

The LIBRARY *of* CONGRESS

New Employee Orientation



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About the Library of Congress

The Library of Congress is the nation's oldest federal cultural institution and serves as the research arm of Congress. It is also the largest library in the world, with millions of items in its vast collections.

The Library's mission is to support the Congress in fulfilling its constitutional duties and to further the progress of knowledge and creativity for the benefit of the American people.

Organizational Structure

An agency of the legislative branch of the U.S. government, the Library of Congress encompasses six integral service units (SUs). The SUs work together to provide the Congress, the federal government and the American people a rich, diverse and enduring source of knowledge to inform, inspire and engage them and support their intellectual and creative endeavors.

Service Units

Office of the Librarian (LIBN) is the administrative branch of the Library of Congress and has overall management responsibility for the Library. It sets policy and directs and supports programs and activities to accomplish the Library's mission. Included within this office are the Librarian of Congress, Deputy Librarian, Office of the Chief of Staff (COS) and Office of the Chief Operating Officer (OCCO).

Office of the Chief of Staff includes the following Library-wide administrative functions: general counsel, development, communications, strategic planning and performance management, and the equal employment opportunity and diversity programs.

Office of the Chief Operating Officer ensures the planning and delivery of required Library-wide services that meet statutory and regulatory requirements in the areas of human resources, budget and finance, contracts and grants, information technology, facility and logistic services, asset management, health, safety, emergency preparedness, and security.

Congressional Research Service (CRS) policy analysts, attorneys and information professionals exclusively serve the Congress by providing confidential, objective and authoritative research and analysis to help inform the legislative debate. CRS' highest priority is to ensure that Congress has 24/7 access to the nation's best thinking. CRS is organized into five interdisciplinary research divisions: American Law; Domestic Social Policy; Foreign Affairs, Defense and Trade; Government and Finance; and Resources, Science and Industry. The Knowledge Services Group provides research support services to the policy experts in each of the five divisions.

Copyright Office (COP) is the office of public record for copyright registration and deposit of copyright materials. The mission of the U.S. Copyright Office is to administer the nation's copyright laws for the advancement of the public good; to offer services and support to authors and users of creative works; and to provide expert impartial assistance to the Congress, the courts, and executive branch agencies on questions of copyright law and policy. Since 1870, copyright deposits, especially American works of authorship, have been a primary source of collections materials for the Library.

Law Library of Congress (LLC) was established by an Act of Congress in 1832, and currently houses the world's largest and most complete collection of legal materials. Through its staff of foreign and American trained lawyers and law librarians, the LLC provides Congress with comprehensive research that is of "high quality, timely and innovative" on foreign, comparative, international and U.S. laws, and a wide range of legal reference services. In addition to assisting the Congress on legislative and representation matters, the Law Library provides service to public constituents in the Congress's name.

Library Services (LS) is organized into five directorates: Office of the Associate Librarian; Acquisitions & Bibliographic Access; Collections & Services; Preservation; and Technology Policy. Its employees comprise more than half of the Library's staff. LS staff acquire, catalog, process, preserve and make accessible the collections of the largest and most comprehensive legislative research material and national library in the world. In rendering collections accessible to patrons of the Library of Congress, staff also provides services to libraries around the world through bibliographic information, standards setting and digital collections.

National and International Outreach (NIO) combines many of the public-facing programs and activities that highlight the Library's unique role as a national cultural institution and a major asset for the lifelong learning of America's citizens. The goal of NIO is to increase collaboration among our programs and their staffs, to foster partnerships with other prominent cultural and academic institutions, and to make the Library's unique resources of greater benefit to the Congress, the American people and the world. NIO comprises the offices of the Director and Deputy Director, Operations and Communications, the directorates of National Programs, National Enterprises and Scholarly and Educational Programs.

Other offices that operate independently of individual SUs, but are within the Library's organizational structure include:

The **Office of the Inspector General (OIG)** which serves as an advisor to the Librarian of Congress in the promotion of economy, efficiency and effectiveness, and reports the results of its reviews semiannually to the Congress.

The **Copyright Royalty Board** includes copyright royalty judges who oversee the copyright law's statutory licenses, which permit qualified parties to use multiple copyrighted works without obtaining separate licenses from each copyright owner. The judges are responsible for determining and adjusting the rates and

terms of the statutory licenses and determining the distribution of royalties from the statutory license royalty pools that the Library of Congress administers.

The **Open World Leadership Center** administers the Open World program, one of the most effective U.S. exchange programs for countries of the post-Soviet era, enabling more than 24,000 current and future leaders to meaningfully engage and interact with Members of Congress, congressional staff, and thousands of other Americans, many of whom are the delegates' direct professional counterparts.

Library of Congress Regulations

The Library of Congress maintains a system of regulations referred to as Library of Congress Regulations (LCRs). These regulations are found here www.loc.gov/staff/ogc/legal_ref/lcr/lcr_index.html and are sorted into categories by subject matter and responsible office. LCRs apply to you, except where specific Collective Bargaining Agreement (CBA) provisions exist that would contradict the LCR or where the CBA further regulates the issue at hand. To determine whether you are in a bargaining unit and covered by a CBA, look at block 37, under the "Position Data" section of any Notification of Personnel Action (SF-50). If the number in block 37 of your SF-50 is 0075, 2477 or 2910, you are covered by a CBA. If the number in block 37 of your SF-50 is 8888, you are not covered by a CBA and all LCRs apply to you.

Bargaining Unit/Non-Bargaining Unit Identification Table

0075	2477	2910	8888
Congressional Research Employees Association (CREA)	AFSCME Local 2477 (Library of Congress Employees' Union)	AFSCME Local 2910 (The Library of Congress Professional Guild)	Non-Bargaining Unit

Using Your Telephone and Voice Mail

Calling within the Library

When making an internal call, you only need to dial the last five digits of the telephone number. Note that all Library of Congress extensions begin with "7."

Calling outside of the Library

When making an external call, you must first dial "9." Note that the permissions assigned to your telephone determine whether you may make long distance calls.

Voice Mail Setup Quick Reference Guide

1. **From your extension, dial 7-0677** to enter the Voice Mail System.
2. Listen for your name.
3. Enter your **password** after you are prompted (for new users the password is **1776** followed by the # sign).
4. Voice Mail will prompt you to **enter your new password** and **reenter** for verification.
5. After creating your new password, **select option 3** from the main menu to **create your personal greeting (and, in the future, to change your personal greeting)**.
6. **Press 1** to record a greeting.
7. **Press 1** for personal greeting.
8. **Press 1** to record greeting, record the greeting after the tone and **press#** to approve.
9. **Press#**.
10. **Press 5**.
11. **Press 5** to record your name.
12. After the tone record your name and **press 1**.
13. **Press #**.
14. To end the call press ****9**.

*Note: Press *4 at any time for help.* Please contact your Telecommunications Liaison for further assistance or visit: www.loc.gov/staff/its/phones/.

Voice Mail Message Retrieval Quick Reference Guide

1. **From your extension, dial 7-0677** to enter the Voice Mail System.
2. Listen for your name.
3. Enter your **password** followed by the # sign.
4. **Press 2** to get new messages.
5. **Press 1** to listen to a new message.
6. Press *D (*3) to delete a message.

Facilities Information

Entry and Exit

Entry and Exit Points

Entry and exit points for staff can be found at the following link:

www.loc.gov/staff/buildings/buildingaccess.html.

For public visitors, click on the following link for buildings access information:

www.loc.gov/visit/hours-of-operation/.

Entry procedures

All employees and visitors are required to pass through a metal detector and surrender all bags, purses and other carried items for scanning by an x-ray machine when entering any Library building. Library employees may use public entrances or entrances designated for staff only. (Note: waiting lines form at entrances during commuting hours).

Upon entering a Library building, you must display your employee identification badge and keep it visible at all times by clipping it to an outer garment or wearing it on a chain around your neck.

You can facilitate the entry inspection process by following these procedures:

- Display your employee ID badge
- Remove all metal items from your pockets and place them in a provided container before passing through the metal detector
- Do not attempt to bring prohibited items into Library buildings. These include weapons of any kind (e.g., firearms, explosives, knives, razors, box cutters) and oversized bags that will not fit through the x-ray machine
- Enter the buildings through staff-only inspection lanes, where available, at the designated entrances

All food and drink items in non-spillable containers (such as cans or bags) must be sent through the x-ray machine for inspection. Carry any items that might spill (such as drinks in paper cups) through the metal detector. If an alert is signaled, be prepared to open the containers for inspection.

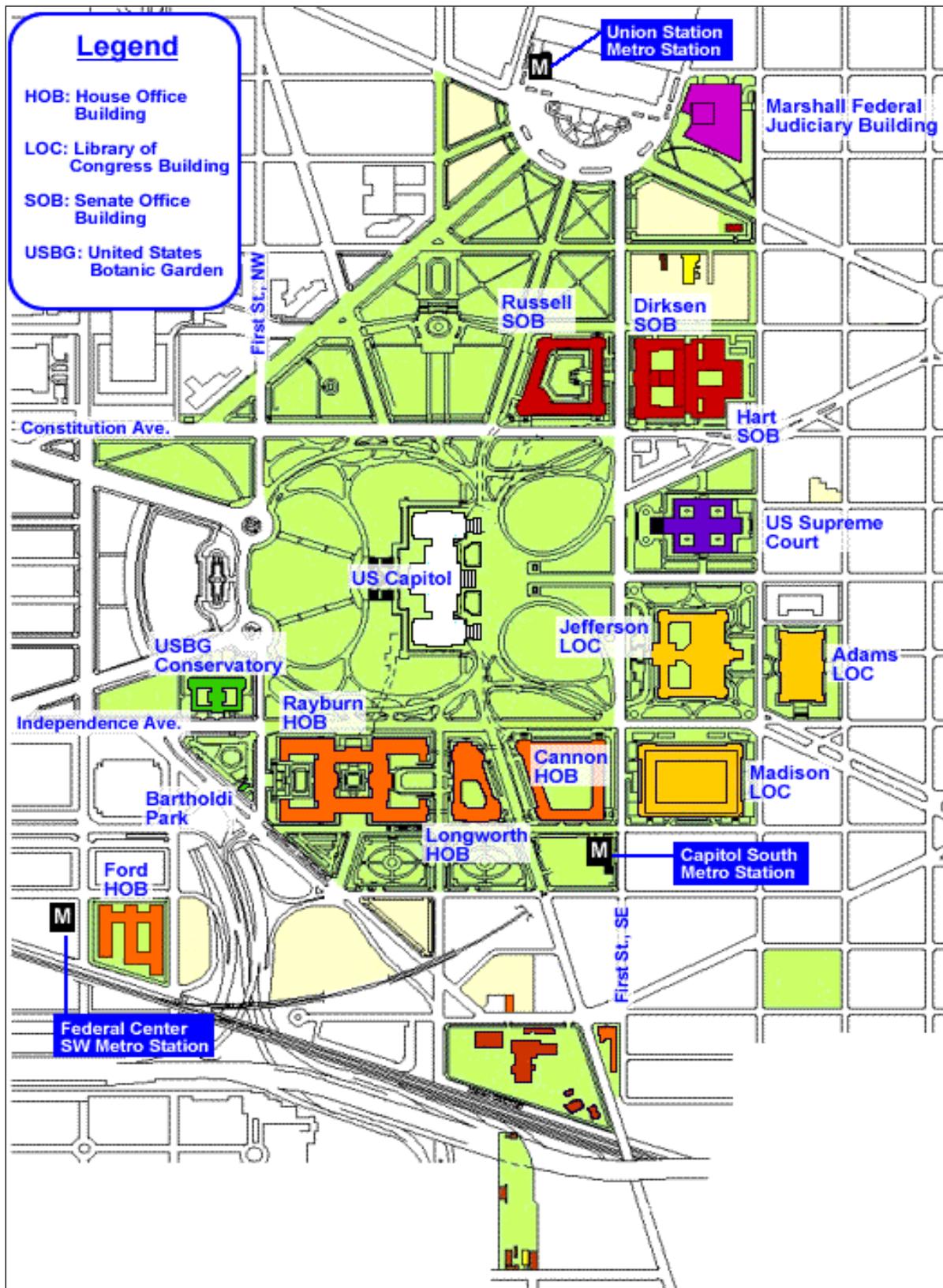
Exit procedures

Upon exiting a Library building, employees and visitors are required to open all containers and packages (including handbags, backpacks, luggage, boxes, bags and other such personal items) for inspection by a police officer.

Map: Library of Congress Campus



Map: Capitol Hill Complex



Emergency Instructions

Office Emergency Action Plans (OEAPs) provide emergency preparedness information critical to the life-safety of building occupants. The plans lay out building evacuation routes, evacuation assembly areas, shelter-in-place sites, relocation maps, and provide names and contact data of respective Floor Wardens, Office Emergency Coordinators (OECs), Shelter-in-Place Leaders, and other Evacuation Team Members. OEAPs are developed and maintained by OECs, while Floor Wardens maintain the respective Emergency Evacuation Team portions of action plans. New employees will be briefed by their OEC on their OEAP. The OEAP should be reviewed regularly by all employees. Though OEAPs outline specific actions to take during an emergency, staff should always follow special instructions given by U.S. Capitol Police.

Emergency dismissal/closure procedures

In the event of inclement weather or other unexpected events that may close Library facilities, call the Library's Emergency Information Line at (202) 707-0972 for instructions for reporting to work.

Human Resources Services

Human Resources Services (HRS) is responsible for the development and evaluation of policies, procedures and systems designed to support the Library's mission and priorities through collaborative leadership. HRS services include leading efforts to attract and retain a diverse, talented and results driven workforce; administering the Library's compensation programs; providing benefits, employee assistance consultation, centralized training, and staff development; initiating and managing negotiations with the Library's unions; and providing Library leadership and staff with expert consultation and guidance on the full range of human capital tactics, strategies and methods to ensure a high performing organization.

HRS' goal is to serve the Library of Congress by introducing innovative management strategies and techniques and by working with the Library's Service Units in planning for, securing, and managing the human resources that enable the Library to fulfill its mission. We strive every day to provide quality, customer-driven human resources services support.

Library Employment

Hiring

Competitive

Competitive hiring is the filling of Library vacancies through merit selection of qualified individuals. Merit selection refers to filling vacancies through a competitive process and includes promotions of employees accomplished through the competitive hiring process.

Non-Competitive Hiring

The non-competitive hiring process is an optional hiring flexibility involving a variety of student and special placement programs. A hire through the non-competitive process offers an established method to hire well-qualified candidates.

Incentives and Recruitment Tools

Recruitment tools are workplace flexibilities available to SUs to recruit and retain exceptionally qualified employees.

For additional information on hiring, incentives and recruitment tools click on the following link: <http://staff.loc.gov/sites/hrc/>.

Within-Grade-Increases

General schedule (GS) positions have ten steps of pay within each grade. Wage grade (WG) positions have five steps within each grade. Step increases, called within-grade increases (WGIs), for federal employees are based on satisfactory performance and the completion of a required waiting period between step increases.

Waiting Periods for WGIs

GS WGIs			
Steps	Years		
1-2	1 Year		
2-3	1 Year		
3-4	1 Year		
4-5	2 Years		
5-6	2 Years		
6-7	2 Years		
7-8	3 Years		
8-9	3 Years		
9-10	3 Years		

WG/WL/WS WGIs			
Steps	Weeks		
1-2	26 weeks		
2-3	78 weeks		
3-4	104 weeks		
4-5	104 weeks		

Hours of Work and Scheduling Flexibilities

Flexible work schedules are offered in many Library offices. These schedules, at the discretion of the respective service or infrastructure unit, allow you to choose your arrival and departure times to help balance work and family or personal responsibilities.

Flexitime Schedule is an eight-hour per day schedule that permits you to choose work hours on a daily basis. You may vary starting and stopping times within established limits. You may vary starting times between 6:30 a.m. and 9:30 a.m. (7:30 a.m. and 9:30 a.m. for CRS employees) and stopping times between 3:00 p.m. and 6:00 p.m. Credit hours can be earned for authorized work performed by you in excess of your regularly scheduled tour of duty on any workday up to a total of eleven hours. This work is compensated by an equal amount of time off.

Complex and Maxiflex Schedules allow you to work more or less than 40 hours per workweek, provided that the total work hours for the two-week pay period equal 80 hours. A workday may consist of eight, nine or ten hours and non-workdays usually include Saturday and Sunday and may include Monday or Friday.

Compensatory Time Off is time off in lieu of payment for irregular or occasional overtime work or regularly scheduled overtime work.

Leave

Annual Leave may be used for vacations, rest and relaxation, personal business or emergencies. You have a right to take annual leave, subject to the right of your supervisor to approve and schedule the time at which annual leave may

be taken. The annual leave ceiling, the amount of leave that may be carried over into a new calendar year, is 240 hours for most employees.

Annual Leave Accrual Rates Based on Years of Service

YEARS OF SERVICE	HOURS PER PAY PERIOD
Less than 3 years of service	4 hours for each pay period (part-time employees earn 1 hour of leave for each 20 hours worked)
3 years but less than 15 years of service	6 hours for each pay period except 10 hours in the last pay period of the leave year (part-time employees earn 1 hour of leave for each 13 hours worked)
15 or more years of service	8 hours for each pay period (part-time employees earn 1 hour of leave for each 10 hours worked)

Advanced Annual Leave may be granted by your supervisor, up to the amount of leave you are eligible to earn through the end of the current leave year.

Sick Leave may be used for personal medical needs, care of a family member/bereavement purposes, and/or adoption-related purposes. There are no limits on the amount of sick leave that can be accrued. Unused sick leave accrued by you may be used in the calculation of your annuity.

Sick Leave Accrual Rates

TYPE OF APPOINTMENT	HOURS PER PAY PERIOD
Full Time Employees	4 hours for each pay period
Part-time Employees	1 hour for each 20 hours in pay status

Advanced Sick Leave may generally be granted for a serious illness, an incapacitating condition lasting for five or more consecutive workdays. The Director for HRS may grant you sick leave in advance of its accrual up to a total of 240 hours. It is advanced with the understanding that the total leave advanced shall be charged to sick leave subsequently earned. You will repay advanced sick leave if separated before the advance is repaid, except in cases of death, retirement for disability, or when you are unable to return to duty because of disability.

LCR 2015, *Leave Administration*, contains procedures for non-bargaining unit employees to follow for using various types of leave. To the extent there is no conflict with bargaining unit language, the regulation applies to the procedures used for bargaining unit employees as well.

If provisions in the LCR are in conflict with the provisions in any of the CBAs, the language in the respective CBA prevails for covered employees. For additional

information about types of leave, see LCR 2015 at the following link:
www.loc.gov/staff/ogc/legal_ref/lcr/2000/2015/2015.html.

Voluntary Leave Bank is a pooled fund of donated annual leave available to members of the leave bank who are absent due to a medical emergency. Permanent, indefinite or indefinite NTE Library employees are eligible to join. Members donate leave earned in one pay period per year (i.e., if you earn four, six, or eight hours in a pay period, this is the amount of your donation per year). Donations to the leave bank are not restricted by amount or membership; however, only members may use the donated leave for approved medical absences. For more information, visit the Leave Bank Program website at the following link: www.loc.gov/staff/leavebank or contact the HRS Customer Service Center.

Voluntary Leave Transfer Program (VLTP) LCR 2015-13, *Federal Leave Share Program*, contains procedures for sharing leave among federal employees. The Library's voluntary leave transfer program allows the unused accrued annual leave of one employee to be transferred for use by another employee who needs such leave because of a medical emergency. The "medical emergency" may be a medical condition of an employee or of a family member that is likely to require an employee's absence from duty for a prolonged period of time and to result in a substantial loss of income to the employee because of the unavailability of paid leave. For additional information, see LCR 2015-13 at the following link: www.loc.gov/staff/ogc/lcr/2015-13.html.

Payroll and Benefits

Employee Personal Page (EPP)

The EPP allows you to complete self-service changes and receive a confirmation of payroll and benefits, such as taxes, financial allotments, health insurance (only during open season) and more. It allows you to view your earnings and leave statement each pay period to confirm all proper deductions are being withheld from your pay. All employees are strongly encouraged to view this statement each pay period. Access it at:

www.nfc.usda.gov/EPPS/index.aspx?ReturnUrl=%2fepps

 <h3>EPP User ID/Password Quick Reference Guide</h3> <p>The Employee Personal Page (EPP) allows employees serviced by the National Finance Center (NFC) to view their payroll, leave, health and life insurance, Wage and Tax Statement, and other personal information. EPP also allows employees (whose Agency participates) to use Employee Self Service (ESS), a self-service feature, to request updates to specific payroll information. Employees can access EPP from any computer at https://www.nfc.usda.gov/personal.</p> <p>This Quick Reference Guide provides instructions for new and current employees on the EPP user identification (ID) and password process.</p>	
Are you a new employee accessing the Employee Personal Page (EPP) for the first time?	
<p>If you received a "Welcome to EPP" email at your Agency work email address with a temporary password and instructions for accessing EPP, then your Agency has already established you in EPP.</p> <p>Log in using the steps below.</p> <ol style="list-style-type: none">1. Access EPP at https://www.nfc.usda.gov/personal.2. Enter your Social Security number (SSN) and temporary password. You will be prompted to enter a new user ID and password. <p><i>Optional Step:</i> At this point you can establish an EPP work email address and two additional alternate email addresses. Note: The EPP work email address should be a <u>valid</u> work email address on file for your Agency.</p> <p>Enter the EPP work email address and the alternate email addresses in the Additional 1 E-mail and Additional 2 E-mail fields respectively. Note: The alternate email addresses may be your personal email account addresses.</p> <ol style="list-style-type: none">3. Answer the six security questions provided. Your entered information is displayed.4. Review your security questions responses and click Continue. You are now logged into your EPP.	<p>If you did not receive a "Welcome to EPP" email at your Agency work email address, but do have a <u>valid</u> work email address (i.e., john.doe@usda.gov), then you need to complete the signup process in EPP.</p> <p>Log in using the steps below.</p> <ol style="list-style-type: none">1. Access EPP at https://www.nfc.usda.gov/personal.2. Click the New User Signup link located under the login fields.3. Enter your SSN and date of birth (DOB).4. Establish an EPP work email address Note: The EPP work email address should be a <u>valid</u> work email address on file for your Agency. Enter the EPP work email address .5. Click Continue. You will receive a message that your temporary password was emailed to you. Note: The temporary password email will be sent to your EPP work email address. Follow the instructions provided in the email.
<p>If you did not receive a "Welcome to EPP" email at your Agency work email address and you do not have a <u>valid</u> work email address (i.e., john.doe@usda.gov), please contact your Agency Servicing Personnel Office (SPO) to request assistance with logging into EPP.</p>	

Time and Attendance

The Library uses WebTA for submission of bi-weekly time and attendance. WebTA is a collection of applications that permit time and attendance information to be entered by the employee, and verified/certified by the supervisor/manager electronically for transmission to the National Finance Center (NFC) payroll system. To access WebTA, click on the following link: <https://cert.loc.gov/webta-loc/>

Transit Subsidy

Library employees who use public mass transit to commute to work are eligible for a federally funded transit subsidy. The subsidy covers employees who commute via Metrorail, MARC, VRE, Metrobus, county commuter buses, and/or qualified vanpools. Eligible employees will receive a subsidy for their public mass transit expense. The subsidy allotments ("SmartBenefits") are used in conjunction with SmarTrip fare cards. NOTE: The transit subsidy does not cover parking expenses, including parking at Metro stations.

Information on how to apply for and use SmartBenefits can be found at the following link: <http://staff.loc.gov/sites/hrs/>

Employee Federal Benefits and Retirement

The Library offers Health (FEHB), life (FEGLI), dental and vision (FEDVIP), and long term care (LTC) insurance, thrift savings plans (TSP), and flexible spending accounts (FSAFEDS) to eligible employees. Benefit premiums are paid by you and a portion is paid for by the agency, depending on the benefit. For more information visit the following links: www.opm.gov/healthcare-insurance/ and www.tsp.gov/index.html

There are various retirement systems that an eligible employee can be covered under: CSRS, CS-Offset, FERS, FERS-RAE and FERS-FRAE or no retirement system FICA (social security only). An employee retirement system is based on your eligible/creditable civilian and/or military service. For more information visit the following link: www.opm.gov/retirement-services/

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a free, confidential service that can assist you and eligible family members with any personal problems, large or small. For example, you can receive assistance with concerns such as marital conflict, depression or anxiety, stress management, career changes, alcohol or drug abuse, personal decision making, and more. You may choose to receive assistance over the telephone or in person. Currently, an on-site counselor is available to schedule in-person appointments on Mondays, Tuesdays and Thursdays, between 9:30 a.m. and 2:00 p.m.

To schedule an in-person appointment, call 7-6389. For phone counseling, call GuidanceResources®, at 1-888-290-4EAP or via TDD at 1-800-697-0353; 24-hour assistance is available.

Required Training

Required courses for Library staff are mandated based on legislation, regulations and directives to ensure you are aware of your roles and responsibilities. Additional courses may be required by your SU based upon your job responsibilities (e.g., Basic Emergency Care for Health Services Staff). For more information, visit the Office of Workforce Learning and Development (WLD) website at <https://olc.loc.gov> and click on “Required Training” or call WLD at 7-6348.



The screenshot shows the Human Resources Services website. The main heading is "Required Training". Below the heading, there is a search bar and a list of navigation links. The "Required Training" link is circled in red. The main content area contains a paragraph explaining the purpose of the site and a list of staff categories with links to view training requirements.

Human Resources Services

Required Training

This website identifies required training that applies to all LOC staff and/or subgroups per legislation, regulations and directives and other recommended learning resources. In accordance with [LCR 2017-1](#) Employee Training and Development, representatives on the Training and Development Advisory Board (TDAB) have reviewed the required training curricula.

Click on the applicable staff category to view training that you are responsible for completing. Click [here](#) for a printable version of all Library-wide Required Training. For questions about Library-wide Required Training, see our [FAQs](#).

- ▶ [New Library of Congress Staff](#)
- ▶ [All Library of Congress Staff](#)
- ▶ [Senior-Level Executives](#)
- ▶ [Supervisors and Managers, GS-15 and Below](#)
- ▶ [Staff Serving on Selection Panels](#)
- ▶ [Staff with Security Clearances](#)
- ▶ [Contracting Specialists \(OCGM only\)](#)
- ▶ [Contracting Officer's Representatives](#)
- ▶ [Purchase Card Holders](#)
- ▶ [Health, Safety and Security Training for Specific Duties](#)

WPD Home
Required Training
Development Programs
Workforce Performance Management Program
All Staff Training Resources
Classroom Reservations
Contact Us

Contact WPD
Workforce Performance and Development
7-6348
Email: cld@loc.gov

The Center for Learning and Development

WLD manages the Center for Learning and Development, which provides Library employees with a variety of training opportunities. You are encouraged to shape your career by learning new skills and seeking new challenges and work experiences. Talk to your supervisor about your career goals and explore the training opportunities available to you at the Library.

The Center for Learning and Development hosts two online training systems:

- Library of Congress (LOC) SkillPort
- Online Learning Center

LOC SkillPort is the Library's rich online catalog of SkillSoft™ e-learning resources for professional development and skills improvement. It contains thousands of learning assets that provide training and performance support across a wide range of business and IT competencies. LOC SkillPort includes over 2,500 online courses, 14,000 online books, and many additional assets such as videos,

interactive simulations, expert live learning sessions, condensed summary briefs, curricula-based learning portals, and job aids. All of these resources are available 24/7 to all Library employees from work or home. It also includes all of the mandatory online courses you are required to complete as a Library employee (e.g., Information Security Awareness, Ethics and Standards of Conduct, etc.).

You can also access these resources through your mobile device in the Skillssoft Learning App, which you can learn more about at the following link:
www.loc.gov/extranet/cld/locskillport/mobileaccess.html.

Welcome to the Library of Congress (LOC) SkillPort site

Contents: This site contains thousands of online courses, books, and other online learning assets. For access to instructor-led courses or the LOC mandatory online courses, please use the Online Learning Center (OLC).

Logging in:

1. Go to the Center for Learning and Development homepage (<https://olc.loc.gov>) and click on the LOC SkillPort Login link (on the right hand side of the screen).
2. When the Login Page displays, enter your LOC e-mail address as both the LOC e-mail and as your initial password. You will be requested to change your password on login.
3. Then select Login to SkillPort.
Result: The Home page displays summary information to help you develop an individualized learning plan and track your progress.



The LOC SkillPort e-learning site

SEE RECENTLY VIEWED:

You can find a list of your most recently viewed content items by clicking **Recently Viewed**.

VIEW UPCOMING EVENTS:

Find out about upcoming Live Events and Instructor Led Training sessions under **Upcoming Events**.

FIND CONTENT:

Find content of interest to you by using **Browse** or **Search**, or by selecting content presented on the page.



CHECK YOUR TO DO LIST:

Click the **To Do List** to find out if you have upcoming or overdue items in your learning plan.

SAVE CONTENT:

Found some great learning content? Click **Save** to save it to your learning plan so that you can easily return to it later. You can also create sets in your learning plan to help organize your content.

The Online Learning Center (OLC) is the Library's web-based learning management system, which manages classroom training for all Library employees. Use the OLC to register for classroom training or other scheduled learning events you would like to attend. To access the OLC:

1. Go to the LOC Staff Intranet (www.loc.gov/staff).
2. Select "Online Learning Center Login" (under **Training & Career Development**).
Note: You can also get to the OLC from any Internet-enabled computer by typing in <https://olc.loc.gov>.
3. Sign in with your LOC e-mail address and OLC password.
Note: Your OLC password will be given to you at orientation or emailed to you shortly thereafter. It is different from your LOC network login password.



Online Learning Center Sign On

If this is your first time visiting the Online Learning Center, please click on the [First Time User?](#) link to receive a password and learn more about the OLC. If you have forgotten your password, click on the [Forgot Your Password?](#) link to have it reset.

Please sign on:

LOC E-Mail Address:

Password: Example: [jdoe@loc.gov](#)

[Sign-On Help](#)

[First Time User?](#)
[Can't Sign On?](#)
[Forgot Your Password?](#)

Once you sign on for the first time, you will be asked to change your OLC password. Your new password must conform to the following specifications:

- Minimum of 8 characters long, including **at least three** of the following:
 - Uppercase alpha characters
 - Lowercase alpha characters
 - Numbers
 - Special characters (such as !, @, #)

Getting Help

You can view tutorials on how to use the OLC to search for training, manage your development plan, or view your transcript. Click on “Need Help?” to view the tutorials or get additional assistance.



Development Programs

Supervisor Development Program

The Supervisor Development Program (SDP) was designed for supervisors in grades up to and including GS-15, to help them develop and maintain the professional and leadership skills needed to hire and cultivate a high-performing, diverse workforce at the Library. The SDP helps supervisors provide focused staff development that specifically supports the “Empowerment: Empower the workforce for maximum performance” strategic strategy of the Library’s Strategic Plan.

The SDP is comprised of several required training courses and many optional, cyclical learning events such as supervisor forums, brown bags, and training courses targeted at helping supervisors meet the challenges of developing and managing Library staff. All supervisors up to and including GS-15 are required to take the mandatory courses.

Senior Leadership Development Program

The Senior Leadership Development Program (SLDP) is designed to provide continuous learning and development opportunities for senior leaders (GS-14s, 15s and Senior Level Executives (SLs)). The program enhances the competencies necessary for effective leadership at the senior level, including the Office of Personnel Management (OPM) Executive Core Qualifications (ECQs) along with additional LOC-specific qualifications. The SLDP includes two program components, one open enrollment component and one cohort component.

Leadership Development Program

The Leadership Development Program (LDP) is a competency-based training program for high potential employees from diverse backgrounds who are interested in broadening their knowledge and developing the skills that are the foundation of effective leadership. Selected participants are given opportunities to obtain education, training and experience needed to improve their current performance and enhance their leadership skills, knowledge of the Library's operations, and ability to serve in future leadership roles. Current full-time staff members in GS-11 through GS-13 positions with a minimum of two years of employment with the Library are eligible to apply for selection.

The LDP provides focused staff development opportunities that support the Library's mission and strategic goals. While not a placement program, the LDP supports the agency-wide succession management strategy that ensures that the Library is staffed to meet current and future business needs.

Career Development Program

The Library offers a Career Development Program (CDP) to help staff members enhance their professional development, leadership skills, and knowledge of the Library's operational structure and major programs and initiatives. It is designed for eligible staff in grades GS-2 through GS-9 (excluding those in career ladder positions that exceed GS-9) and/or WG-2 through WG-9. While not a placement or promotion program, the CDP is intended to provide focused developmental opportunities that help staff members increase the knowledge, proficiencies, skills and qualifications needed to help them improve performance in their current jobs and prepare them for future opportunities.

For more information about the Library-wide development programs, visit the WLD website <https://olc.loc.gov> and click on "Development Programs" or call HRS/WLD at 7-6348.

Workforce Performance Management

Workforce Performance Management (WPM) is the cyclical process by which the Library cultivates a results-oriented, high-performing staff that has a direct impact on the achievement of the Library's mission and strategic goals.

WPM is designed to:

- Engage and inspire employees to build long-term careers at the Library
- Set clear, goal-aligned performance expectations
- Provide employees with timely, constructive feedback about performance
- Conduct performance appraisals that acknowledge key accomplishments
- Provide "rewards" based on well-defined, distinct levels of performance
- Support professional growth, awareness, and skill-building

You should expect to participate actively in the WPM process by:

- Engaging in effective two-way discussions with your supervisor
- Providing input on what measures should be used to describe a successful or satisfactory level of performance
- Suggesting what outcomes should be expected as a result of your doing your job at a successful or satisfactory level and above
- Seeking opportunities to learn and grow in your work life and career

For more information on WPM at the Library, visit the WLD website <https://olc.loc.gov> and click on "Workforce Performance Management Program."



Special Employee Programs

The Library of Congress offers many valuable and convenient services to its employees, including the following:

Credit Union

The Library of Congress Federal Credit Union (LCFCU), located in LM 634, is a member-owned, full-service financial institution dedicated to providing high-quality financial services and serving the diverse financial needs of its members. The LCFCU's many services include savings and investment accounts, loan services (e.g., auto, mortgage, home equity line of credit, personal), and credit card accounts.

Health Services Office

The Library of Congress Health Services Office (HSO), located in LM G-40, serves as the employee health and occupational medical center for the Library. Staffed with a physician, nurses and other medical professionals, the HSO is committed to promoting and maintaining optimal health and wellness of all Library employees.

A Fitness/Wellness Associate is on duty part time in the Wellness Center, located in the Adams building in rooms LA SB-35, SB-36 and SB-37. The Associate provides

orientations to the center and equipment, monitors the use and condition of equipment, and provides basic recommendations on low to moderate exercise programs.

Disability Accommodations

The Library provides accessibility and accommodation services to employees in need of special assistance, in accordance with the Americans with Disabilities Act (ADA). The Interpretive Services Program (ISP) provides interpreting services for Library employees, applicants, and visitors who are deaf, blind, or hard of hearing, so that they may fully participate in the Library's work environment and programs. ADA requests can be submitted to ADA@loc.gov and ISP requests can be submitted using the following form:

<http://staff.loc.gov/sites/eeodp/interpreting-services-program-request-form/>.

Childcare Center

The Library of Congress Child Care Association, a non-profit affiliate of the Library, operates a full-time childcare center. Located on Capitol Hill near Eastern Market, the Little Scholars Child Development Center provides children of Library and other federal employees with an environment that fosters love of learning and curiosity about the world around them. Little Scholars provides care for children ages 3 months to 5 years.

Book Borrowing

You may borrow books from the Library's vast general collections. To take advantage of this exclusive benefit, set up a Borrower's Account with the Collections Access, Loan and Management (CALM) division office located in LM G39, LA 5244, LJ G24, or in Alcove 1 inside the Main Reading Room of the Jefferson Building.

Travel Service

SatoTravel books and manages all Library travel reservations. If you travel on Library business, make your reservations through SatoTravel.

Gift Shop

The Library operates a full-service gift shop on the ground floor of the Jefferson Building. Store hours are Monday through Saturday 8:30 a.m. to 4:30 p.m. Employees receive a 10% discount on all purchases, with a Library of Congress employee identification badge.

Parking Program

Library employees are encouraged to use Metro for their commute to Capitol Hill facilities. The Library also has a limited number of on-site garage parking spaces assigned to permanent staff based on priority:

- Permanent handicap (tag required)
- Special work schedule
- Carpool
- Length of service

The Gazette

The Gazette is the weekly newspaper for staff. It can be found on-line at the following link: www.loc.gov/staff/gazette. Print versions can be found in newsstand boxes located throughout the Library of Congress in the Jefferson, Madison and Adams buildings.

Employee Organizations

Labor Unions (Bargaining Units)

Three separate labor unions represent the interests of specific populations of non-supervisory staff at the Library of Congress. Each union negotiates its own CBA with the Library's senior management. Library staff who are eligible for a specific labor union are covered by the terms of the applicable bargaining agreement whether or not they officially become members. The three labor unions are described below.

AFSCME Local 2477

Local 2477 of the American Federation of State, County, and Municipal Employees (AFSCME) is affiliated with the AFL-CIO, and is commonly referred to as "The Employee's Union." This union represents the interests of all employees of the Library of Congress, including regular part-time employees, but excluding all "professional" employees as defined in 5 USC 7103(a) (15): management officials, supervisors, temporary employees with appointments of ninety (90) days or less, employees of the Federal Research Division, Congressional Research Service, and all employees excluded from the definition of employees by 5 USC 7103 and 7112.

AFSCME Local 2910

Local 2910 of the AFSCME is affiliated with the AFL-CIO as well, and is commonly referred to as "The Guild." This union represents the interests of all professional employees of the Library, including permanent and indefinite part-time employees, but excluding temporary employees with appointments of ninety (90) days or less, employees of CRS, HRS, and the Federal Research Division, and all persons excluded from the definition of employees by 5 USC 7103.

Congressional Research Employees Association

The Congressional Research Employees Association is affiliated with the International Federation of Professional and Technical Engineers (IFPTE) Local 75, and is commonly referred to as "CREA." This union represents the interests of all employees in professional and non-professional positions within CRS, except for persons excluded from appropriate units by 5 USC 7112(b).

Employee Associations and Clubs

Employee associations and clubs represent a range of interests across the Library's diverse staff. Membership is open to all who are interested in participating. Detailed information about joining the following employee associations and clubs can be found at the following link:

www.loc.gov/staff/page.php?name=clubs.

Employee associations at the Library of Congress include:

Blacks in Government (BIG), LC Chapter

BIG is a national grass roots organization that promotes and supports the well-being, education, and professional development of African Americans in the federal, state, county and municipal sectors. BIG is a national response to the need for African Americans in public service to organize around issues of mutual concern and to use their collective strength to confront workplace and community problems. BIG's goals essentially are to promote equity in all aspects of American life, excellence in public service, and opportunity for all Americans.

Daniel A. P. Murray African American Culture Association

Established in 1979, the mission of this association is to "increase awareness and appreciation of African American culture, through educational, scholarly, cultural, benevolent, civic and nonprofit social activities."

LC Asian American Association (LCAAA)

This association is "organized exclusively for charitable, educational, and literary purposes, with an emphasis on those focused on Asians and Asian-Americans."

LC Childcare Association (Little Scholars)

Operated by the LC Childcare Association, a non-profit affiliate of the Library, Little Scholars is dedicated to providing high quality childcare for employees of the Library, other legislative branch offices, other federal departments and agencies, and children in the community.

LC Chorale

For over 40 years, the LC Chorale, one of the longest-standing employee choruses in the country, has performed for the education, enjoyment, and cultural enrichment of the Library, its members, and its audiences. The Chorale rehearses weekly and performs two major annual concerts and at other events throughout the year. The Chorale welcomes employees, contractors, volunteers, and retirees who seek the opportunity to sing together in a professional-quality chorus.

LC Cooking Club (LCCC)

Established in 1949, the Library of Congress Cooking Club is the Library's oldest recognized employee organization. LCCC is a gathering of Library employees and retirees who sponsor noontime talks on the cultural aspects of food, nutrition, and good eating.

LC Deaf Association (LCDA)

The purpose of LCDA is to serve as a resource in support of efforts by the Library and labor organizations to identify and eliminate discriminatory policies affecting deaf and hard of hearing employees, increase awareness of deaf and hard of hearing issues, encourage employment at all levels within the Library, promote more career related opportunities for deaf or hard of hearing federal employees, and support the Library in pursuing its objectives toward workforce diversity.

LC Gay, Lesbian, or Bisexual Employees (LC-GLOBE)

LOC-GLOBE serves as "an educational, recreational, and cultural forum that endeavors to provide information to assist in eliminating prejudice and discrimination against gay men, lesbians, bisexuals, and transgender persons; educate Library of Congress employees at all levels about the issues of concern to their lesbian, gay, transgender, and bisexual colleagues, children, relatives and friends; and more."

LC Hispanic Cultural Society

The purpose of this Society is "to preserve, promote, and share all aspects of Hispanic culture among Library of Congress employees through sponsorship of scholarly, educational and cultural activities in the arts, humanities and social sciences; and through its publications."

LC Professional Association (LCPA)

Established in 1969, the mission of the LCPA is to "help foster communication in the Library, to promote staff interaction, to create an independent platform for discussion of Library issues, and to improve the knowledge and skills of LC employees."

LC Toastmasters

The LC Toastmasters Club is a Toastmasters International chartered club and is a recognized employee's group of the Library. It was founded in 2000 to help individuals improve their communication and leadership skills in a supportive, friendly environment.

Organization of Employees with Disabilities (OED)

The mission of the OED is to assist those with present and future disabilities to have a clearinghouse for information on workplace accommodations, universal design, programs, and services at the Library.

Food Services

Several food service areas are available in Library buildings on Capitol Hill. Two dining and food service areas are located in the James Madison Memorial Building and one is in the John Adams Building. Information and public hours are listed below.

Key: LM=Madison Building; LA=Adams Building; LJ=Jefferson Building

Madison Café (LM 625)

Monday through Friday

Breakfast, 8:30 a.m. to 10:30 a.m.

Lunch, 11:00 a.m. to 2:00 p.m.

Limited Service, 10:30 a.m. to 11:00 a.m. and 2:00 p.m. to 3:30 p.m. Limited service is hot and cold beverages, made to order grill items and cold grab and go items

Madison Snack Bar (LM G47)

Subway, Monday through Friday, 10:00 a.m. to 4:00 p.m.

Dunkin Donuts, Monday through Friday, 8:30 a.m. to 4:00 p.m.

Seating, microwave and WiFi are available

Adams Snack Bar (LA 110)

Monday through Friday, 8:30 a.m. to 3:30 p.m.

Jefferson Coffee Shop (LJ Cellar Level)

Monday through Friday, 8:30 a.m. to 4:00 p.m.

Saturday, 8:30 a.m. to 2:00 p.m.

Jefferson Southwest Courtyard (LJ Cellar level)

Seating is available in the courtyard April through September from 9:30 a.m. to 3:00 p.m.

Vending Machines (LM G47, LM-216, LM-440, LJ-C25 & LA-115)

Monday through Friday, 8:30 a.m. to 9:30 p.m.

Saturday, 8:30 a.m. to 5:00 p.m.

LJ-C25 Vending Room has seating and a microwave and is open on federal holidays when the Great Hall is open to the public.

Neighborhood Services

<p>Banks</p> <p>Bank of America 201 Pennsylvania Avenue, SE 202.624.4600</p> <p>Capital One Bank 336 Pennsylvania Avenue, SE 202.543.2510</p> <p>Citibank 600 Pennsylvania Ave, SE 202.800.2457</p> <p>Wells Fargo Bank 215 Pennsylvania Avenue, SE 202.628.3365</p> <p>Restaurants and Cafes</p> <p>Bullfeathers 410 First Street, SE 202.484.0228</p> <p>Burrito Brothers 205 Pennsylvania Avenue, SE 202.543.6835</p> <p>Café Recess 209 Pennsylvania Avenue, SE 202.544.3049</p> <p>Pret A Manger 301 Pennsylvania Ave SE 202.547.1025</p> <p>Firehook Bakery 215 Pennsylvania Avenue, SE 202.544.7003</p> <p>Good Stuff Eatery 303 Pennsylvania Ave, SE 202.543.8222</p>	<p>Hawk 'n' Dove 329 Pennsylvania Avenue, SE 202.547.0030</p> <p>Le Bon Café 210 2nd Street, SE 202.547.7200</p> <p>Pete's Diner 212 2nd Street, SE 202.544.7335</p> <p>Sonoma Restaurant and Wine Bar 223 Pennsylvania Avenue, SE 202.544.8088</p> <p>Starbucks 237 Pennsylvania Avenue, SE 202.544.9783</p> <p>Subway 406 First Street #2, SE 202.547.7827</p> <p>Sweetgreen 221 Pennsylvania Ave, SE 202.547.9338</p> <p>Talay Thai 406 First Street, SE 202.546.5100</p> <p>Tortilla Coast 400 First Street, SE 202.546.6768</p> <p>Tune Inn 331 Pennsylvania Ave, SE 202.543.2725</p> <p>We, the Pizza 305 Pennsylvania Ave, SE 202.544.4008</p> <p>Young Chow 312 Pennsylvania Ave SE 202.544.3030</p>
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Useful Contact Information

Function	Who	Phone/Email	Location/Website
Book Borrowing			
Registration	Collections Access, Loan and Management (CALM)	7-5441	LM G39 LA 5244 LJ Main Reading Room www.loc.gov/staff/rr/security/procedures.html#bookcheckout
Building Services			
Facilities operations	Integrated Support Services (ISS)	7-9938	http://staff.loc.gov/sites/iss/about-iss/facility-operations-services/
Closures due to emergency or inclement weather	Emergency Information Line	7-0972	
Electrical, heating, or plumbing	Architect of the Capitol	7-5157	
Housekeeping	CHIMES Services	7-7163	
Keys	Physical Security	7-2422	http://staff.loc.gov/sites/osep/physical-security/keys/
Parking	Parking Program Office	7-5822	www.loc.gov/staff/iss/parking.html
Childcare Services			
Little Scholars	LC Childcare Association	202-547-5222	http://staff.loc.gov/sites/littlescholars/
Credit Union			
Credit Union	LCFCU	7-5852	LM 634
Automated Teller Machines	LCFCU	7-5852	LM – ground and sixth floors (near 625)
Disability Accommodations			
ADA Requests	EEDO/DP	7-6362 ada@loc.gov	LM 623
Interpretive Services Program	EEO/DP	7-6362 isp@loc.gov	LM 623
Emergency Services			
General Information	OSEP	7-8708	LM G03
Emergency Preparedness	OSEP	epp@loc.gov	LM G03
Employee Assistance Program			
On-site counseling	Employee Services Section	7-6389	LM 107

Function	Who	Phone/Email	Location/Website
Telephone counseling (available 24 hours)	GuidanceResources®	(888) 290-4EAP	www.guidanceresources.com
Food Services			
Cafeteria (Madison)		7-8300	LM 625
Starbucks		7-8300	LM 625
Subway Sandwich Shop		7-8300	LM G47
Dunkin Donuts		7-8300	LM G47
Cafe (Adams)		7-8300	LA 110
Coffee shop (Madison)		7-8300	LM G47
Fraud, Waste or Abuse			
Report fraud, waste or abuse	Office of the Inspector General	7-6306 oi hotline@loc.gov	www.loc.gov/staff/oi/g/
Gift Shop			
Library of Congress Shop	Office of Business Enterprises	(888) 682-3557	LJ G62
Health Maintenance			
Medical Services	Health Services Office	7-8035	LM G40
Fitness/Wellness Center	Wellness Associate	7-8035	LA SB-35
Human Resources Services			
Payroll, Employee benefits, & Retirement Leave administration Time & Attendance Transit subsidy Official Personnel Records Length of Service Awards	Employee Services Section (ESS)	7-5627 askhr@loc.gov	LM 107
Training and development	Office of Workforce Learning and Development (WLD)	7-6348 cld@loc.gov	LM 654
Employee-Mgmt Relations Labor-Mgmt Relations Performance management	Office of Workforce Management (WFM)	7-6966 7-2536 7-1130	LM 653/LM 654
Labor Unions			
AFSCME Local 2477	Union representative	7-6291	LM G41 www.afscme.org/
AFSCME Local 2910 (The Guild)	Union representative	7-6493	LM G41 www.guild2910.org/

Function	Who	Phone/Email	Location/Website
Congressional Research Employees Association (CREA)	Union representative	7-7636	LM 412 http://creaunion.org/

Function	Who	Phone/Email	Location/Website
<i>Security</i>			
Background investigations Public Trust positions National Security positions Security clearances	Personnel Security	7-5618	LM B15
Employee ID badge	Badging Station	7-6361	LM G11
Fingerprinting	Physical Security	7-9410	LM G10
Police	Capitol Police	7-1000	
<i>Technology support</i>			
Computer help Telephone help Computer security issues	Office of the Chief Information Officer	7-7727	LM 118
<i>Travel</i>			
Reservations	SatoTravel	(866) 575-7286 (during hours) (877) 698-2472 (after hours)	
Reimbursement	Travel Office	7-5183	LM 613

Acronyms and Abbreviations

As is true with other federal agencies, the Library of Congress uses many acronyms. While the following list is not exhaustive, it does include many of the acronyms you are likely to encounter at the Library.

AFSCME	American Federation of State, County, and Municipal Employees (Guild 2910 and Union 2477)
AOC	Architect of the Capitol
CALM	Collections Access, Loan and Management
CBA	Collective Bargaining Agreement
CFC	Combined Federal Campaign
CLD	Center for Learning and Development
COP	Copyright
COR	Contracting Officer's Representative
CREA	Congressional Research Employees Association
CRS	Congressional Research Service
CSRS	Civil Service Retirement System
EAP	Employee Assistance Program
EEODP	Office of Equal Employment Opportunity and Diversity Program
EPP	Employee Personal Page
ESS	Employee Services Section
FEDVIP	Federal Employees Dental and Vision Program
FEHB	Federal Employees Health Benefits
FEGLI	Federal Employees Group Life Insurance
FERS	Federal Employees Retirement System
FLICC	Federal Library Information Center Committee
FLTCIP	Federal Long Term Care Insurance Program
FSAFEDS	Federal Flexible Spending Accounts
GLIN	Global Legal Information Network
HRS	Human Resources Services
ISS	Integrated Support Services
ITS	Information Technology Services
KSAs	Knowledge, Skills, and Abilities
LC or LOC	Library of Congress
LCFCU	Library of Congress Federal Credit Union
LCR	Library of Congress Regulation
LIBN	(Office of the) Librarian of Congress
LA	Library – Adams (building)
LJ	Library – Jefferson (building)
LLC	Law Library of Congress
LM	Library – Madison (building)
LS	Library Services
NIO	National and International Outreach
NDIIP	National Digital Information Infrastructure and Preservation Program
NDL	National Digital Library
NFC	National Finance Center
OCIO	Office of the Chief Information Officer
OCFO	Office of Chief Financial Officer

OCGM	Office of Contracts and Grants Management
OCOO	Office of the Chief Operating Officer
OIG	Office of the Inspector General
OGC	Office of the General Counsel
OLC	Online Learning Center
OPM	Office of Personnel Management
OSEP	Office of Security and Emergency Preparedness
PAO	Public Affairs Office
PAR	Personnel Action Recommendation
SU	Service Unit
TSP	Thrift Savings Plan
WebTA	Time and Attendance System

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