plans in Bulgaria and Yugoslavia (Serbia) and hired two specialists with expertise in this area. Both purchase and exchange receipts increased significantly. CEEAS contracted with a second, in-country approval plan vendor in Yugoslavia and established a new bibliographic service representative in Bosnia and Herzegovina. The section maintained receipts from war-torn Macedonia this year. It also continued the effort, through Yugoslav and Albanian sources, to acquire material from Kosovo. Approval plans were fruitful in Bulgaria, Romania, Moldova, and Albania.

From Russia, ELAD obtained Soviet/Russian 1:200,000 topographical maps, broadened the scope of its approval plan with East View to include fiction, significantly reduced the number of unwanted or duplicate books received

on exchange, and contracted with Blackwell Book Services to support the Library in maintaining a productive priced exchange with the Russian Parliamentary Library. The division also opened negotiations with both the Russian State Library (to broaden the exchange agreement with the Library of Congress to include microfilms of their prerevolutionary holdings) and the Russian Book Chamber (to establish an exchange to include original or microfilm copies of their pre-World War II restricted-circulation Soviet publication holdings). The ELAD also expanded the spreadsheet database of Russian serials, both exchange and purchase, to more than 1,700 titles. The other special focus region for ELAD was the Baltics—Lithuania, Latvia, and Estonia. This year, the division reestablished lapsed purchase arrangements in each of these countries.

Staff of the Northern European Acquisitions Section (NEAS) processed the transaction that brought the 1507 world map by Martin Waldseemüller, one of the great treasures of cartography and of American history, to the Library of Congress. After conducting an in-depth survey of available dealers, the section selected a new dealer for Finnish general materials.

At the beginning of fiscal 2001, new approval plans for Puerto Rico and the Dominican Republic were initiated with Ediciones Puerto, a book dealer based in San Juan. The division expected the changes to improve selection as well as delivery of material. From the Biblioteca Nacional d'Andorra, an important new exchange partner that was established last year, ELAD received in the first quarter of fiscal 2001 fifteen monographs, three music compact discs, and one serial title.

Serial Record Division. The Serial Record Division (SRD) was actively involved in many aspects of the ILS implementation, its digital acquisitions and digital cataloging initiatives, and cataloging policy development in fiscal 2001. The Cooperative Online Serials (CONSER) coordinator in SRD worked with other Library staff members to revise the CONSER Cataloging Manual and other documentation to reflect recent changes to the *Anglo-American Cataloguing Rules*. The Serials Holdings Conversion Project doubled its monthly output early in the fiscal year. As a result, 41,500 records, representing more than half of the active serials, were converted to online form, and less than six months of conversion work remained at the end of the year. With the conversion of more than half the active serials completed, the division was able to cease all manual check-in in August in favor of online check-in. Decentralized check-in began with two pilot projects in April, one in the Western and European Acquisitions Section in ELAD, and the other in the Government Documents Section in the Anglo-American Acquisitions Division.

The Processing and Reference Section suffered from overwhelming workloads and backlogs throughout the year in spite of the decrease in receipts caused by the decentralized check-in project. An estimated 900,000 receipts entered the section's workflow during the fiscal year. A combination of factors contributed to the problems, including staffing shortages and the inability to fill vacant positions, backlogs that accrued as the conversion contract progressed, unexpected difficulties with the ILS acquisitions module software as the size of the database grew, and unparalleled efforts to train both new and existing staff. At the end of the fiscal year, 172 tubs of materials awaited processing. As a result of this backlog, radical innovations were introduced to reduce the amount of initial processing that will be done to unbound periodicals.

Digital Acquisitions Projects. ELAD continued to take the lead in the German Digital Project, with the goals of increasing acquisitions of German digital publications and developing the capability to transmit and receive EDI transactions. Working with the Library's German approval plan dealer—the firm of Otto Harrassowitz—ELAD gained access to dozens of German electronic journals to which the Library had subscriptions. It also laid the groundwork for conducting EDI transactions and began placing orders online.

The German Digital Project gave way to the Digital Acquisitions Project (DAP), a similar project without geographic limitation. By the end of the fiscal year, ELAD had obtained access to approximately 130 e-journals. In September, the Library signed a contract with TDNet, Inc., for an electronic journal management system. By year's end, ELAD was ready to move EDI into production for receiving and paying invoices for serial subscription orders.

Increasing the number of vendors that provide initial bibliographic control records, especially in Central and Eastern Europe, became another goal of the DAP, because the capability of creating and transmitting bibliographic records in machine-readable cataloging (MARC) format is a necessary precursor to conducting business with EDI. The Hungarian approval plan dealer, Batthyany Kultur-Press, became the second CEEAS vendor to provide MARC 21 bibliographic records electronically for the titles it supplies. The Library's Peruvian approval plan book dealer, E. Iturriaga & Cia, also adopted a MARC program and began to create MARC-formatted bibliographic records.

AREA STUDIES COLLECTIONS DIRECTORATE

Area Studies Collections fulfilled its charge of increasing knowledge of the international collections and use of the reading rooms by building collections of special interest to readers, implementing creative strategies for informing

users and potential users about the international materials, and providing reference assistance for members of Congress and scholars. Staff specialists offered research service to agencies of the federal government and produced public programs to engage the public and scholarly audiences in the activities of the Library.

On October 5, 2000, the Library received a \$60 million endowment grant from John W. Kluge, chairman of the Madison Council, to establish the John W. Kluge Center in the Library of Congress and the John W. Kluge Prize in the Human Sciences. The center, administratively located in the Office of Scholarly Programs, will provide opportunities for accomplished scholars to meet informally with members of Congress, as well as opportunities for both senior and junior scholars to conduct research in the Library's collections. The Scholars' Council will advise the Librarian on activities of the center. Other endowed chairs and fellowship programs are under the center's umbrella while retaining their own identity.

The year 2001 was the Kluge Center's initial year. The Scholars' Council was devised, and preparations were made for the inaugural meeting in early fiscal 2002. John Hope Franklin, the first Senior Distinguished Visiting Scholar, arrived at the center in April 2001. The Library developed procedures for the postdoctoral center fellowship competition and contracted with the National Endowment for the Humanities to execute it. The competition for the first Kluge Staff Fellow was designed and implemented. Physical renovation of the space that the scholars will occupy, the north colonnade on the first floor of the Jefferson Building, began with the goal of accommodating staff of the center and approximately forty scholars. The endowment of the Henry Alfred Kissinger Chair enabled the Library to name Professor Aaron Friedberg of Princeton University as the first Kissinger Scholar. The Library of Congress International Studies Fellowships, funded by gifts from the Mellon and Luce Foundations, were initiated, with the selection process conducted by the American Council of Learned Societies. The Library received a grant of \$325,000 from the Rockefeller Foundation for seminars on the subject of globalization and Muslim societies and initiated the first competition for the Library of Congress Rockefeller Fellowships in Islamic Studies.

The International Gifts to the Nation program, a Bicentennial project, culminated with more than 1,200 items presented to the Library in honor of its Bicentennial by eighty-three embassies. Selected gifts were displayed during the October 5 gala celebrating the tenth anniversary of the Madison Council and at the October 24 conference, "National Libraries of the World: Interpret-

ing the Past, Shaping the Future." A gift of \$500,000 from the Naomi and Nehemiah Cohen Foundation created an endowment to support the activities of the Hebraic Section.

For the first time, the Library of Congress, under the auspices of Area Studies, received five students from the Phi Theta Kappa Washington Internship Program, which places outstanding students in federal government agencies and academic associations in Washington, D.C., for eight weeks each summer. The interns worked in the African and Middle Eastern Division, Copyright Office, Interpretive Programs Office, Poetry and Literature Center, and Visitor Services Office.

This year the production of the *Handbook of Latin American Studies*, which was edited in the Hispanic Division, was switched to an extensible markup language (XML)–based format using the world's first document type definition for bibliographies.

International Digitization Projects. The European Division continued to manage the Meeting of Frontiers Web site, in cooperation with the Office of the Librarian, the National Digital Library, and Information Technology Services. Meeting of Frontiers was the first component of the International Horizons project, the Library's first major digital project involving international material and extensive cooperation with foreign institutions to obtain digital images for the Library's collections. The bilingual English-Russian Meeting of Frontiers/Vstrecha na Granitsakh Web site features photographs, albums, maps, and postcards from three project partners: the Russian State Library in Moscow, the National Library of Russia in St. Petersburg, and the Elmer E. Rasmuson Library of the University of Alaska–Fairbanks. Additions to the Web site in January and May brought the total of digitized items to 4,693—approximately 88,000 images—dealing with the American and Russian frontiers. The Geography and Map Division supplied the project with digitized maps from the seventeenth to the twentieth centuries by American, Russian, and European cartographers. In cooperation with the Open Society Institute of Russia, the Rasmuson Library, and the Siberian Branch of the Russian Academy of Sciences–Novosibirsk, the European Division organized a conference of historians, librarians, and educators to discuss future directions for the project, held at the University of Alaska–Fairbanks, May 16–19. In August, the division hosted a three-day working session with collaborators from the Foundation for Internet Education–Moscow and the Institute of the North–Anchorage to plan educational outreach activities in Russia and Alaska using the Meeting of Frontiers site.

The Hispanic Division continued developing a second Web site as part of the International Horizons project. Spain, the United States, and the American Frontier: Historias Paralelas was initiated the previous year by an agreement between the Library and the National Library of Spain to collaborate on a project to share electronically their historical collections that illustrate the common history of Spain and the United States in North America. In November, the chief of the Hispanic Division and the chief of staff of the Library of Congress demonstrated this bilingual Spanish-English Web project at the U.S.-Spain Council's annual meeting in Valencia, Spain.

Major Acquisitions. Area Studies Collections, working closely with the Acquisitions Directorate, implemented the second year of the grant from the Henry Luce Foundation to improve the Library's collection of current materials from China. Acquisitions associates in six Chinese cities began shipping items for the Library's collections.

The African and Middle Eastern Division acquired approximately 15,000 Arabic manuscripts on 43,000 microfiche from the British Library, making the Library of Congress's collection the largest Arabic manuscript collection in the United States. Nineteen rare Persian manuscripts were obtained through the Library's Islamabad Field Office, including *Shams al-Nadar*, the first periodical printed in Afghanistan (1873) and the only copy held in the United States; a nineteenth-century Islamic flag from Sudan, one of the earliest extant items from an African liberation movement and inscribed using a special form of Arabic script; ten important Armeno-Turkish items; and numerous rare Armenian imprints from the seventeenth and eighteenth centuries, acquired from Bishop Ateshian of Istanbul. The African and Middle Eastern Division also acquired many titles published by the Iranian communities in the United States and abroad that are of special importance because traditional acquisitions channels were restricted.

The Asian Division, through funds from Madison Council member Bud Velde, purchased a collection of 413 Lontar manuscripts in the traditional Balinese script on palm leaves. With funds from Madison Council member Ray Smith, the division obtained a 1,200-volume Chinese set, *Supplement to the Complete Library of Four Branches of Literature*. With the Prints and Photographs Division, the Asian Division acquired Jerome De Perlinghi's black-and-white photographs of Shanghai taken from 1982 to this year; a 72-volume set of the Tibetan *Tripitaka*, Taipei edition (limited edition); a Javanese narrative scroll on silk; a Burmese star map from Robert Stolper (one of only three known); and a Thai illustrated manuscript.

The European Division acquired several major microform collections, including a collection of articles from eighteenth- and nineteenth-century German periodicals; the *Deutsches Biographisches Archiv 1960–1999*; the *Polskie Archiwum Biograficzne, Seria Nowa*; and the Bibliothèque Nationale de France's *Catalogues du Département des Arts du Spectacle*.

After the withdrawal of the Department of Defense from the Open House Cooperative Microfilming Project in Russia and Lithuania, the European Division assumed responsibility for continuing the program with acquisition funds. This year the division received thirty-two reels of microfilm from Russia and ninety-two reels from Lithuania.

The Hispanic Division acquired *Historique des événements qui se sont passés à la Basse-Terre, ville capitale de l'île Guadeloupe, depuis la Révolution (Guadeloupe: 1791)*, a rare history of events in Basse Terre, capital of Guadeloupe, in the wake of the French Revolution of 1789; *Production historique des faits qui se sont passés dans la partie de l'ouest, depuis le commencement de la Révolution de Saint-Domingue jusqu'au premier février 1792* (Port-au-Prince: 1792), which contains a series of reports and letters discussing political and civic events on the island of Hispaniola in the early years of the French Revolution; *Inventario de todos los documentos y demás manuscritos del archivo de este monasterio del Gran Padre y Doctor de la Iglesia de San Gerónimo de las Monjas de la Inmaculada Concepción de Nuestra Señora de esta Ciudad de Santiago Guatemala* (Antigua: 1812), an account of the origins, nature, and extent of the economic bases of the nunnery of the Hieronymite nuns of Santiago de los Caballeros in Guatemala; *Lettere del Giappone de gli anni 74, 75, 76 . . . dei Portuguse* (Rome: 1578) and *Lettere del Giappone dell'anno MDLXXII* (Rome: 1679); and a microfilm collection, *Spanish Political and Economic Transition Groups, 1940s–1980s*.

Other major Hispanic acquisitions included an outstanding collection of Colombian photographs acquired from a professor emeritus at Vanderbilt University, rare Spanish colonial documents relating to Puerto Rico from Howard Karno, two rare items about the Francophone Caribbean, and a gift of forty-seven CD-ROMs of rare material from the Fundación Histórica Tavera, which paid for scanning this material at the National Library of Spain so that the items could be mounted on the Library's Spain, the United States, and the American Frontier Web site, part of the International Frontiers Web project.

Collections Maintenance, Processing, and Reference Services. As a participant in the Chinese Rare Book Project, the Asian Division worked with cataloging staff to create bibliographic records of the division's rare Chinese books. The project to provide a research guide to the Library's extraordinary collection

of 3,337 Naxi pictographic manuscripts neared its conclusion, with funds provided by the Chiang Ching-Kuo Foundation.

Early in 2001, custody of approximately 200 West European periodicals was transferred from the Serial and Government Publications Division to the European Division and made available to researchers in the European Reading Room.

Service to Congress increased as shown by a 75 percent increase in congressional use of the Area Studies reading rooms during the year. This increase included both requests for information and translations. The Hispanic Division assisted eight congressional delegations who traveled to Argentina, Brazil, Chile, Cuba, Peru, and Spain. The European Division chief accompanied U.S. Representative Charles Taylor (R-N.C.) and staff members from the House Appropriations Committee on a trip to Austria, the Netherlands, Russia, and Slovakia.

Federal Research Division. The Federal Research Division (FRD), in its fifty-third year of operation, continued its mission of providing research and analysis to federal agencies by using the collections of the Library of Congress. The division thus fulfilled the Library's strategic priority "to make its collections maximally accessible . . . [to] the U.S. Government more broadly."

Passage by Congress of the Library of Congress Fiscal Operations Improvement Act granted revolving fund authority for FRD starting October 1, 2001. In addition, the comprehensive services agreement signed in fiscal 1997 between the Library of Congress and the Department of Commerce's National Technical Information Service (NTIS) began to bear fruit. After several years of receiving one small project per year, FRD received eleven task orders in fiscal 2001 in nine months from NTIS to provide work for its private-sector customers. For the first time, FRD also received funding from two federal contractors under the authority of the Federal Acquisition Regulation, which allows private-sector firms under contract to federal agencies to obtain services from other federal agencies, such as FRD.

The division received \$1,640,386 in revenues—1.01 percent over budget—to support projects for forty-eight clients. These clients included thirty-seven offices in twenty-two federal agencies, two federal contractors, and nine private-sector clients served via NTIS. Also, the division added 195 federal agencies and offices to its market database.

Public Programs and Publications. The Area Studies divisions continued to organize public programs to highlight the collections. A series of four half-day seminars on globalization and Muslim societies, cosponsored by the African

and Middle Eastern Division and Office of Scholarly Programs, was made possible with funds from the Rockefeller Foundation. Seminar topics included “Globalization and Women in Muslim Societies,” “Globalization and Law in Muslim Societies,” “Globalization and Minorities in Muslim Societies,” and “Intellectual Debates in Islam in the New Global Era.”

A major conference, “Interactions: Regional Studies, Global Processes, and Historical Analysis,” took place in March. The conference was funded by a grant from the Ford Foundation, as part of a larger effort to reexamine the concept of area studies and new ways in which area studies may be approached. Primary joint sponsorship was with the American Historical Association and the Community College Humanities Association.

All four Area Studies reading room divisions participated in the National Book Festival on September 8, welcoming guests with calligraphy demonstrations and large international book exhibits.

The Asian Division contributed to the second session of the Second China-America Conference, “Libraries 2001: Strategic Policy Directions for China/U.S. Library Cooperation.”

The Office of Scholarly Programs sponsored the seventh and final Bradley Lecture on “Classic Texts That Have Mattered to Western Citizenship, Statecraft, and Public Policy.” The subject of this lecture was Charles Darwin’s *On the Origin of Species*. The series was made possible by the Lynde and Harry Bradley Foundation.

Poetry and Literature Center. At the age of ninety-five, Poet Laureate Consultant in Poetry Stanley Kunitz exemplified his continuing commitment to a lifetime of writing, reading, and advocating poetry. Special poetry events included the Bobbitt Prize reading by David Ferry and a celebration of Elizabeth Bishop (fifty years after her consultancy) on December 28, 2000, in conjunction with the annual meeting of the Modern Language Association in Washington. In May, Billy Collins was named the Poet Laureate Consultant in Poetry for 2001–2002.

CATALOGING DIRECTORATE

Production and Arrearage. Cataloging production reached the highest level since fiscal 1998. The Cataloging Directorate and the SRD together cataloged 270,801 bibliographic volumes on 235,565 bibliographic records and cleared an additional 67,837 items from other directorates’ arrearage by means of 36,139 inventory-level records. Full and core-level cataloging accounted for 176,636 records, or three-quarters of all production; 4,073 new collection-level

cataloging records, 23,204 minimal-level cataloging records, and 31,652 copy-cataloged records were also completed. Total production of full and core-level original cataloging increased by more than 15 percent over fiscal 2000, even as the number of hours worked in this category declined by 1.02 percent. Divisions were able to complete 95.4 percent of current new receipts, and one, the Special Materials Cataloging Division, completed all the new work it received and an additional 4,270 items.

The directorate and SRD created 91,880 new name authorities, 8,279 new series authorities, 6,933 new subject authorities, and 1,635 new Library of Congress Classification (LCC) proposals. Production of new name authorities increased 5.6 percent over fiscal 2000. Production of new series authorities increased 22.25 percent, while new LCC number proposals increased nearly 5 percent. The directorate assigned 108,669 Dewey numbers to monographs, an increase of 6.41 percent over fiscal 2000, and verified a total of 48,276 Cataloging in Publication (CIP) records, an increase of nearly 23 percent over the previous year.

As an indication of improved productivity, the cost to produce the average monograph record, including Dewey classification and authority work, increased less than 1 percent, to \$122.60 from \$121.70 the previous year, despite higher overhead costs and the mandated federal salary increase of 2.7 percent in January. The directorate's arrearage of nonrare books stood at 128,750 volumes at the start of the year, peaked at 152,639 volumes in February, and dropped to 145,089 by the end of September, the first decrease in more than two years. Staff accomplished impressive gains in production despite a net loss of twenty-four catalogers during the year.

Throughput time for CIP galleys in fiscal 2001 averaged 12.2 working days, a significant improvement from the average 15-day turnaround of the previous year, and 75 percent of galleys were completed within 14 days. The division, however, continued to examine means of improving throughput. The directorate processed 54,820 CIP galleys, a 4 percent decrease from last year but the second highest total in the program's history. The CIP Division obtained 71,963 books with an estimated value of \$3,788,852.

Pinyin Conversion. Pinyin Day 1 occurred on October 1, 2000, after three years of planning and preparatory work. On that date, the Library of Congress and other American libraries began using pinyin as the standard romanization scheme for Chinese characters in their catalogs. The change to pinyin from the outmoded Wade-Giles romanization was led by the Library's Cataloging Directorate in cooperation with OCLC, Inc. (the Online Computer Library Cen-

ter), and the Research Libraries Group (RLG). OCLC and RLG, through a co-operative partnership with the Library, supplied pinyin conversion of Library of Congress romanized bibliographic and authority records, which were loaded into the ILS and distributed through the MARC Distribution Services. Converted records were also made available in the Library of Congress Online Catalog and via the Z39.50 server.

Cooperative Cataloging Programs. Cooperative cataloging programs flourished. The chief of the Regional and Cooperative Cataloging Division and the Cooperative Cataloging Team continued to serve as the secretariat to the Program for Cooperative Cataloging (PCC). PCC member libraries created 143,031 new name authorities compared to 128,160 the previous year; 9,410 new series authorities, an increase over the 8,914 contributed in fiscal 2000; 2,603 subject authorities, a slight decrease from 2,791 in fiscal 2000; and 2,043 LCC proposals, more than double the 979 contributed in fiscal 2000. Original CONSER cataloging totaled 14,445 records for serials in contrast to the 19,744 produced in fiscal 2000. BIBCO, the bibliographic-record component for monographs of the PCC, created 73,115 bibliographic records for monographs, an increase of 17 percent over the 62,423 monograph records created in fiscal 2000. NACO, the name authority component of the PCC, added forty-two new participating institutions and provided training for 175 individual librarians.

More than one-third (37.5 percent) of the new additions to the publication *Library of Congress Subject Headings* in fiscal 2001 were submitted through SACO, the subject authority component of the PCC. The African American Subject Heading Funnel Project expanded to include thirteen institutions. The first edition of the *SACO Participants' Manual* was made available in print, on *Cataloger's Desktop*, and on the SACO Web site in PDF format, in keeping with a new policy of making PCC documentation available in all three ways to facilitate participation.

Leadership in Cataloging. During the year, the directorate celebrated the 30th anniversary of the CIP program and the 125th anniversary of the Dewey Decimal Classification with colleagues throughout the library world.

The Cataloging Directorate developed "Bibliographic Control of Web Resources: A Library of Congress Action Plan" on the basis of recommendations from the Bicentennial conference on "Bibliographic Control for the New Millennium." The library and vendor communities responded favorably to the action plan, and a number of library organizations agreed to collaborate with the Library on various tasks in the plan.

The Bibliographic Enrichment Activities Team continued several major



Celebrating the Cataloging in Publication Program's thirtieth anniversary are, from left, Beacher J. Wiggins, director for cataloging; Christa F. B. Hoffmann, head, and Alice Jacobs, assistant head, Cataloging Section, National Library of Medicine; William J. Welsh, former Deputy Librarian of Congress; Joseph H. Howard, retired, former director, National Agricultural Library; Oxana Horodecka, coordinator of Electronic Programs, Cataloging in Publication (CIP) Division; Albert G. Kohlmeier, technical assistant to the chief, CIP; Lucia Rather, retired, the Library's former director for cataloging; Charles Fenly, assistant chief, CIP; and John P. Celli, chief, CIP. (Photo by Larica Perry)

projects that used electronic capabilities to enrich bibliographic data. Three separate projects were aimed at increasing inclusion of electronic tables of contents (TOCs) in bibliographic records, including (1) an ONIX-TOC project that began this year, (2) an initiative in coordination with the Library's Area Studies Collections Directorate and the Humanities and Social Sciences Division to create subject pathfinders for area studies, and (3) the Additional Analytics Access project, which began in May to add Web links from serial bibliographic records to the entire electronic versions of the texts. The directorate began to expand the cataloging of Internet resources throughout the cataloging divisions.

In November, approximately 600 subject headings that included the terms

“Afro-Americans” and “Afro-American” were changed to “African Americans” and “African American.” Effective December 1, Library of Congress catalogers began assigning only the new forms as subject headings in current bibliographic records. The Cataloging Policy and Support Office began projects to update bibliographic records containing the old forms. Meanwhile, subject headings in individual bibliographic records are being changed on a case-by-case basis as the records are updated for other reasons.

The Electronic Cataloging in Publication (ECIP) program expanded to include all directorate staff who work on CIP galleys. At year’s end, the ECIP program included 1,067 publishers, 78 percent more than at the end of fiscal 2000. At the close of the fiscal year, the director approved the management plan for the New Books Project, an initiative to enrich catalog records for forthcoming books with a wide range of information, including tables of contents and images of book jackets. The initiative will also include a capability for catalog users to reserve forthcoming titles at local libraries that participate in the New Books local partnership program.

NATIONAL SERVICES DIRECTORATE

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

After Congress enacted the Fiscal Operations Improvement Act of 2000 (Public Law 106-481), which created statutory authority and a revolving fund for the Library’s cost-recovery or fee-based activities, the National Services Directorate’s cost-recovery units worked with the Library’s financial and legal advisers to revise and enhance programs to ensure that the benefits of the new law would be realized when it took effect at the beginning of the next fiscal year.

Cataloguing Distribution Service. The Cataloging Distribution Service (CDS) continued its mission to provide bibliographic and cataloging-related services to the Library of Congress and other libraries around the world on a cost-recovery basis.

For the fifth consecutive year, annual CDS revenues from the sale of products and services exceeded expenses. In fiscal 2001, earned receipts from a total of 8,300 internal and external customers totaled \$4,968,835, a slight decrease from the fiscal 2000 total of \$5,101,585. For the fifth year in a row, CDS carried over unexpended prior-year receipts to cover future expenses.

In addition to its normal operations, CDS awarded a contract for the replacement of its Customer Information Management System and conducted an eight-month pilot test of Classification Web, a proposed new service enabling subscription-based Web access to *Library of Congress Classification Schedules* and *Library of Congress Subject Headings*.

As in previous years, the largest percentage of CDS revenue was from the sale of print publications (37 percent, the same as in the previous year), followed by MARC Distribution Services (26 percent, slightly less than the 29 percent of fiscal 2000) and CD-ROM products (25 percent, slightly higher than the 24 percent of fiscal 2000). Of these three product lines, the last has shown the most rapid and sustainable growth. During the next several years, as Web-based services are introduced, customers for products in CD-ROM format are expected to migrate to Web-based access, in line with industry-wide trends.

Microfiche sales declined 12 percent, from \$313,241 in fiscal 2000 to \$276,321 in fiscal 2001, as expected given the shrinking demand in the marketplace for microfiche as a distribution format.

In fiscal 2001, CDS net sales revenue totaled \$4,965,917, compared with \$5,117,907 in fiscal 2000 and \$4,867,975 in fiscal 1999. These figures reflect a stabilization of CDS annual revenues, the result of price increases for selected products, increased sales of electronic products offsetting declines in revenue from traditional print and microfiche products, and the country's robust economy during the past three years.

Sales from print publications totaled \$1,844,693, or 37 percent of total fiscal 2001 revenue. Major print publications included *Library of Congress Subject Headings (LCSH)*, *Library of Congress Classification Schedules*, and loose-leaf services including MARC 21 publications, *Library of Congress Rule Interpretations (LCRI)*, *Subject Cataloging Manual: Subject Headings (SCM:SH)*, and CONSER documentation.

Total revenue from the printed five-volume *LCSH* was \$836,150 in fiscal 2001, approximately the same as fiscal 2000 revenue (\$835,678). A price increase of \$25 for the second consecutive year helped provide sufficient revenue to recover production costs and plan for a replacement of the legacy production system by which the data for the publication are computer formatted.

Library of Congress Classification Schedules provided \$312,169 in revenue in fiscal 2001, a 12 percent increase over fiscal 2000 (\$279,366). The increase can be attributed to the greatly increased number of new editions of classification schedules made available for shipment during the fiscal year.

Revenue from the sale of loose-leaf publications such as *LCRI*, *SCM:SH*, and CONSER documentation remained relatively stable. The combined revenue for these publications was \$262,748 in fiscal 2000 and \$240,491 in fiscal 2001. New cumulations of *LCRI* and *SCM:SH* were published in fiscal 2001 so that new customers would not have to interfile multiple loose-leaf updates. The "2000 cumulations" include the base texts with all updates through 2000 interfiled.

Revenue from the sale of MARC 21 publications decreased by 14 percent in fiscal 2001, from \$178,732 in fiscal 2000 to \$154,066 in fiscal 2001. MARC 21 documentation sales peaked in fiscal 2000, the first full year for sales of the new MARC 21 editions of the five formats (Bibliographic, Authority, Holdings, Community Information, and Classification). During fiscal 2001, CDS published *MARC 21 Update 1 (2000)*, available in December 2000, and *MARC 21 Concise Formats (2000)*, released in January 2001. The availability of no-charge access to these products through the Library's Web site, in combination with the availability of all MARC 21 publications in CDS's *Cataloger's Desktop* CD-ROM product, reduced somewhat the demand for printed versions.

Revenue from MARC Distribution Services totaled \$1,312,574 in fiscal 2001. This amount represented a decrease of \$150,585 in fiscal 2001 following an unexpected surge the previous year in new subscriptions for the Copyright Catalog files. The name and subject authority files were increasingly popular with online book dealers and some large Web-based search engines.

Early in fiscal 2001, CDS systems staff members completely reengineered production and distribution systems to accommodate the new configuration of the Library of Congress Control Number (LCCN). On January 1, 2001, the prefix portion of the LCCN was reduced from three to two characters, and the year portion was expanded from two characters to four. CDS implemented this change smoothly and successfully after a rigorous planning, recoding, and testing protocol.

Sales of the companion CD-ROM products *Cataloger's Desktop* and *Classification Plus* continued to grow in fiscal 2001. Revenues for *Cataloger's Desktop* alone grew from \$130,362 to \$145,757, an increase of \$15,395. Most of the growth came from the sale of additional-user subscriptions. Revenues from the combination *Desktop/Class Plus* product grew from \$876,726 to \$908,986, an

increase of \$32,260, reflecting an increase in both single-user and additional-user sales. The total revenue increase for all permutations of the CD-ROM products was approximately \$32,000.

Several new infobases were included in *Cataloger's Desktop: MARC 21 Format for Classification Data; MARC 21 Format for Community Information; MARC 21 Format for Holdings Data; MARC Code List for Countries; MARC Code List for Geographic Areas; MARC Code List for Organizations; and MARC Code Lists for Relators, Sources, Description Conventions*, completing the migration of MARC documentation to the new MARC 21 format. The newly published *SACO Participants' Manual* was also added to *Cataloger's Desktop*. More than two dozen other files in *Cataloger's Desktop* were updated during the year, thereby keeping the publication as the single most up-to-date source of cataloging documentation in the library community.

To continue including the *Anglo-American Cataloguing Rules*, 2nd edition, (*AACR2-e*) in *Cataloger's Desktop*, CDS negotiated with the publisher, ALA Publishing, to develop a new, open-ended license for *AACR2-e* distribution.

CDS staff continued to investigate alternate publishing environments for the future and continued to test Framemaker Plus SGML with the capability of integrating XML-tagged elements. A preliminary Statement of Work for future publication of *LCSH* through XML-based publishing systems was completed and circulated within CDS for review.

The division's 2001 total appropriation was \$7,345,722, including the nonreimbursable \$845,722 provided to CDS to cover the cost of CDS products and services for the Library's internal use. The division was allowed to earn up to \$6.5 million to fund its operation. If earnings above this ceiling had occurred, which was based on congressional appropriations, they would have been transferred to the U.S. Treasury. Net sales revenue decreased by 3 percent between fiscal 2000 and fiscal 2001. The actual fiscal 2001 earned receipts of \$4,968,835 were \$1,531,165 less than the earned receipts ceiling and represented a planned reserve.

Center for the Book. The Center for the Book, with its network of affiliated centers in forty-two states and the District of Columbia and more than ninety 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. As authorized by Public Law 95-129, the center's projects and programs are supported primarily by contributions from individuals, corporations, and foundations.

The Center for the Book's significant activities in fiscal 2001 included the

addition of two states, Alabama and West Virginia, to the center's national network of state affiliates; major contributions to the success of the National Book Festival—specifically the authors program and the Great Ideas for Promoting Reading pavilion; the continued expansion and increased use of the center's Web site, <<http://www.loc.gov/cfbook>>; direct sponsorship of more than thirty events at the Library of Congress and throughout the country that promoted books, reading, literacy, and libraries; and continuation of the successful Books & Beyond author series at the Library of Congress with fourteen presentations.

The center launched a new national reading promotion theme, "Telling America's Stories," in January 2001. First Lady Laura Bush is honorary chair of the three-year (2001–2003) "Telling America's Stories" campaign, which is cosponsored with the American Folklife Center. A variation of the theme, "Celebrating America's Stories," was a subtheme of the National Book Festival.

The Center for the Book's Reading Promotion Partners program includes more than ninety civic, educational, and governmental organizations that work with the center to promote literacy and reading by using themes and ideas developed by the center and other groups. On March 12, 2001, representatives from more than forty partner organizations gathered at the Library to describe their activities and learn about other reading and literacy programs. During the year, the center cosponsored projects with many of its organizational partners, including the American Library Association, Book Adventure Foundation, Everybody Wins! D.C., Friends of Libraries U.S.A., International Reading Association, International Rivers Network, KIDSNET, National Book Foundation, National Coalition for Literacy, and Reading Is Fundamental. More than sixty partners had tables and shared information in the Great Ideas for Promoting Reading pavilion at the National Book Festival on September 8.

On April 30, the 2001 Boorstin Center for the Book Award was presented to the Colorado Center for the Book. The Boorstin Award, supported by an endowment established in 1987 by Librarian of Congress Emeritus Daniel J. Boorstin and his wife Ruth, has been presented annually since 1997 to recognize and support achievements of specific state centers.

The Center for the Book continued to administer the Viburnum Foundation's program for supporting family literacy projects in rural public libraries. During the year, the foundation awarded forty-five grants to small, rural libraries in ten states.

"Letters About Literature," a student essay contest sponsored in association with the Weekly Reader Corporation, concluded another record-breaking year in number of entries and involvement by affiliated state centers. More than

20,000 students wrote letters to their favorite authors and thirty-three state centers honored statewide winners.

The center's annual "River of Words" project, an environmental art and poetry contest for young people, culminated on April 28 with an awards ceremony and display of winning artworks at the Library. The moderator was former Poet Laureate Robert Hass, one of the project's founders.

Federal Library and Information Center Committee. During fiscal 2001, the Federal Library and Information Center Committee (FLICC) continued its mission "to foster excellence in federal library and information services through interagency cooperation and to provide guidance and direction for the Federal Library and Information Network (FEDLINK)."

FLICC held its annual information policy forum, "Preserving Our Federal Heritage in the Digital Era," which focused on preserving and providing access in perpetuity to authoritative federal information. The annual FLICC "Symposium on the Information Professional" this year explored approaches and tools for measuring federal library and information center performance.

FLICC working groups achieved a broad agenda in fiscal 2001, including granting the third annual FLICC Awards to recognize the innovative ways that federal libraries, librarians, and library technicians fulfill the information demands of government, business, scholarly communities, and the American public. A new working group focused on emerging federal content management issues. FLICC also reviewed current library science educational programs and opportunities for the future and revised the Office of Personnel Management's librarian (GS-1410) qualifications requirements. Online video broadcasts, distance learning, and the FLICC Web site expanded access to resources.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$51.7 million in transfer pay services and \$50.5 million in direct pay services, saving federal agencies approximately \$11.6 million in vendor volume discounts and approximately \$7 million more in cost avoidance.

Fiscal 2001 saw continued improvements to the efficiency of the FEDLINK program, including new resources and courses on digital libraries, cataloging Internet resources, consortial purchasing opportunities, newly negotiated substantial vendor discounts, and strategies to replace the FEDLINK financial system. Staff members also sponsored thirty-four seminars and workshops for 1,600 participants and conducted seventy-four OCLC, Internet, and related training classes for 588 students.

FEDLINK also continued to customize and configure software and support

services for electronic invoicing and increase online access to financial information for member agencies and vendors.

The FEDLINK program realized many benefits under the new revolving fund authority. Benefits included full use of members' fees, no repetitive charging on no-year funds, and more extendable end-of-year spending. In addition, FLICC's executive director, by delegation from the Librarian of Congress, may now sign interagency agreements (IAGs), IAG amendments, and military inter-departmental purchase requests on behalf of the Library. The signatory delegation will save FEDLINK tens of thousands of administrative dollars annually and greatly simplify and speed up the IAG process for members.

The new revolving fund requirements also mandated a thorough five-year business plan. FEDLINK managers, with guidance from the FEDLINK Advisory Council, began analyzing FEDLINK business processes from this new perspective, including reviewing the mission statement, audiences, market position and message, staffing, and resources.

The executive director served on a study panel for the U.S. National Commission on Libraries and Information Science titled "Comprehensive Assessment of Public Information Dissemination" and subsequently testified before the commission in December, urging the commission to recommend making information dissemination an explicitly budgeted responsibility.

At the annual FLICC Forum on Federal Information Policies in March, the Librarian of Congress recognized these winners of the third annual national awards for federal librarianship: Federal Library and/or Information Center of the Year—the Scientific and Technical Information Center, U.S. Patent and Trademark Office; Federal Librarian of the Year (tie)—Sherrie M. Floyd, who is chief of the Army Library Program in Vicenza, Italy, and Carlynn J. Thompson, who is director of the Research Development and Acquisition Information Support Directorate, Defense Technical Information Center; and Federal Library Technician of the Year—Darcy Bates, who is library technician of the Electronic Information Center, U.S. Patent and Trademark Office.

The FLICC Budget and Finance Working Group developed the fiscal 2002 FEDLINK budget and fee structure in the winter quarter. The final budget for fiscal 2002 kept membership fees for transfer pay customers at fiscal 2001 levels: 7.75 percent on accounts up to \$300,000 and 7.00 percent on amounts exceeding \$300,000. Direct pay fees also remained at fiscal 2001 levels. The Library approved the budget in September 2001.

FLICC's Preservation and Binding Working Group initiated the creation of a register of endangered rare and historic collections.

In conjunction with the FLICC Education Working Group, FLICC offered a total of thirty-four seminars, workshops, and lunchtime discussions to 1,600 members of the federal library and information center community. Topics covered included digital imaging, legal research, library technician training, and disaster mitigation, and participants received hands-on and theoretical knowledge on training trainers, marketing training, reference and reference interviewing, electronic interlibrary loan, knowledge and content management, and developing and managing Web sites. FLICC also hosted two Library of Congress General Counsel meetings, one on Web linking policies and the other on section 508 of the Rehabilitation Act.

In fiscal 2001, FEDLINK gave federal agencies cost-effective access to an array of automated information retrieval services for online research, cataloging, and interlibrary loans (ILLs). FEDLINK members also procured print serials, electronic journals, books, and other publications; CD-ROMs; and document delivery through Library of Congress/FEDLINK contracts with more than 100 major vendors. Staff members continued to explore consortial arrangements, both within and across federal agencies.

FEDLINK staff members taught 385 students on thirteen Air Force and Army bases located around the United States and in Guam, Japan, Okinawa, and South Korea. Training began but was interrupted on September 11 at Lajes Air Force Base in the Azores. FEDLINK also arranged for a Library of Congress trainer to teach descriptive cataloging to Army catalogers at U.S. Army-Europe Headquarters in Germany.

During fiscal 2001, FEDLINK processed 8,295 member service transaction requests for current and prior years, representing \$51.7 million in current-year transfer pay, \$3.7 million in prior-year transfer pay, \$50.5 million in current-year direct pay, and virtually zero in prior-year direct pay service dollars, saving members more than \$11.6 million in vendor volume discounts and approximately \$7 million more in cost avoidance.

During fiscal 2001, FEDLINK earned approximately 93 percent of its target fiscal-year operating budget in fee revenue from signed IAGs. Program obligations did not exceed fee projections because unanticipated attrition and delays in hiring lowered administrative expenditures. As the year ended, FEDLINK fee revenue was approximately 3.6 percent below fiscal 2000 levels for the same time period. The decrease in fee revenue was primarily attributed to a 3.4 percent decrease in transfer pay services compared to the previous fiscal year.

FEDLINK staff members revised the IAG text to reflect the new business model for implementing the revolving fund and collaborated with the Library's

Information Technology Services (ITS) to ensure the availability of the Online Registration System for customer procurement in fiscal 2002 under the revolving fund.

Interpretive Programs Office. In fiscal 2001, the Interpretive Programs Office (IPO) presented four major new exhibitions, three of which drew from the Library's unparalleled international collections. Most significantly, the installation of the continuing *World Treasures of the Library of Congress* exhibition in the Northwest Pavilion exhibition gallery of the Jefferson Building showcases the Library's international materials, which are comprehensive in scope and media and include research materials in more than 450 languages. Other major exhibitions included *Herblock's History: Political Cartoons from the Crash to the Millennium*, *The Empire That Was Russia: The Prokudin-Gorskii Photographic Record Recreated*, and *The Floating World of Ukiyo-e: Shadows, Dreams, and Substance*, which featured 100 rare woodcuts, drawings, and books from the Library's rich collection of Japanese art books and prints. In addition, two exhibitions in the Swann Gallery of the Jefferson Building highlighted the work of two distinguished illustrators: *Al Hirschfeld: Beyond Broadway* and *A Petal from the Rose: Illustrations by Elizabeth Shippen Green*.

For the *World Treasures* companion exhibition, *American Treasures of the Library of Congress*, IPO made three rotational changes, along with one minor and one major rotational change in the Bob Hope Gallery of American Entertainment. IPO also mounted nine displays for special events, six new online exhibitions (bringing the total to thirty-four), and three traveling exhibitions that were presented at seven venues in four states and three countries—Austria, Brazil, and Israel. Requests for the loan of 523 Library items were received from fifty institutions as part of the Library's dynamic continuing loan program administered by IPO (see also Appendix F: Exhibitions and Appendix G: Online Collections and Exhibitions).

National Library Service for the Blind and Physically Handicapped. In fiscal 2001, the National Library Service for the Blind and Physically Handicapped (NLS) completed its seventieth year of service to individuals who are blind and physically handicapped. NLS made major advances in developing digital access to books and magazines in braille and audio formats.

NLS completed a four-year collaborative effort, under the auspices of the National Information Standards Organization (NISO), to develop a 130-page national digital talking book (DTB) standard. The completed document provided detailed specifications applicable to all aspects of DTB production and playback. When adopted by NISO voting members, the standard will ensure

that organizations developing production tools and DTB players will produce software or devices that are interoperable—that is, will produce or play compliant DTBs, regardless of how or by whom they are created.

To ensure that NLS has an adequate store of digital materials available when it begins its transition from analog to digital distribution, all contractors producing audio books for NLS have been given a schedule for converting their studios, culminating in 100 percent digital mastering in fiscal 2004. NLS has begun considering storage, security, and temperature control for housing review copies of the digital files that make up DTBs.

The NLS Life-Cycle Cost Model, a spreadsheet-based tool delivered in August 2000 to help analyze costs of the current audio book and magazine program and compare them to costs for alternative digital programs, was updated to include current actual program costs. NLS began gathering data on alternative digital delivery systems and using the life-cycle tool to compare projected costs for the analog and digital programs under different scenarios for cost efficiency.

Web-Braille allowed access to more than 3,880 digital braille book files, twenty-five national magazines, and five national sports schedules. At the close of fiscal 2001, 1,623 users were registered for this new Internet service. The NLS *International Union Catalog* for braille and audio materials also linked to Web-Braille. As a result, Web-Braille books could be accessed directly from the catalog by using author, title, subject, language, keyword, and other search parameters. The *Union Catalog* now contains more than 388,000 catalog records, an increase of almost 20,000 from last year.

The upgrade to digital versions of not only the talking book playback machines but also the audio collection was the greatest challenge facing NLS. The service had approximately 730,000 cassette talking book playback machines in use worldwide and maintained an inventory of more than 23 million copies of audio books and magazines.

NLS processed thirty-one book-related contracts (including recorded cassette and braille magazines and publications), obligating \$15,910,000. In addition, NLS processed an additional twenty-three program-related requisitions through the Contracts Division, obligating more than \$18.7 million, including a \$13,006,000 cassette book machine contract.

The NLS Materials Development Division repaired and returned the 10,000 C-2 playback machines that had been recalled in fiscal 2000 to check for a potential fire or shock hazard. The Volunteer Repair Project, now in its sixth year, enhanced the training and knowledge of all repair volunteers.

NLS patrons living outside the United States were mailed 13,937 books; foreign libraries serving the blind and physically handicapped borrowed 6,555 books. Approximately 164 new braille music titles, 484 new audiocassette music titles, and 2 new large-print titles were selected and requisitioned. The projected fiscal 2001 goal of 75 new braille titles was exceeded by more than 100 percent, and the projected goal of 50 audio titles was exceeded by more than 900 percent.

Publishing Office. The Publishing Office produced twenty-four books, calendars, and other products describing the Library's collections in 2001 (see also Appendix H: Publications). Copublishing efforts with trade publishers continued as the primary publishing vehicle, evident in the signing of new agreements with W. W. Norton on a series of books on American architecture and with CQ Press for the publication of *Democracy and the Rule of Law*, a collection of essays from the Bicentennial symposium of the same name. Through copublishing efforts, Library of Congress publications found new audiences and increased public knowledge of the Library's collections and exhibitions. At the end of fiscal 2001, four new cooperative publishing agreements were signed with major trade publishers, and by the end of 2001 more than forty cooperative agreements were in effect with publishers such as Harry N. Abrams, Viking Studio, Alfred A. Knopf, Pomegranate Artbooks, University Press of New England, and Simon and Schuster.

In the fall of 2001, the Publishing Office, in collaboration with Harry N. Abrams, released *The Floating World of Ukiyo-e: Shadows, Dreams, and Substance*, a companion book to the exhibition of the same name. *The Floating World of Ukiyo-e* showcases a never-before-published trove of Japanese prints, drawings, and books from the collection of the Library of Congress. It was a selection for the gift catalogs of the Art Institute of Chicago and the Museum of Fine Arts, Boston.

In a continuation of a series of resource guides to the collections, the Publishing Office released a new guide designed to help researchers plan a research strategy before they ever visit the Library of Congress. *American Women: A Library of Congress Guide for the Study of Women's History and Culture in the United States*, distributed by University Press of New England, exemplifies the multicultural, interdisciplinary approach to American women's history and culture that the Library's collections provide.

The *Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2000*, compiled by Audrey Fischer, Public Affairs Office, and edited, designed, and produced through the Publishing Office, includes special

sections recording and commemorating the Library's celebration of its Bicentennial anniversary. More than seventy black-and-white illustrations depict the institution's 200th-year festivities and other activities that typified the work of the Library staff in the course of fiscal 2000.

The Publishing Office continued its series of collection guides, supported by the Madison Council, with the release of a trio of books representing the richness of the African and Middle Eastern Division's collections and services. Boxed and issued as a set, *Library of Congress Africana Collections: An Illustrated Guide*, by Joanne M. Zellers; *Library of Congress Hebraic Collections: An Illustrated Guide*, by Michael Grunberger; and *Library of Congress Near East Collections: An Illustrated Guide*, by Levon Avdoyan, cover collections pertaining to more than seventy countries. Each book includes more than fifty illustrations chosen by division specialists to show current and historic maps of the region, images of African fabric and sculpture, Armenian ecclesiastical fabric, manuscripts including Torah scrolls, early manuscript and printed copies of the Koran, leather book bindings, watercolor drawings, and documentary photographs from Central Asia and Africa south of the Sahara.

Retail Marketing. The Retail Marketing Office exceeded expectations in fiscal 2001 with sales from both the Jefferson and Madison Sales Shops totaling \$1,678,800. To allow millions of people worldwide to view and purchase items from the Library of Congress, Retail Marketing designed a Web page, which was implemented at year's end.

For the National Book Festival on September 8, Retail Marketing produced T-shirts, mugs, mouse pads, tote bags, magnets, and bookmarks. It also purchased 125 titles from more than sixty different authors to sell during the event. The tragic events of September 11 and their aftermath brought declines in sales of as much as 30 to 45 percent.

Visitor Services Office. During the year, the Visitor Services Office (VSO) dramatically increased its service to Congress and the public, developed a comprehensive plan for ensuring a smooth and orderly flow of visitors, and contributed to the success of the National Book Festival, which was attended by approximately 30,000 people.

With the help of volunteers throughout the year and contractors during the peak spring and summer months, VSO conducted 4,205 tours for a total of 105,988 visitors, including 557 tours for 10,947 congressional constituents from 399 Senate and House offices and 320 special-request tours, with a total attendance of 5,787, for members of Congress and their spouses, families, and friends. A total of 2,200 public tours attended by 63,379 visitors and 681 sched-

uled group tours for 14,590 visitors, plus 447 new popular highlight tours for 11,285 visitors with limited time, introduced the Library of Congress to the public. In addition to tours, the office also arranged 222 appointments for 2,028 visiting dignitaries and professionals, an increase of 9.6 percent from the prior year.

To provide comprehensive and efficient service to Library visitors, the Visitor Services Office devised “Plan 2001 for Library Visitors.” The plan improved access to the Jefferson Building galleries during the spring and summer months, maintained an orderly flow of visitors through the Great Hall, and controlled noise levels in the Visitors’ Gallery of the Main Reading Room.

The Visitor Services Office continued to respond to congressional requests to introduce more scheduled tours for constituents. The office offered two constituent tours each day, five days a week, and group tours and special guests tours on request. VSO served an average of 159 congressional offices each month, culminating in March and May when VSO received requests from 234 offices. VSO received an all-time high of 32,622 reservations for 557 constituent tours, and in June, the office recorded a historic high of 5,365 reservations for a single month. In addition to responding to congressional tour requests, VSO staff members mailed brochures to Congress.

Volunteers served 19,505 hours in fiscal 2001, which represents 9.6 full-time equivalent positions or a savings of \$342,490 in direct labor costs to the Library. When the number of volunteer hours decreased because of unanticipated resignations, VSO hired two contractors. Volunteers responded to 206,094 inquiries from visitors at three information desks located in the Jefferson and Madison Buildings, an increase of 9 percent from the previous year. The researcher guidance desk volunteers met with 14,040 readers to facilitate their use of the Library reading rooms and other services.

OPERATIONS DIRECTORATE AND ILS PROGRAM OFFICE

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 Systems. The Integrated Library System Program Office worked closely with the directorate throughout the year.

Digital Library Initiatives. Library Services divisions began acquiring and producing digitized material that was out of scope for American Memory and

International Horizons presentations. As a result, APLO convened a group of Library staff members to recommend options for presenting these “non-National Digital Library Program items” on the Library’s Web site. Working with projects such as digital delivery of interlibrary loan items, brittle textual works digitized by the Preservation Reformatting Division, the American Folklife Center’s “Save Our Sounds” project, and online exhibit files created by the Interpretive Programs Office, APLO continued to coordinate efforts to define new workflows, provide PERL-scripted Web presentations, evaluate scanning specifications, establish permanent naming conventions, and define storage space according to ITS’s new master/warehouse/service guidelines.

Operations Directorate specialists participated in the Library’s Metadata Policy Group, which was charged with proposing policies, best practices, and standards for metadata to support all functions and processes in the life cycle of digital resources. APLO participated in the LEXICO Working Group, which identified specifications for public user access to the Library’s thesaurus files, such as Thesaurus of Graphic Materials and the Global Legal Information Network (GLIN). The public should have access to these thesauri in early fiscal 2002.

APLO cochaired a Library working group charged with evaluating and recommending the best optical character recognition (OCR) technology to support conversion of images of textual material into machine-readable format so that the output can be used to enable searching and retrieving data on the Web. The results of the group’s testing showed that the Library’s needs required a higher-end product rather than a traditional OCR desktop product. After testing and evaluating the products, the group recommended the PrimeOCR product for future use.

The XML Query Language Group reviewed the World Wide Web Consortium (W3C) XML Query Language Working Group’s case studies, prepared Library-wide use cases, and submitted use cases to the W3C working group.

Standards. Staff members of NDMSO participated in the work of the Voyager Unicode Task Force, which is working to identify the requirements and plan for the implementation of the Unicode character set that will provide support in non-Latin scripts in the ILS. The office continued to lead the effort to provide support for multiscript (non-Latin) word processing, Web browsing, and e-mail in divisions that deal with languages that use those scripts. NDMSO also worked to support Web-based Version 4.1 of the SiteSearch library system, which is used to mount and provide access to certain resource files of MARC records. OCLC, Inc., which markets SiteSearch, announced its

decision to provide a final version (4.2) and not to develop any future releases after that. The Library had planned to continue to use the versions 4.1 and 4.2 for many years.

ILS Program Office. System tuning of the ILS continued all year. The Library added automated monitoring tools; hosted a systems technical session with representatives from vendors Endeavor, Sun, EMC, and Oracle to discuss ILS performance issues; and engaged a systems expert to identify possible performance improvements that the Library could implement before installing the new Voyager software release, which was postponed to February 2002. A new Voyager database for the Congressional Research Service was implemented with leadership from the Operations Directorate.

Working with the Library's Contracts and Logistics unit, the ILS Program Office renegotiated the annual maintenance agreement with Endeavor, resulting in a \$170,000 savings annually beginning in fiscal 2002. The Library continued to follow the methodology to monitor, track, and report to Congress on both costs and savings from the ILS initial implementation. This methodology was developed with the General Accounting Office at the direction of Congress and detailed in the ILS Implementation Plan presented to Congress in April 1998.

A major activity for the ILS Program this year was preparation for its transfer to Library Services Operations, which is scheduled to be completed in 2002 after the implementation of an upgrade release of the Endeavor Voyager software. In preparation for this transition, ILS staff members worked with a Library Services contractor to identify ten core operational functions of the ILS and the outcomes, workflows, business rules, information technology requirements, roles and responsibilities, and staffing estimates for each of these functions.

The ILS Program Office sustained a significant workload in connection with the conversion to the pinyin romanization system for Chinese characters. The ILS Program Office worked with ITS and the Cataloging Distribution Service to load and distribute 143,000 Chinese bibliographic records that were converted to pinyin by the Research Libraries Group, 156,000 authority records, and approximately 10,000 CONSER serial records converted by OCLC. The Library converted the holdings in Chinese from its 900,000-title serials check-in file. The Library also loaded some non-Chinese language serial records that contained some pinyin-converted character strings in the CONSER database and 2,500 Japanese- and Korean-language records. The Library completed the pinyin conversion in May 2001.

The Library continued its conversion into the ILS of the 900,000-title SRD

manual check-in file for serials holdings, which contributes to the Library's inventory control and materials security initiatives.

In February, Library Services directors hosted a special session on inventory strategies to clarify the Library's inventory control goals and formulate a strategy to obtain the resources needed to complete ongoing projects and undertake new inventory control projects. It was decided to postpone distribution of the request for proposal for converting the 12 million card shelflist holdings into the ILS pending the results of a more detailed study to determine the efficiency of conducting the shelflist conversion and the shelf physical inventory at the same time rather than completing those tasks sequentially. Staff members continued pilot projects to determine the most cost-efficient and least time-consuming approach to conducting a physical inventory and entering data into the ILS in order to achieve the Library's goals of knowing what is in the collections and where all items are located.

During the year, several major ILS database import projects were completed, bringing records for sound recordings, National Library of Medicine holdings, pinyin-converted records containing Chinese characters, and copy-cataloged records purchased from the Research Libraries Group into the Library of Congress catalog. The pinyin conversion and import project, involving the conversion of bibliographic records with Chinese language headings from the Wade-Giles romanization scheme to the pinyin romanization scheme, was completed. This major project involved the testing and import of more than 17,000 bibliographic records for monographs converted by Research Libraries Group and 9,500 CONSER records for serials converted by OCLC. CONSER bibliographic records for serials began to be imported from OCLC with full Chinese, Japanese, and Korean (CJK) vernacular script character sets. This development prepared the way for CJK serials to be viewed in the vernacular in a future release of Voyager.

Progress continued in generating reports and improving quality assurance in the Voyager database. Through the program ValidIt, online validation reduced the number of records with serious structural problems, and the same tool was successfully tested with data from the *Handbook of Latin American Studies*.

The Purchased Electronic Resources Group considered issues related to ILS holdings and bibliographic records for these resources. The group recommended activating the Online Public Access Catalog Uniform Resource Locator (URL) linking programs for holdings records. It also recommended purchasing two products outside Voyager—Serials Solutions and TDNet—to assist Library staff and patrons in identifying electronic journals available within the Library.

The use of the ILS for the management of the Library's serial collection continued to offer challenges. ILS serials control implementation focused on merging mainframe legacy files and incorporating and reconciling machine-readable and manual data. Contracts were awarded by the Serial Record Division to convert active records, to set up both check-in and summarized holdings in the ILS holdings records, and to assist in the effort to control the arrearage in serial receipts.

Training. Training support for the ILS, including preparing course materials and developing a Web-based course, absorbed most of TPAIO's resources during the year. Of a total of 2,176 staff members (a slight rise over the previous year's total of 1,931) trained during the year, 866 attended ILS-related courses.

Throughout the year, TPAIO taught 270 sessions of 79 different courses, comprising 34 ILS skill builders and courses, and 45 program-specific courses. The office supported 1,176 hours of classroom instruction with instructors from TPAIO staff and co-instructors from other divisions. The TPAIO instructors spent 678 hours in the classroom. The office designed and taught 14 new courses, 9 of which were ILS related.

NDMSO continued to support the Internet activities of the service unit and the Library as a whole.

APLO developed a new system deployment strategy, which reduced the cloning of several machines to a few minutes, compared to fifteen to twenty minutes for the older, compact disc-based methodology. Another major accomplishment involved using the Norton Enterprise Suite to provide a single-step application for optimal installation of a Library-approved software package.

A contract was awarded to establish enhancements required for effective use of the Integrated Field Office System in the Library's six overseas offices for the areas of acquisitions, finance, and reporting. APLO and Information Technology Services developed procedures to provide the overseas offices with antivirus software electronically.

As a member of the Library-wide Computer Security Coordination Group, APLO participated on the evaluation team to select a vendor to develop computer security awareness training for all Library staff. Training is to begin in fiscal 2002.

To address the reported Voyager 2000 system requirements and to better meet the needs of more memory-intensive graphics packages, APLO made a concerted effort to add more memory to the more recent IBM and Dell PC models. This year 1,588 PCs were upgraded to their maximum capability. The high volume of software requests for new installation or for upgrading to later

versions presented a challenge to APLO staff, resulting in the establishment of a team devoted to expediting the process. A total of 791 software installations was completed. The heaviest volume of requests was for Microsoft Office 2000 Professional and for the various upgrades to Macromedia's Dreamweaver, Fireworks, and HomeSite for Web site development.

Customer Service. The Operations Directorate provided sustained, high-quality customer service to more than 2,500 Library Services employees through its Budget, Human Resources, and Management Information Systems Teams. The staff also effectively dealt with other service units and the Library's enabling infrastructure. Continued attention is being placed on providing timely and accurate information on the service unit's Web site.

During the year, the Budget Team reviewed technical points and tracked expenditures for an estimated 10,000 documents, and team members monitored the expenditures of appropriated funds and more than 200 gift, trust, revolving, and reimbursable funds. The team prepared quarterly status-of-funds reports and coordinated the preparation of the Justification of Estimates for the Congress. The team added two new staff members, bringing its total to six.

In addition to fulfilling the normal operational requirements, the Budget Team participated on the committee to review the Library's methodology for administrative overhead charges, took on the new assignment of management controls, worked with the Financial Services Directorate in identifying criteria for the new financial management system, participated on a committee to review the Library's new administrative copier program, and rolled out PDT Web (Procurement Desktop) as a pilot in three Library Services divisions.

To meet the changing needs of Library Services customers and the Human Resources Team's involvement in HR21 activities, the Human Resources Team, as in fiscal 2000, was apportioned so that four members concentrated on staffing for all Library Services divisions and two concentrated on correction of errors in time and attendance reports. The four staff members concentrating on hiring and staffing issues primarily focused on the service unit's implementation of the Library's new human resources management information system.

The Human Resources Team administered an online report that continued to track all staffing actions from recruitment through final hiring, and all appropriate staff could update the report daily through use of a shared drive file. At a moment's notice, the status of such actions could be shared with appropriate managers and supervisors. Staff members concentrating on leave audits significantly reduced the number of leave errors and reduced the amount paid out in unused compensatory time at the end of the leave year.

One of the Human Resources Team leaders served on the Library's HR21 Steering Committee. Both team leaders prepared the service unit's strategy for proposed Voluntary Early Retirement Authority for fiscal 2001. Nine Library Services staff members took advantage of early retirement, and all left the Library before June 30.

After undergoing extensive testing at a local workstation, SAS 8.2 was installed on the NT server in ITS by the Management Information Systems Team. The team performed further tests using the TCP/IP network. The arrearage database was updated quarterly, as were key indicators and the annual report statistics.

P R E S E R V A T I O N D I R E C T O R A T E

During fiscal 2001, the Preservation Directorate provided a comprehensive range of services to preserve and protect the Library's extensive collections. Through the coordinated efforts of staff in the directorate's five divisions and two special programs, 530,309 items were preserved at a total cost of \$9.5 million. The average per-item cost was \$17.

Notable accomplishments included providing 30,000 hours of preventive and remedial conservation services for items and collections in the Library's custodial divisions. The Preservation Directorate also established new methods for predicting the life expectancies of organic materials, successfully integrated labeling and binding preparation processing into nonpreservation divisions, deacidified 103,522 books, and awarded a five-year contract that will enable the Library to treat 1 million books and 5 million sheets of unbound materials such as manuscripts. The directorate increased public access to Overseas Operations-produced microfilm by acquiring 2,086 positive service copies from the New Delhi Office and creating master negative microfilm at a cost of \$19 per reel (a cost reduction of \$30 per reel). It restructured the Photoduplication Service to meet business requirements, introduced a scan-on-demand service as an adjunct to analog services, and delivered 18,000 bibliographic records describing foreign newspapers to the Center for Research Libraries' database for the International Union List of Newspapers of the International Coalition on Newspapers (ICON). Digital preservation activities within the directorate included cochairing the Digital Preservation Policy Group, hosting visits to the Library by national and international digital preservation experts, and contributing to the efforts of the National Digital Information Infrastructure and Preservation Program.

Substantial progress was made in enhancing security and preserving the

Library's collections. Data gathered from custodial units on the state of collections were entered into a database, and control measures were written to address areas of risk that, if left unchecked, could result in damage to or loss of collection materials.

Designs were completed and cost estimates prepared for three high-security vaults to be located in select custodial divisions. These vaults will house items designated as "Platinum" and "Gold" in the Library's collections security plan.

To advance awareness of the need to preserve the nation's recorded heritage and to develop a national plan of action, the Preservation Directorate participated in the two-day symposium titled "Folk Heritage Collections in Crisis" and shared information about the preservation of recorded sound collections.

In the days immediately following the September 11 terrorist attacks on the United States, the directorate assisted in preparing a supplemental request to Congress to support enhanced security measures in the Library. This request included resources to plan an expanded high-security, environmentally controlled safe-haven vault for the Library's Top Treasures and funds to acquire freezers and additional emergency response supplies for collections.

The directorate participated in and advanced the goals and objectives of the National Digital Information Infrastructure and Preservation Program (NDIIPP) by mounting an exhibition on preservation program activities for the first meeting of the NDIIPP advisory committee and by participating in digital preservation and preservation metadata policy development. The directorate also hosted the visits of digital preservation experts from the United States, Denmark, and the Netherlands to the Library to meet with staff to discuss digital preservation issues.

Construction of the Library's storage facility at Fort Meade, Maryland, moved forward, and the Preservation Directorate worked closely with the Architect of the Capitol to monitor progress and advise on technical matters, such as fire suppression; commissioning of the heating, ventilating, and air-conditioning system; and shelving systems for the facility. Considerable effort was placed on addressing issues related to preparing the audiovisual collections for their move to the National Audio-Visual Conservation Center to be located in Culpeper, Virginia. A comprehensive survey of the paper-based materials in the Moving Image Section of the Motion Picture, Broadcasting, and Recorded Sound Division was conducted, and a list of storage containers needed to package the materials before the move was compiled. The Preservation Research and Testing Division developed a new cleaning solution to clean records before packaging them.

The Preservation Directorate continued to serve as the International Federation of Library Associations and Institutions' Preservation and Conservation Regional Center for North America. The directorate also provided technical consultation to the Mariinsky Theatre Archive in St. Petersburg, Russia. The goal of this multiyear initiative, carried out in collaboration with the Music Division, was to help the archive establish a preservation program.

To advance preservation education and training, the directorate successfully obtained a \$141,000 grant from the Getty Grant Program to support preventive conservation. The first of three conservators to be trained over the next three years in conservation techniques began training in September.

Additional fund-raising efforts included obtaining congressional approval to implement the first year of a five-year, \$6 million preventive conservation project to conduct a pollution survey, develop a mitigation plan, explore the efficacy of paper strengthening, carry out basic-cost stabilizing treatments for collections in urgent need of care, and develop specifications for collection storage systems.

Conservation. Conservators in the division treated approximately 4,000 rare books, manuscripts, and photographs and provided preventive housing for approximately 15,000 items. Rare items treated included 80 woodblock prints and 40 books for the exhibition *The Floating World of Ukiyo-e: Shadows, Dreams, and Substance*; the *Ocharte Graduale*, an early piece of music printed in Mexico City (1576); the last diary of George Washington (1799); an important Armenian book of hours (1687); and two Andrew Jackson letters from the core collection of the Manuscripts Division. In addition, the Manuscripts Division provided full documentation and treatment of the 1507 world map by Martin Waldseemüller.

Staff members completed a condition survey of rare books in the Rosenwald Collection in the Rare Book and Special Collections Division. The survey provided detailed information regarding the needs of that tremendously important collection and will be the basis of a future conservation work plan.

Workers finished installing custom-designed, environmentally controlled display cases in the Whittall Pavilion to safely house and display the Library's treasured collection of Stradivarius stringed instruments and the prized Dayton C. Miller flute collection. Temperatures in the Rare Book and Special Collections Division stacks were reduced, a change that will substantially increase the life of the rare collections.

Binding and Collections Care. This year the Library Binding Section (LBS) began working directly with Contracts and Logistics in negotiating and admin-

istering the Library's contract for binding. The section was able to monitor the contract more efficiently and effectively and achieve more timely payments.

Collaboration began with the Cataloging Directorate to reorganize and to decentralize the labeling workflow. The head of the LBS and the program assistant trained Congressional Research Service (CRS) staff members to use the Library Automated Retrieval System for preparation of materials to be shipped to the commercial library bindery. They also advised CRS staff members in making treatment decisions for their unique binding styles.

The LBS labeled 164,998 volumes, did a quality review of 206,122 volumes, and prepared 93,153 volumes for binding. Including volumes processed by the custodial divisions, total binding preparation for the fiscal year was 199,233 volumes.

Preservation Research and Testing. Several years of research and testing carried out in the directorate's laboratory and at the Canadian Conservation Institute culminated this year in the development of a new accelerated aging test for paper. Besides being demonstrably similar to the natural aging of paper, the new accelerated aging test is five to six times faster and is much more economical to perform than currently available tests.

The program that began in fiscal 2000 to laser-engrave compact discs (CDs) with Library of Congress property information continued. Although preliminary findings determined that this method was the most appropriate one to safely identify discs, a project was started this year to investigate any long-term effects as discs age. A natural aging program for studying the long-term effects of routine handling and storage on the playability of commercial CDs continued during the year.

The Preservation Research and Testing Division tested 100 Edison cylinder storage containers to determine whether the components of the containers met Library requirements for permanence and durability. This testing led to the decision to procure a revised cylinder package next year.

Three new specifications were developed for pressure-sensitive adhesive security strips for use inside the spines of bound books, on the text pages of bound books, and on plastic videotape cassettes.

The division drafted a new storage strategy for the preservation of cellulose acetate-based motion picture film. The strategy featured removing the accumulated acetic acid from film before the film is sealed under vacuum for economic storage in freezers (as compared to cold vaults, in which the relative humidity must be controlled). Preliminary laboratory work conducted this year qualitatively demonstrated the feasibility of such a storage system.

The directorate participated in the work of the Association for Information and Image Management standards committees relating to image quality, XML, tagging, metadata, and next-generation storage systems. Of particular note is the ongoing involvement of the Preservation staff with the JPEG-2000 Committee in evaluating various options for the new algorithm, which is scheduled for release in the spring of 2002.

Preservation Reformatting. The preservation microfilming program produced 4,084,909 exposures on preservation-quality microforms for service to the public, a 55 percent increase over the previous year. This increase is in large part attributable to a new program in the New Delhi Field Office to acquire positive service copies from New Delhi where the master negative microfilms were created. The program completed microfilming of Pennsylvania telephone directories for the period 1911–1988, producing a total of 1,135 reels. Staff completed and delivered reels for issues of *The Ring*, an important and badly embrittled, heavily illustrated boxing magazine, over the period February 1968–January 1978.

The Library awarded a new, expanded microfilming contract for preparing and microfilming all types of materials. The contractor successfully completed an earlier contract to microfilm serials, including newspapers, which was critical to eliminating or reducing arrearage and other backlogs in custodial divisions.

In collaboration with APLO, the Preservation Reformatting Division (PRD) initiated a Microform Holdings Records Pilot Program. The program objectives were to make available to Library staff members the ILS records for material sent for microfilming, to display online public access catalog holdings and item-level records of microfilm to Library staff and the public, and to document procedures for creating item-level records for microfilm receipts. PRD worked with APLO and the Serial and Government Publications Division Newspaper Section to create holdings and item-level records for master negative, printing negative, and service positive newspaper microfilm reels received from the preservation microfilming contractor. Staff tested a basic bibliographic record for newspaper titles, which grouped all holdings of the same print publication, and the use and display of an in-process message to record and announce issues sent for microfilming.

The Digital Preservation Reformatting Program converted paper and photographic materials to 12,350 digital images. In a collaboration with the Conservation Division and the Music Division, PRD managed the digitization and Web presentation of *De Musica*. Attributed to Johannes Afflighemensis, this twelfth-century Latin musical treatise was handwritten on vellum.

Photoduplication. Significant changes were made in the Photoduplication Service, most notably in the microphotographic program, where declining revenues necessitated a reduction in staff and a shift to emphasize the microfilming of special materials that must be filmed in the Library. Routine microfilming work will be contracted out. Even with these changes, the microphotographic program completed the fiscal year with \$1.6 million in revenue—just \$100,000 less than the previous year.

The Library of Congress Fiscal Operations Improvement Act of 2000 was signed into law on October 9, 2000. The new law established revolving funds in the U.S. Treasury for the operation of certain programs and activities of the Library of Congress, including document reproduction and microfilming in the Photoduplication Service.

The growth in digital images from the Library's collections that were made available on the American Memory site or in the Prints and Photographs Online Catalog contributed to an 8 percent increase in non-microphotographic orders processed this fiscal year. Requests for scan-on-demand and digital print-on-demand services increased, particularly among academic and commercial publishers, museums, and other businesses.

During the year, more than 7,300 photographic jobs were processed. This total included photographs to accompany the Library's press coverage of its events, such as the National Book Festival.

Mass Deacidification. During 2001, the Library completed its 1997–2001 mass deacidification contract, treating 306,000 books, 41.5 percent over goal. Included were 90,000 volumes that were treated at a 16.7 percent reduced cost by taking advantage of a production incentive clause in the contract, resulting in a \$200,000 savings. Since 1996 (including an earlier 18-month contract), the Library has extended the life of more than 400,000 books through its mass deacidification program. In fiscal 2001, the Library awarded a contract that will result in deacidification of 1 million books and 5 million manuscript sheets during the first five-year increment of the Library's Thirty Year (One Generation) Mass Deacidification Plan.

U.S. Newspaper Program. The National Endowment for the Humanities announced U.S. Newspaper Program (USNP) grant awards totaling \$1.4 million in fiscal 2001 to fund projects in Illinois, Oregon, and Virginia. State projects were completed in Florida, Nebraska, South Dakota, Texas, and Vermont. In April, the Library hosted fifty-five librarians from USNP projects throughout the United States for the USNP annual meeting.

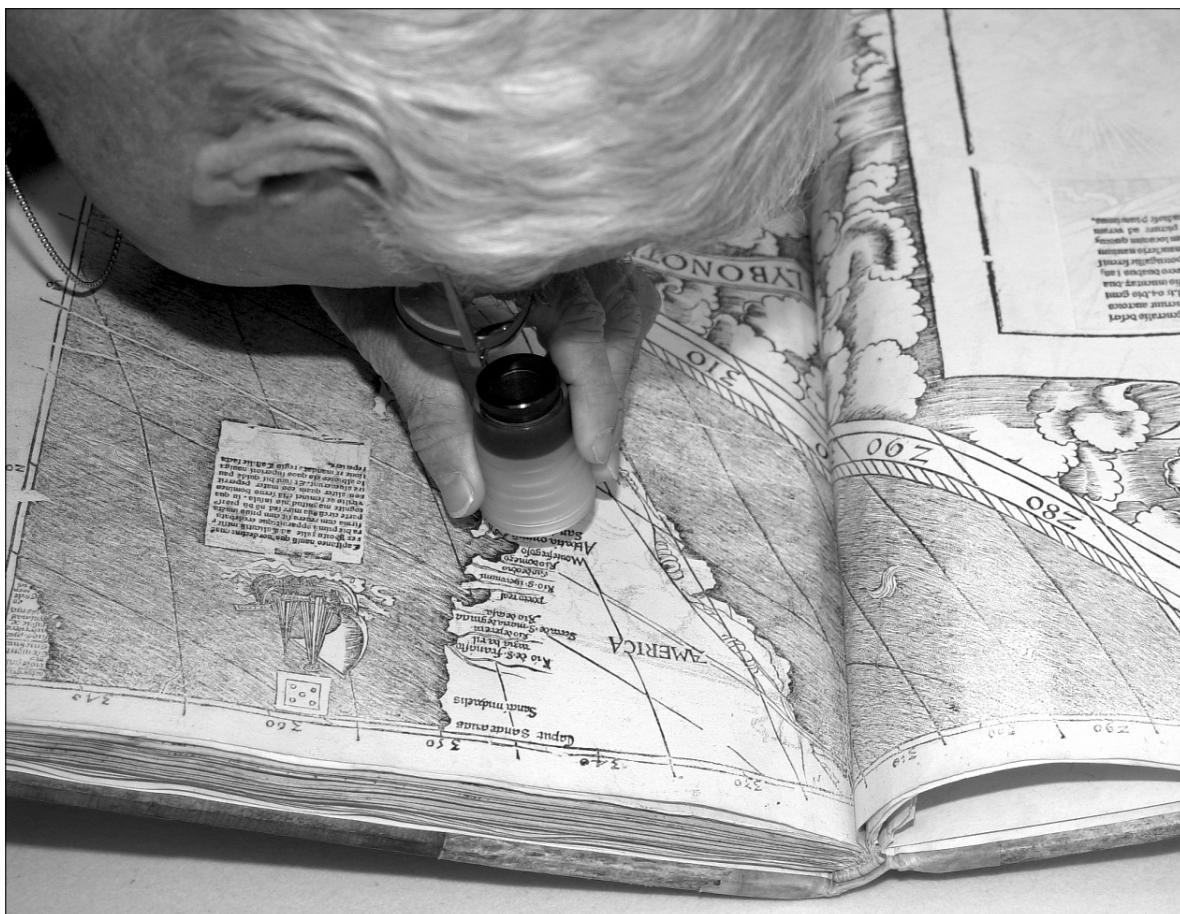
P U B L I C S E R V I C E C O L L E C T I O N S
D I R E C T O R A T E

Arrearage Reduction. The Public Services Collections Directorate made significant progress in arrearage reduction as staff members increased their mastery of the ILS. However, the total arrearage increased during the year, mainly because of large acquisitions of maps and other nonprint materials late in the fiscal year, the workload of new tasks associated with the ILS implementation, and continuing losses of arrearage reduction personnel.

The Geography and Map Division cataloged 22,242 maps on 7,404 bibliographic records. Although the division processed 6,734 more sheets than in fiscal 2000, the map arrearage grew because of increased acquisitions and staffing shortages. A total of 1,038 atlases were controlled by 811 bibliographic records. The Manuscript Division's Preparation Section processed 927,806 items, including 50 new collections as well as 29 additions to collections already listed among the division's holdings. The number of individual collections processed increased 22 percent from 61 to 79. The section's catalogers created 40 full-level and 29 minimal-level new records for the Library's online catalog, upgraded 504 records to reflect current cataloging practice, and completed 492 name authority records, increases of 58 percent and 25 percent, respectively. The manuscript portion of the Marian S. Carson Collection of Early Americana was also thoroughly arranged and described (14,250 items). Work began on extensive additions to the papers of the former ambassador and senator Daniel Patrick Moynihan (100,000 items).

The Music Division completed processing and made available the Laurindo Almeida Collection of 40,000 items and the Dexter Gordon Collection of 10,579 items, as well as the Library of Congress Program Collections of 9,265 items. The Serial and Government Publication Division cleared 42,697 items from division arrearage, a 61 percent increase over the number of items cleared in fiscal 2000.

The Prints and Photographs Division processed and cataloged 276,882 items, including 70,465 photographs from the Historic American Buildings Survey/Historic American Engineering Record and 82,251 unpublished color slides and transparencies from the years 1970–1971 in the *LOOK* magazine photographic archives. Other accomplishments included the processing of 127 rare stereographs from the Marian S. Carson Collection of Early Americana; 20 drawings related to the California Gold Rush by Daniel Jenks; 135 prints by the quintessential Mexican printmaker José G. Posada; 1,100 photo-lithograph



Geography and Map Division Chief John Hébert examines the Waldseemüller map of the world, the earliest map to show the place name "America." (*Photo by Marita Clance*)

color views, called Photochroms, of European and North African tourist destinations; about 400 American World War I posters; and 991 black-and-white photographs to complete the processing of that medium in the Charles and Ray Eames Collection. Staffing for arrearage work was 30 percent lower than five years ago.

Acquisitions. The most significant acquisition of fiscal 2001 was the long-sought-after and highly prized 1507 world map by Martin Waldseemüller. One of the great treasures of world and American history, the map is the earliest document on which the name "America" appears. Efforts to complete the full funding for the \$10 million purchase continued at the end of the fiscal year, with the Library of Congress committed to a two-year agreement to purchase this world treasure.

The American Folklife Center received the Larry Wilde Collection, donated by professional comedian Larry Wilde. The collection consists of original

sound recordings of interviews with master American comedians discussing their craft. The center acquired, through exchange, the Harold C. Conklin Collection of 262 sound recordings documenting the traditional culture of the Ifugao people of the Philippines. Anthropologist Joel Halpern donated additional materials to the collection he previously established concerning the traditional cultures of Serbia, Laos, and the Canadian Arctic. Purchase of a duplicate set of the National Council for Traditional Arts Collection, documenting the National Folk Festival from the 1930s to the present, began during the year.

The American Folklife Center received 230 boxes containing the archives of the International Storytelling Center. The Library and the Storytelling Center launched a cooperative initiative to collect, preserve, and disseminate information about storytelling.

The Children's Literature Center acquired a scarce, deluxe twenty-fifth anniversary edition of the modern classic *Where the Wild Things Are*. Included is an original, signed and dated, pen-and-ink drawing of the hero, Max, in costume by author and illustrator Maurice Sendak. The center also received a collection of 300 antiauthoritarian items that were produced in Germany during the period of sociopolitical upheaval of the 1960s and 1970s, as well as juvenile literature in Japanese and Chinese.

The Microform Reading Room custodial collections contained 7,329,514 items at the end of fiscal 2001, after the receipt of 184,044 items during the year. The machine-readable custodial collections grew by 4,552 items this year and totaled 37,990 pieces, consisting of books with discs (19,524), CD-ROMs (13,120), software programs (5,050), serials with discs (258), and video discs (38). Patrons who requested machine-readable materials were served in the Microform Reading Room.

Papers of the American Slave Trade, Series A, part 1 (twenty-three microfilm reels), and *FBI File on the House Committee on Un-American Activities* (nine microfilm reels) were acquired as part of the Bicentennial Gifts to the Nation program from Madison Council members Edward and Joyce Miller.

The Marguerite Roll Trust Fund was used to acquire 113 original titles of *Griffith's Valuation*, a British document that attempted to inventory Ireland for taxation purposes, listing every landholder and householder in the country in the mid-nineteenth century. In addition, the Local History and Genealogy Reading Room, Humanities and Social Sciences Division, received 217 gift genealogies, an increase of 65 over last year.

The Manuscript Division accessioned 1,869,156 items in fiscal 2001, a 138 percent increase from fiscal 2000. Most items were from the papers of Daniel

Patrick Moynihan. Other significant new acquisitions were the papers of Martin Agronsky, radio and TV journalist; Clark Clifford, President Lyndon Johnson's secretary of defense and a Democratic Party elder statesman; Stuart Eizenstat, President Jimmy Carter's chief of staff; Lynn Margulis, biologist; Jackie Robinson, the great baseball player and businessman; Vera Rubin, astronomer; and Malcolm Toon, former U.S. ambassador to the Soviet Union. Major additions to the following collections were received: Harry Blackmun, Robert Bork, Ruth Bader Ginsburg, Sol Linowitz, Paul Nitze, Eliot Richardson, and Philip Roth.

The Music Division received the Theodore Presser Archives, encompassing approximately 1 million items from the music publisher, and the Richard Robbins Collection of 102,250 items. In addition, about 29,000 items were added to the George and Ira Gershwin Collection, and about 5,000 items were added to the John Philip Sousa Collection.

Gifts and purchases for the Prints and Photographs Division included 3 portrait photographs from 1857 by Jesse Whitehurst of Andrew Johnson, Preston Brooks, and a group of U.S. congressmen; 238 items in the Warren and Margot Coville Collection of the Clarence White School of Photography, 1905–1938; 6 photographs by Sebastiao Salgado of Brazilian miners and Guatemalan subjects taken in 1978–1980 and 1986; 739 cartoon drawings by Jules Feiffer; and a unique historical document—George Munger's 1814 ink-and-watercolor drawing of the U.S. Capitol after it was burned by British military forces.

The Serial and Government Publications Division obtained 377 issues of Union newspapers containing important Civil War battlefield and military campaign maps and 50 rare newspaper issues of the *Vermont Gazette* covering the period from June 20, 1785, to May 29, 1786, as well as an exceedingly rare volume of Vermont's first newspaper, which was published just two years earlier on June 5, 1783.

Off-Site Facilities. The Collections Management Division (CMD) led the planning for the opening of a remote storage facility at Fort Meade, Maryland. Missing item data from the negative shelflist were entered into the ILS for all missing items in the classes and subclasses destined for transfer to Fort Meade. By the end of the fiscal year, 14,882 records had been updated in the ILS. Staff performed collections maintenance activities in classes and subclasses scheduled for transfer to Fort Meade. The Loan Division linked 159,480 books that were scheduled for transfer to Fort Meade to the ILS, either creating new item records or adding bar codes to existing records.

To ensure the success of the Fort Meade facility, workers developed or pro-

cured such necessary equipment as specially designed book carts, an environmentally controlled transport vehicle, conveyor systems to be installed in the Capitol Hill processing area, and specially designed forklifts to be used at Fort Meade.

CMD acquired a software package to track items at Fort Meade. The software, developed by Generation Fifth Applications, Inc., to support high-density storage operations, will be customized to meet specific Library of Congress requirements.

The Motion Picture, Broadcasting, and Recorded Sound Division's planning for the National Audio-Visual Conservation Center (NAVCC) in Culpeper, Virginia, intensified significantly beginning in May when the Packard Humanities Institute, owners of the facility, entered into an additional contract with BAR Architects to team with the SmithGroup. Schematic drawings were nearing finalization by year's end. A 36,000-square-foot space inside a large warehouse at the Culpeper airport was identified to serve as temporary storage for the moving image collection currently housed at the NAVCC site during the site's construction.

Collections Security. In keeping with the Library's collections security plan, a total of 41,386 was registered in the Library's Reader Registration Station during the fiscal year. In addition, a risk grid and assessment protocol were developed to secure the Library's digital collections. Staff members of the Collections Maintenance Section, Collections Management Division, installed book theft detection targets in 364,124 volumes in the general collections and incoming materials in the Copyright Office. Since 1992, targets have been installed in 7,472,629 items, or 63 percent of the general collections.

The Geography and Map Division continued planning for expansion of its vault. The Loan Division's lending statistics remained virtually the same as the previous year. Loan Division staff lent or photocopied 166,778 items, a slight (3.5 percent) decrease from fiscal 2000, which was primarily caused by a decrease in congressional borrowing. In March, the division sent overdue notices, using for the first time the e-mail and print functions of the ILS. By year's end, all loan notices to Library staff members and most congressional staff loan notices and interlibrary loan notices were sent via e-mail.

Contract security guards continued to be stationed in the Manuscript Reading Room. The Architect of the Capitol approved the construction of a secure wall between the Music Division stack area and the processing area. The wall will create a secure vault for collections, with access controlled by an electronic card reader.

In the Prints and Photographs Division, creation of digital surrogates with catalog records improved both physical security and online access to photographically illustrated books depicting the Holy Land and Egypt; the glass negatives of the Wright brothers detailing early flight experiments, including the famous "First Flight" image; and rare photographs of the Russian Empire by Sergei Mikhailovich Prokudin-Gorskii, including 125 modern digital color renderings made from his glass negatives.

Reference, Research, and Outreach. Progress was made on the Collaborative Digital Reference Service (CDRS), a project to create a cooperative authoritative reference service using the collective expertise of reference librarians worldwide to provide answers to information requested by researchers anytime, anywhere. During the year, CDRS increased worldwide membership to 185 participating institutions throughout the world.

The Election 2000 Collection was the first large-scale collection of Web sites archived and made available online. The Library created the collection in concert with Alexa Internet to preserve open-access Web materials pertaining to the November 2000 U.S. national election. The collection comprised more than 2 million megabytes, or about 87 million pages, of election-related information gathered between August 1, 2000, and January 14, 2001, including materials published on the candidates' Web sites, political party sites, and major news sites.

The National Endowment for the Humanities awarded a Chairman's Grant for \$30,000 to the American Folklore Society to develop an ethnographic thesaurus, a project cosponsored by the society, the American Folklife Center, and George Mason University.

Congress mandated the American Folklife Center to develop the Veterans History Project to collect oral history interviews and other documentation from America's war veterans and to create a collection and online resource at the Library for present and future generations. A project director was appointed in March, and three staff members were detailed to the project from other areas in the Library.

In the National Digital Library Program for Cartographic Materials, a total of 4,713 maps are now online. "Civil War Maps" grew substantially in fiscal 2001: a total of 450 maps are online, and a joint project with the Library of Virginia and the Virginia Historical Society was begun, allowing for collections from both institutions to appear on the Library's Web site.

A new, secure Web site, *Maps in the Media*, showcased Central Intelligence Agency maps of Southwest Asia for members of Congress and their staffs and for the Congressional Research Service.

The Library's first online cartobibliography and Web publication, *Luso Hispanic World in Maps*, was launched in early February 2001.

Interlibrary loan requests from U.S. and foreign libraries totaled 58,835, an increase of 11.4 percent over fiscal 2000. More than half of those requests were from academic libraries; nearly a quarter were from public libraries.

In March, all interlibrary loan requests began to be funneled through a single computer gateway, ILL Manager, purchased from the Research Libraries Group. The software channeled requests from libraries using OCLC, RLIN (the Research Libraries Information Network), and the Library of Congress Web into a single work stream. Plans for the future call for the program to automatically search the Library of Congress catalog and reply negatively if no holdings records are found there.

By the end of fiscal 2001, the Loan Division had digitized and delivered over the Web more than 100 small, fragile pamphlets requested by interlibrary loan patrons.

Readership in the Manuscript Division increased 10.3 percent from 8,697 in fiscal 2000 to 9,592 in 2001. Internal circulations increased 12.4 percent from 44,075 in fiscal 2000 to 49,558 in 2001. The increase in readership, which had been slowly declining for several years, may have resulted from the online publication of more of the division's finding aids. The division produced 22 unpublished registers and distributed 44 finding aids online, bringing the total number of finding aids online to 215. Two staff members participated in a pilot project to test the efficacy of the Thomson Editorial Asset Management System (TEAMS) repository software for encoded archival description finding aids.

Important new collections of digitized images were added to the Prints and Photographs Online Catalog (PPOC). The additions included the Prokudin-Gorskii Collection, the Wright brothers negatives, collections of World War I and Spanish Civil War posters, Photochrom prints circa 1890–1905, and the Brumfield Collection documenting the surviving architectural heritage of pre-Soviet Russia. Also, additions were made to the Farm Security Administration/Office of War Information Collection.

After the Library's central catalog Web page added a link to PPOC, the number of online visits grew from 15,000 to 20,000 per month. Approximately 110,000 keyword searches were performed in PPOC during the fiscal year.

To bridge the gap between collections in PPOC and those documented only on old card catalogs, retroactive conversion of holdings in popular subject areas commenced, including Currier and Ives prints, prints related to the American Revolution, and engravings in *Harper's Weekly* and *Frank Leslie's Illustrated Newspaper*.

In March, the Serial and Government Publications Division completed a yearlong project that involved the entire staff in sorting, shelving, shifting, arranging, interfiling, ILS verifying, and problem solving related to the remaining 5 percent of the division's arrearage identified in the 1989 arrearage census. As a result of the project, ten miles of shelved periodicals were moved and sorted, 130,000 journal issues were shelved, 6,000 titles designated by selection officials as "review before binding" were given retention decisions, 20,000 government publications were shelved and shifted, and 240,000 microfiche were filed with contractor support. An added benefit of the project was that all periodicals in the division's custody were filed under a single alphabet.