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The Library is inspired and deeply moved by the role libraries and librarians are playing in Ukraine, Librarian of Congress Carla Hayden wrote last week.

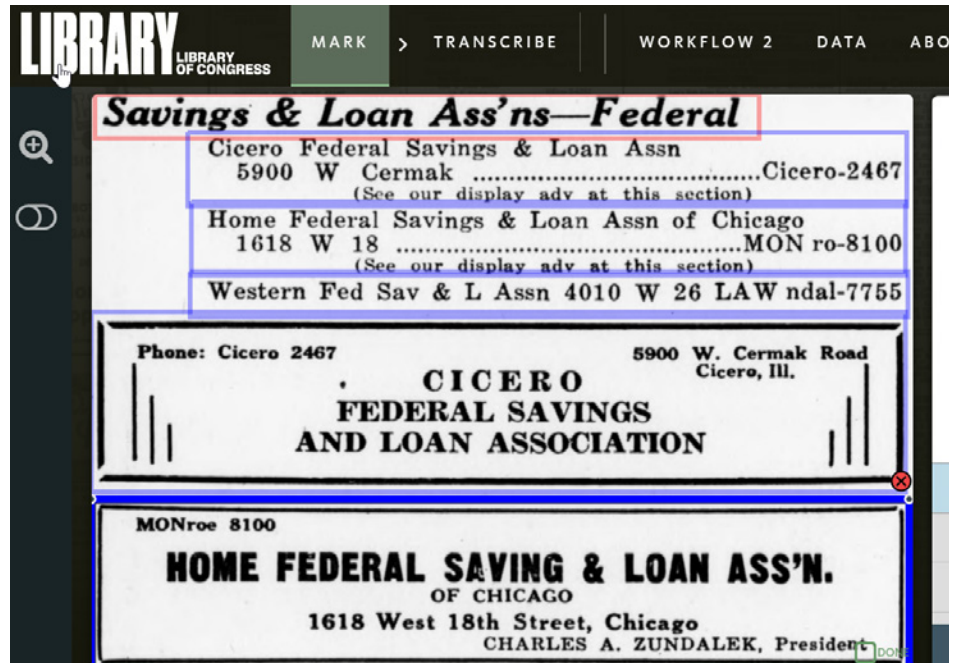
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The CRS analyst specializes in emergency management and disaster recovery, but she also has a soft spot for concrete architecture.

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The Humans in the Loop team trained an algorithm to detect individual business listings in the Library's digitized U.S. Telephone Directory Collection.

LC Labs Experiment Engages Users in New Ways

The effort shows how people and algorithms can combine to enhance digital access.

BY SAHAR KAZMI

The digital humanities are at the threshold of transformative change. As machine learning technology becomes more commonplace in daily life – from spam-filtering email intelligence to smart home devices and facial recognition tools – its power to innovate promises to deepen engagement with cultural humanities collections.

The LC Labs team in the Office of the Chief Information Officer has been exploring these possibilities through research and experiments like [Citizen DJ](#) and [Newspaper Navigator](#). The team's recent

study of an interactive machine learning approach, called Humans in the Loop, illustrates how user-driven crowdsourcing programs and machine learning technology, when combined, offer groundbreaking potential to maximize access to the Library's content.

"A human-in-the-loop effort intentionally includes people in machine learning processes that might otherwise be left entirely to computer algorithms," Meghan Ferriter of LC Labs said. "Our experiment asked: How can we combine crowdsourcing and machine learning creatively and ethically to improve access

LC LABS, CONTINUED ON 7

NOTICES

DONATED TIME

The following employees have satisfied eligibility requirements to receive leave donations from other staff members. Contact Amy McAllister at amcallister@loc.gov.

Lynette Brown
Avraham "Avi" Shapiro

Christa Maher

OCIO TECH FORUM

March 29, 11 a.m. to 12:30 p.m.
[Online](#)

All Library staff are invited to the next Office of the Chief Information Officer (OCIO) Tech Forum. OCIO senior leaders will provide an update on recent IT activities, and the chief and deputy chief information officers will field questions about Library technology.

To submit a question in advance, send an email to askthecio@loc.gov. The event will be recorded and shared on the OCIO intranet along with previous Tech Forums.

STUDENT LOAN FORGIVENESS PROGRAM

Library of Congress employees may qualify for the Public Service Loan Forgiveness (PSLF) program, which is administered by the U.S. Department of Education. The program forgives the remaining balance on your direct loans after you have made 120 qualifying monthly payments under a qualifying repayment plan while working full time for a qualifying employer.

The Department of Education's Oct. 6, 2021, announcement described a temporary change in the PSLF program rules, which included an opportunity to apply for the Limited PSLF Waiver Opportunity (through Oct. 31, 2022). Borrowers may receive credit for past periods of repayment that would otherwise not qualify for PSLF.

The Library does not administer the PSLF program; questions should be directed to the Department of Education. For more information and to find out if you qualify for this time-limited opportunity, [visit the PSLF website](#).

Contact the Human Capital Directorate (HCD) through [AskHCD](#) only if you need to certify your employment dates in your application to the Department of Education. In the drop-down menu, select Personnel Services under category and Public Student Loan Forgiveness Certifications under category details.



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GAZETTE

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MISSION OF THE LIBRARY OF CONGRESS

The Library's central mission is to engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.

ABOUT THE GAZETTE

An official publication of the Library of Congress, The Gazette encourages Library managers and staff to submit articles and photographs of general interest. Submissions will be edited to convey the most necessary information.

Back issues of The Gazette in print are available in the Communications Office, LM 143. Electronic archived issues and a color PDF file of the current issue are available online at loc.gov/staff/gazette.

GAZETTE WELCOMES LETTERS FROM STAFF

Staff members are invited to use the Gazette for lively and thoughtful debate relevant to Library issues. Letters must be signed by the author, whose place of work and telephone extension should be included so we can verify authorship. If a letter calls for management response, an explanation of a policy or actions or clarification of fact, we will ask for management response.—Ed.

Library of Congress Gazette

Washington, DC 20540-1620

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ISSN 1049-8184

Printed by the Printing Management Section

GAZETTE DEADLINES

The deadline for editorial copy for the April 8 Gazette is Wednesday, March 30.

Email editorial copy and letters to the editor to mhartsell@loc.gov and wmal@loc.gov.

To promote events through the Library's online calendar (www.loc.gov/loc/events) and the Gazette Calendar, email event and contact information to calendar@loc.gov by 9 a.m. Monday of the week of publication.

Boxed announcements should be submitted electronically (text files) by 9 a.m. Monday the week of publication to mhartsell@loc.gov and wmal@loc.gov.

Overseas Offices Welcome New Field Directors

BY SUSAN MORRIS

Four of the Library's six overseas field offices greeted new field directors this winter as part of a program to fine-tune acquisitions of hard-to-find material from around the world. One of the field directors was a new hire, while the others were reassigned from other overseas locations. For all of them, though, the pandemic made moving to new living quarters a challenge.

"These complex, mission-critical moves ensure that the Library will be able to acquire and catalog materials from regions where the book trade is not well developed," said Beacher Wiggins, director of the Acquisitions and Bibliographic Access Directorate, which manages the overseas offices.

Laila Mulgaokar, field director of the Library's office in New Delhi since 2004, was appointed director of the Jakarta, Indonesia, office effective Jan. 16. Many stateside residents don't realize the vast distances across Asia – Mulgaokar's trip from New Delhi to Jakarta took more than 15 hours. Upon arrival, she, like all diplomatic personnel entering Indonesia from other countries, had to stay in a quarantine hotel for 10 days under Indonesia's pandemic protocols.

She took up her new position in the Jakarta office on Jan. 25 and now supervises 55 staff members who work in Jakarta and four suboffices in Kuala Lumpur, Malaysia; Rangoon (Yangon), Myanmar; Manila, Philippines; and Bangkok. They acquire, catalog and provide preservation reformatting for materials from 10 countries in Southeast Asia.

Mulgaokar's predecessor in Jakarta, Carol Mitchell, remained in the city through January to orient Mulgaokar to the office. Mitchell then returned to the U.S. and plans to retire from the Library this month.

William Kopycki, field direc-



Fehi Cannon

Parthasarathi Mohanty



William Kopycki

Terry Ngatia

tor in Cairo, took the helm of the Library's office in Nairobi, Kenya, in November 2021, but he wasn't able to move to Nairobi with his family until February. He now manages both the Cairo and the Nairobi offices while the Library interviews candidates for the Cairo field directorship.

Paul Losch is the Library's newest

field director. He was appointed to lead the Rio de Janeiro office in December 2020. Because of the pandemic, he managed the office remotely until September 2021, when COVID conditions in Rio eased enough to permit him to move.

Staff in the Rio office are gradually returning to full-time on-site work. During the remainder of fiscal 2022, the office hopes to make several acquisitions trips in its areas of coverage – Brazil, Suriname, Uruguay, Guyana and French Guiana, an overseas department of France.

So, which field director has had the same residential address the longest? It's Fehi Cannon, field director for Islamabad, who became the New Delhi field director on Jan. 16. Cannon didn't have to move because as field director for Islamabad, he already lived in New Delhi for reasons of security. He visits the Islamabad office periodically, but mostly he manages it remotely. Cannon will continue to manage the Islamabad office for a year while Wiggins and Library leadership consider long-term options for the office.

Phong Tran, an expert cataloger with a working knowledge of Hindi, continues as deputy field director in New Delhi, ABA's largest overseas office. It has nearly 70 employees and contractors and covers not only India but also Bangladesh, Bhutan, the Maldives, Nepal and Sri Lanka, justifying two positions for American supervisors.

Wiggins concluded: "Over the past dozen years, the overseas offices have become active participants in ABA's full range of operations. Like our stateside divisions, the offices acquire analog and digital collections and catalog them in real time for use by Library researchers. These staffing changes place seasoned field directors exactly where they're most needed." ■

On-Site Operations to Be Fully Restored

Library leaders announced on Tuesday that the Library intends to complete the restoration of on-site operations on April 11. Many employees will begin new telework schedules that day; for some, it will be their first time back in Library buildings in more than two years.

April 11 will also be the start of the new parking policy, which will be in effect for those who have received new parking passes. Staff who previously applied for a transit subsidy will have it available on April 1.

This increase in on-site presence is consistent with the guidance of the Centers for Disease Control and Prevention and the recommendations of the Library’s health professionals. There will continue to be close monitoring of health conditions and adjustments to on-site preventive measures if necessitated by changes in the local COVID-19 community levels.

For the foreseeable future, some of the health policies implemented during the pandemic will continue. These policies have helped to prevent the introduction or transmis-

sion of the virus in the workplace. Along with the high level of vaccinations among Library employees and significantly lower rates of COVID-19 infections in the community, the policies provide multiple layers of defense against contact with the virus.

The Health Services Division continues to encourage everyone to stay up to date with COVID vaccinations and to get COVID vaccine booster shots to maintain protection against severe disease from future COVID variants. ■

OBITUARY



Katherine Gould

Katherine Gould died on Feb. 27 at Enloe Medical Center in Chico, California, following a long battle with heart and chronic obstructive pulmonary disease. She worked at the Library for 20 years, rising to the position of manager of the Newspaper and Periodical Reading Room before leaving to pursue other interests.

Gould was born on Sept. 19, 1943, in Rawlins, Wyoming, the third of three daughters born to Charlie and Dorothy (Grooman) Gould of Saratoga, Wyoming. Gould attended school in Saratoga, graduating from high school in 1961 as class valedictorian. She then attended the University of Wyoming and graduated in spring 1965. Afterward, she earned a master’s degree in library science from the University of Illinois.

With her degree in hand, Gould accepted a position at the Library. As manager of the Newspaper and Periodical Reading Room, she oversaw the Library’s archive of newspapers from around the country and its valuable collection of comic books.

In 1987, she left the Library and moved to Maine to spend a summer working in the kitchen of an inn. The summer turned into 15 years at the Castine Inn, where she worked not only in the kitchen but also as an assistant inn keeper and the inn’s only year-round employee.

In 2002, Gould moved to Chico to help care for her mother, who had relocated there from Wyoming. She became associated with the Chico branch of the Butte County Library, serving in various volunteer capacities and as a full-time employee. After retiring, she continued to volunteer; most recently, she was president of the Chico Friends of the Library.

Gould was an extremely creative person with many hobbies. While in Maine, she studied pottery, producing a collection of items still treasured by family members. In Chico, she learned to make baskets from pine needles and took coloring to new heights. Before the pandemic, she directed a weekly coloring group that met at the library.

Gould is survived by two sisters, Margaret Siemsen of Chico and Mary McIlvaine of Cheyenne, Wyoming. She is also survived by two nieces, a nephew and a number of grand nieces and nephews. ■

**Your Employee Personal Page (EPP) is at
www.nfc.usda.gov/epps/**

Statement on Ukraine

Librarian of Congress Carla Hayden released the following statement on March 18.

We at the Library of Congress, in our role as the national library of the United States, are inspired and deeply moved by the role libraries and librarians are playing in Ukraine. We wholeheartedly support and admire their work.

Librarians across Ukraine are still working, when possible, to carry out their daily tasks of providing information, supporting community events and providing children with books and programs. But they are also using their valued public spaces for life-saving bomb shelters. For first-aid training classes. For refugee meeting points. For protection of cultural treasures.

By their courage and commitment, Ukrainian librarians are proving their role as part of the national backbone. No nation exists without its culture, and no culture can long survive without keepers of that heritage. Those cultural attendants are often in libraries, they are the librarians.

With outposts around the world, the Library of Congress is proud to also work with more than 10 established partners in Ukraine as well as with our partners in the Ukrainian government. The Library has assisted national libraries in other nations after manmade and natural disasters, most recently in Afghanistan and Haiti.

Today, the Library will continue its ongoing work in and with its steadfast friends and partners as they strive to provide service in the most challenging circumstances. In the words of the great Ukrainian poet Taras Shevchenko, in this time of trouble and grief, our hearts hurry to the twilight gardens of Ukraine. ■

New Podcast Ventures to Space and Life Beyond Earth

The John W. Kluge Center released the first three episodes in a new six-episode podcast series last week. Called “Space on the Page,” the series explores the universe not with a rocket but through ideas.

Hosts David Baron and Lucas Mix interview authors and scientists who think and write about space exploration and the search for life beyond Earth. A journalist, Baron covers science and the environment and served as science correspondent for NPR. Mix is an evolutionary biologist and Episcopal priest, and he studies the intersection between biology and philosophy. Both are recent holders of the Baruch S. Blumberg NASA/Library of Congress Chair in Astrobiology, Exploration and Scientific Innovation.

The first three episodes focus on Mars and our society’s fascination with the red planet. In the first episode, William Sheehan, historian of astronomy and affiliate of the Lowell Observatory, explains why people in the early 20th century thought Mars might harbor an advanced civilization.

In the second episode, Georgetown University biologist Sarah Stewart Johnson explains how new discoveries and a better understanding of life on Earth have propelled the quest to find microbial life on Mars.

In the third episode, science journalist David Whitehouse discusses the dream of sending human missions to Mars, looking



at the concrete steps being taken as well as biological, technological and social constraints and risks that must be overcome.

The next three episodes will be released on April 13. In them, science fiction writers Nnedi Okorafor, Becky Chambers and John Scalzi will speak with scientists Betül Kaçar of the University of Wisconsin, Rika Anderson of Carleton College and Frank Rosenzweig of Georgia Tech. Together, they will examine how the human imagination depicts everything that we anticipate, hope and fear about what is currently unknown.

Holders of the Blumberg chair are charged with investigating the interface between human society and the scientific exploration of the cosmos and to bring the fruits of that investigation to the public.

Access all episodes of the podcast [here](#). ■

OIG WOULD LIKE TO KNOW

Report suspected illegal activities, waste, fraud, abuse and mismanagement in Library of Congress administration and operations to the Office of the Inspector General (OIG). A link to all Library regulations is available on the staff intranet at <http://staff.loc.gov/sites/rules-and-regulations/>.

To make a report, contact OIG via the online form at www.loc.gov/about/office-of-the-inspector-general/contact-us/ or report by mail to 101 Independence Ave., S.E., LM 630, Washington, D.C., 20540-1060.



Jerry Almonte

Erica Lee

Erica Lee is an analyst in emergency management and disaster recovery in the Congressional Research Service (CRS).

Tell us about your background.

I grew up in Chicago and Denver, and I received an M.A. and a Ph.D. in history from the University of California, Berkeley. At Berkeley, I received a U.S. Department of Education Jacob K. Javits Fellowship to fund a dissertation on the history of federal disaster relief in the United States, and I taught a course on the history of disaster relief in the Americas.

I completed my undergraduate work at the Cooper Union School of Architecture and UC Berkeley's Department of Rhetoric.

Prior to coming to CRS, I worked at the U.S. Small Business Administration's Office of Disaster Assistance and in the Division of Risk Management Supervision of the Federal Deposit Insurance Corporation as a presidential management fellow.

What brought you to the Library?

I've long been a big fan of CRS. As a graduate student, I read bootlegged CRS reports (before they went public) to inform some of my research. I enjoyed my previous positions in academia and the U.S. executive branch focused on disaster relief and policy anal-

ysis, but I had long been curious about opportunities in Congress. So, I leapt at the chance to work on some of these same issues when a job opened up at CRS.

Now, I work in CRS' Federalism and Emergency Management Section as an analyst, primarily focusing on a grant program that provides federal assistance to nonfederal governments and nonprofits following hazards like hurricanes, wildfires and the COVID-19 pandemic. In that capacity, I have the opportunity to consult with congressional clients regarding existing federal authorities and opportunities for reform, as well as emerging policy considerations related to disaster relief, equity and climate change.

What are some of your standout projects?

I really enjoyed working with colleagues across multiple divisions on a [report on the federal emergency and disaster declarations](#) for the COVID-19 pandemic. We conducted historical, legislative and policy research to understand how the federal response to the pandemic fit into the existing suite of federal emergency powers.

I borrowed a few of those valued colleagues to pull together an [infographic](#) comparing key types of federal emergency declarations, which was also really fun and rewarding. And my emergency management subsection team just published [a report](#) on the role of the Federal Emergency Management Agency in the federal pandemic response.

My strongest work products and best experiences at CRS are invariably collaborative. I'm lucky to work with sharp, dedicated and amiable colleagues.

What do you enjoy doing outside work?

I'm a big fan of concrete architecture. I love to tour brutalist masterworks around D.C. and beyond and try to wrap my head around seismic building design.

What is something your co-workers may not know about you?

As an architecture student, I lived in an unconverted industrial loft in Brooklyn, where my roommates and I built lofted bedrooms that were generously referred to as treehouses. ■

BY WOMEN AND FOR WOMEN



Gottschow-Schleisner Collection/Prints and Photographs Division

[In a post on Inside Adams](#), Ellen Terrell writes about businesswoman Ida Rosenthal and product designer Sara Little Turnbull, whose pioneering work led to comfortable undergarments for women and, eventually, the now-ubiquitous N95 mask. Pictured here is the lingerie section at Best's department store in Abington, Pennsylvania, in 1957.

LC LABS, CONTINUED FROM 1

to the Library's collections?"

To answer this question, LC Labs worked with the data solutions provider AVP and Library curatorial and reference experts to model how crowdsourcing volunteers could train machine learning tools to extract data from a digital collection.

Using the Library's digitized [U.S. Telephone Directory Collection](#), the team developed prototypes for two sets of tasks: crowdsourcing and machine learning.

Crowdsourcing tasks like drawing bounding boxes around business names produced data that could be used to teach a machine learning algorithm to do the same more effectively. LC Labs also explored machine learning tasks such as object detection to split pages and natural language processing to pinpoint text groupings and business headings in the directory.

The team found that when people are directly involved in labeling and fine-tuning collection information first, machine processes receive higher-quality data to work with. Better data helps a machine learning algorithm make more accurate decisions in its classifications. The results of its operations are then cycled back to people for further review and validation.

"This 'loop' of feedback and correction is the critical mechanism that makes human-in-the-loop style efforts so powerful," Ferriter said.

Although imperfect, LC Labs' Humans in the Loop experiment demonstrates exceptional promise. While testing, the LC Labs and AVP team segmented, marked and validated training data from 119 listings in the Telephone Directory Collection. This information enabled machine learning processes to generate data for 15,000 directory business listings over only four days.

The experiment also underscored the importance of human expertise in helping machines process

the intricate ways information can appear in a digital collection. For example, even when processing a more uniform collection like the telephone directory, with its relatively consistent fonts and layouts, computers often have difficulty accurately identifying typeface in different sizes, varying images and content styles and other visual features.

Humans, however, can recognize these complexities much more easily than algorithms, Ferriter said. "Unlike machines, people have the ability to use context to assess, research and problem-solve. That's the kind of expertise and enthusiasm we want to connect with human-in-the-loop initiatives."

Importantly, this kind of feedback cycle not only helps improve machine intelligence, it has the potential to provide researchers with far greater transparency and insight about a collection.

"Human-in-the-loop workflows allow volunteers to be part of the machine learning process, which ultimately will improve researchers' ability to find and access the information they need," Natalie Burclaff, head of the Business Reference Section, said. She contributed to the experiment.

LC Labs' research into the possibilities machine learning may open for the Library includes a recent machine learning [state of field report](#) and the continuing [Computing Cultural Heritage in the Cloud initiative](#).

Like these efforts, Humans in the Loop emphasized the importance of an ethical approach to this technology. As the [project's recommendations](#) point out, the Library has a responsibility, and an opportunity, to be conscientious about how future human-in-the-loop efforts are designed.

Such ethical considerations include attention to how machine learning tasks and outputs may decontextualize data, resulting in errors that can generate unfair or even prejudiced outcomes – otherwise known as algorithm-

mic bias. In crowdsourcing, it is equally important to keep participants thoroughly informed about the goals and scope of an experiment, the ways data will be used and other traditional ethical considerations like user privacy.

The Humans in the Loop team concluded that while its initial experiment offers a framework for implementing human-in-the-loop approaches with Library collections, better ways may exist to blend machine learning and crowdsourcing efficiently and enjoyably.

Because new human-in-the-loop endeavors would require greater investment in staffing and resources, Ferriter said, future teams should be encouraged to identify diverse perspectives from colleagues and users and look for novel crowdsourcing activities to engage volunteers.

Although the success of the [By the People](#) crowdsourcing transcription project was a guidepost for the Humans in the Loop, the team found that other types of crowdsourcing activities – like audio transcription or image classification – may be better suited for non-text-based collection types.

"Through continued user research and a commitment to user needs, Library staff may be able to create more targeted crowdsourcing efforts that offer even broader and longer lasting appeal to the public," Ferriter said.

She concluded: "This experiment teaches us that human interpretation and decision-making are indispensable to applying machine learning. As a result, the Library has stronger evidence for what it would take to responsibly pair humans and algorithms to advance collection access and engagement."

LC Labs encourages staff to forward ideas about machine learning possibilities for the Library to the team at lc-labs@loc.gov. ■