

INSIDE

A LibGuides Milestone

The Researcher and Reference Services Division reaches a milestone in its production of LibGuides.

PAGE 3



'Black Journal' Now Online

The Library and WGBH make historical episodes of the "Black Journal" news program available online.

PAGE 4

'Tech Support' Scam

Staffers should beware of a scam involving persons posing as computer tech support representatives.

PAGE 4



Q&A: Jennifer Harbster

The head of the Science Reference Section discusses her work and her path to librarianship.

PAGE 5



Eugene Flanagan, director of General and International Collections, is screened at the Madison Building entrance on Monday.

Shawn Miller

More Employees Return to Library

Staff from across the Library resume on-site work, expanding access to collections and services.

BY WENDI A. MALONEY

Hundreds of staff members found themselves within Library buildings this week for the first time since maximum telework was implemented in March to address the COVID-19 coronavirus pandemic.

In all, about 500 employees will return to work during phase one, part two, of restoration of on-site operations, which began on Monday. They will join approximately 200 colleagues who came back to the Library's Capitol Hill and satellite campuses starting June 22.

The work initiated this week extends across Library service units, divisions and directorates and builds on phase one, part one,

efforts to resume priority on-site tasks requiring access to Library facilities. Together, these endeavors are helping the Library expand access to collections and services, even as the Library remains closed to the public.

"I appreciate all of your patience and flexibility when it comes to implementation of the plan," Librarian of Congress Carla Hayden told staff in a video address last week, referencing the Library's phased plan (<https://go.usa.gov/xfDZC>) for restoring on-site operations. "The success of it depends on all of us."

By all accounts, staff are pitching in to ensure the plan succeeds.

PHASED REOPENING, CONTINUED ON 6

NOTICES

DONATED TIME

The following employees have satisfied eligibility requirements to receive leave donations from other staff members. Contact Lisa Davis at (202) 707-0033.

Sharif Adenan
Craig Andrews
Lynette Brown
Eric Clark

Laurie Harris
Terri Harris-Wandix
Sharron Jones
Donna Williams

COVID-19 UPDATE

The Library's Health Services Division (HSD) continues to monitor Library staff members with symptoms, clinical diagnoses or positive test results for COVID-19. On July 17, HSD announced that seven employees reported symptoms associated with COVID-19 last week. HSD conducted contact tracing for one of the employees; the others had not been in Library buildings recently, so contact tracing was not necessary for those cases. Some employees reporting symptoms are not diagnosed to have COVID-19, but, out of caution, the Library is monitoring all reports of symptoms.

HSD is communicating with all staff members who become ill. In cases in which ill individuals were present in Library buildings, HSD is also notifying their close work contacts and cleaning and disinfecting the areas affected. The same process is being followed when contractors in Library buildings become ill.

More information on the Library's pandemic response: <https://go.usa.gov/xdtV5> (intranet) or <https://go.usa.gov/xdtVQ> (public-facing staff web page)

LC LABS WELCOMES STAFF INNOVATORS

LC Labs welcomes Chad Conrady and Kathleen O'Neill as the 2020 staff innovators! A pilot initiative from LC Labs and the Library Collections and Services Group (LCSG), the Staff Innovator program is a four-month temporary detail in the Digital Strategy Directorate in which selected staff design and carry out a project that both addresses a challenge or opportunity facing LCSG and supports the goals of the Library's Digital Strategy.

The first project, "Born Digital Access Now!," will review the file formats, restrictions and existing methods of access for select born-digital materials held in the Manuscript Division. Conrady and O'Neill will be detailed to the Office of the Chief Information Officer until November 2020 and will present status reports to staff as their project progresses.

For more information about the program, contact Eileen Jakeway at ejakeway@loc.gov.

GAZETTE LIBRARY OF CONGRESS

loc.gov/staff/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.

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GAZETTE DEADLINES

The deadline for editorial copy for the Aug. 7 Gazette is Wednesday, July 29.

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.

Copyright office
PRESENTS

1870

Celebrating
150 YEARS OF CREATIVITY

1870

2020

UNITED STATES
COPYRIGHT OFFICE

CELEBRATING
CREATIVITY for 150

LibGuides Milestone Crossed: 100 and Counting

Main Reading Room research guides have been viewed by more than 1 million users.

BY MARISSA BALL

Since their public launch in May 2019, Library of Congress LibGuides (<https://go.usa.gov/xfTe4>) have helped countless researchers access the Library's vast collections. To date, reference librarians have published over 600 of the guides covering just about every research center, reading room, service or collection within the Library. All the guides are available online.

Within the Main Reading Room alone, the Researcher and Reference Services Division (RRS) has produced more than 100 guides (<https://go.usa.gov/xfTtQ>) – a milestone reached just this summer.

"I very much appreciate the work that RRS staff have contributed to enriching the user experience and expanding our digital presence," said Julius Jefferson, acting RRS chief. "Particularly during the recent times of no physical, on-site access to collections, these librarian-created research guides have become the primary touchpoint for navigating our collections."

RRS guides pertain to historical primary documents, presidents, state resources, genealogy, significant moments in history, art movements, war, literature and much more – no surprise given RRS' extensive subject-area coverage. Some of the guides are collaborative endeavors, published in partnership with experts and research centers across the Library.

The guides consist of completely new content as well as content included in guides created for use on the Library's former web platform. Conversion of these older guides has allowed librarians not only to update links and content,



Shawn Miller

Main Reading Room librarians, interns and junior fellows continue to build its collection of LibGuides.

but also to add media and images, apply a consistent look and feel and make connections across collections.

"The improvements align with the Library's strategic objective to enhance the usability and discoverability of the Library's collections," Jefferson said.

As we continue within RRS and the Main Reading Room to expand and build our LibGuides, we aim to ensure that our physical and online resources reference each other and that users are pointed to all appropriate materials and collections within their research areas, regardless of format.

The number of online guide views reflect the interest among researchers in the guides. While around 120,000 researchers visited the Main Reading Room in person in fiscal 2019, since May

2019, our guides have been viewed more than 1 million times.

Particularly during the COVID-19 pandemic, when the Library's doors have been closed to the public, librarian-created research guides have become the primary touchpoint for accessing collections. Since March, over 607,000 online researchers have visited us through these virtual portals.

Moving forward, we will continue to add to our collection of LibGuides, including by updating older LibGuides, work that is being done by Main Reading Room librarians, interns and, this summer, by junior fellows.

"Quite genuinely, this project enriches the Library experience for researchers while also emphasizing the active use of the outstanding Main Reading Room collection," Jefferson said. ■

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

‘Black Journal’ Now Available Online

The first nationally televised public affairs program produced by and for Black Americans was released online this month by the American Archive of Public Broadcasting (AAPB), a collaboration between WGBH and the Library of Congress.

Largely unseen since they aired between 1968 and 1977, the 59 episodes of “Black Journal” (<https://bit.ly/2Cbd6b0>) were digitized from archival tape in the Library’s holdings and are now available to stream online.

The program featured energetic discussions about the American Black experience and interviews with such notable figures as Angela Davis, Kareem Abdul-Jabbar and Jesse Jackson. Topics addressed included the Black power movement, the assassinations of Malcolm X and Martin Luther King

Jr., the African diaspora and the media’s portrayal of Black people.

“Black Journal” represented a sea change in how American public television responded to demands for Black representation in the media, according to Alan Gevinson, AAPB project director at the Library. It was also at risk of being lost to time.

“We’re proud to make this unique, forward-thinking program led by Black voices available to all in the American Archive of Public Broadcasting,” Gevinson said.

Accompanying the release are a collection of essays titled “Televising Black Politics in the Black Power Era: Black Journal and Soul!” (<https://bit.ly/2OrUXYW>). Written by Christine Acham of the University of Hawai’i at Mānoa and Ashley Young, a Ph.D. candidate at the University of Southern California, the essays document the use of television to portray Black Americans to the public and inspire creativity for the next generation. “Soul!” was a variety talk show that aired between 1968 and 1973 on



Photo courtesy of WNET

Jesse Jackson (left), director of Operation Push, talks with host Tony Brown on “Black Journal.”

public television.

When “Black Journal” and “Soul!” came to America’s airwaves, they “ushered in an era of televised Black pride and agency that was largely unknown to the white public,” Acham said. “By making these episodes available once again, and revealing the context in which they were produced, we hope a new generation will be inspired by the creative spirit that brought communities together in understanding.” ■

IT Security Advisory: ‘Tech Support’ Telephone Scams

Multiple security websites have recently reported a rise in telephone “technical support” scams that convince users of a problem with their computers and trick them into granting remote access to fix it. IT Security (ITSEC) warns users to be aware and suspicious of these scams.

Starting with an unsolicited phone call, tech support scammers pretend to be computer technicians from a well-known company (such as Apple), notifying users that someone is using their Apple ID and credit card informa-

tion. Scammers then direct users to download software to resolve the issue and connect to users’ computers. Once scammers have control of a user’s system, they have the ability to install malware or infiltrate the Library’s network.

While ITSEC has methods in place to protect users from scams at the Library, it’s important that users follow basic telephone-scam prevention techniques. ITSEC recommends the following to lower your risk of falling victim to these attacks:

- If you receive an unexpected phone call from someone claiming that there is a problem with your computer or phone, hang up immediately.
- Do not follow any instructions provided through any non-Library technical support phone call, email or pop-up.
- Unsolicited phone calls from rep-

resentatives claiming to be from Apple should be considered highly suspect. Do not provide any sensitive information to an unsolicited tech support caller.

- If you are contacted by a company about any technical issue on a Library device, contact the OCIO service desk at ocioservicedesk@loc.gov or (202) 707-7727.
- Work only with authorized Library technical support for any issues regarding your Library computer or phone.
- Be wary of browsing websites not directly related to official Library business.
- Be especially careful when accessing personal email from Library systems and iPhones.

As always, if you’re unsure how best to respond to any security concern, contact the IT Security Operations Center at infosec@loc.gov. ■

QUESTION & ANSWER



Jennifer Harbster

Jennifer “JJ” Harbster is head of the Science Reference Section in the Science, Technology and Business Division.

Tell us about your background.

I was born in Phoenix (the Valley of the Sun) and moved to California (the Golden State) when I was very young. I lived all around California, from north to south and east to west. I spent too many years at junior college trying to figure out what I wanted to be when I grew up, and I do not regret any of it. However, the college (and my mother) urged me to make a plan. So, I transferred to the University of California, Santa Cruz (UCSC), and received two bachelor’s degrees with honors in art history and anthropology.

It was at UCSC that I found my calling to be a librarian after engaging in a work-study program at the university’s Slide Library. I enrolled in San Jose State University’s School of Library and Information Science and received my master’s degree in library and information science in 2002.

Before coming to the Library, I worked at a corporate library in Silicon Valley, along with a host of other jobs – floral designer, bar-

tender, hostess, cocktail waitress, housecleaner, print shop assistant and retail sales clerk for a super-hip thrift store.

What brought you to the Library, and what do you?

In library school, I set a goal to work for the Library of Congress; in 2001, that goal became a reality. During my last semester, I was hired in a temporary position as a digital reference specialist in the Science Reference Section of the Science, Technology and Business Division (ST&B), and then I became a permanent research and reference specialist.

I resigned from the Library in December 2015 and headed back to California to be closer to family. I worked there as a science librarian at the University of California, Davis. I like to think of my time at UC Davis as a sabbatical. I received new perspectives on librarianship and, in turn, set new professional goals.

In July 2019, I returned to the Library as the head of the Science Reference Section, where I now work with an amazing group of librarians to develop the Library’s science collections, provide reference services, create content such as LibGuides and blog posts, develop lecture series, teach research classes and curate displays. I work very hard to showcase the importance and value of the Library’s science and engineering collections.

How has the pandemic changed your work?

Honestly, I have found myself busier than ever and missing my

two large computer monitors. Skype for Business is a lifesaver – I use it to check in with staff, conduct meetings and talk with colleagues across the Library about projects. It is wonderful to see faces and hear voices. During situational telework, I have been encouraging my staff to pursue professional development activities to add variety to their days and to expand their skills. I feel these activities are incredibly important for the person, the profession and the Library. Not only are staff expanding their scientific and library research knowledge, but they are also helping to support the mission and goals of the Library.

What do you enjoy doing outside work?

I like to go to music festivals and travel all over the country and to Mexico to attend events. I would love to expand my concert experience to include music festivals from every continent – not including Antarctica (but it would be fun if they had a music festival at the South Pole).

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

I know how to weld, another skill I picked up in junior college when I was trying to figure out my path. There was a vocational program on campus, and I thought, why not be a welder? Oxy-acetylene welding is my favorite – I find it a more pure form of welding that requires a bit of skill to mix the gases just right. But I also know how to arc weld using an electric arc. There is something very Zen about watching matter change states. ■

NEW HUMAN CAPITAL DIRECTORATE SITE

The Human Capital Directorate (HCD) has launched a new, easy-to-navigate intranet site (<https://staff.loc.gov/sites/hcd>). Its intuitive design reflects suggestions and comments gathered during discussions with service unit representatives from across the Library. Soon, any links to or bookmarks on the former site will direct you to the new homepage.

A virtual tour of the site and a transcript (<https://go.usa.gov/xfxt7>) and information about HCD’s design process (<https://go.usa.gov/xfxtt>) are available on the Library’s public-facing staff information page.

Questions? Contact Ashlyn Garry of HCD at asga@loc.gov. You can also submit a question or comment via AskHCD or askhr@loc.gov.

PHASED REOPENING, CONTINUED FROM 1

Within the Special Collections Directorate (SCD), archivists and technicians are once again processing physical collections, working to reduce arrearages and make materials available to researchers as efficiently as possible. Reference staff are consulting on-site collections to answer Ask a Librarian questions that couldn't be answered remotely. The Veterans History Project is responding to donations received by mail, and other directorate staff are accessing collections to support telework projects – creation of StoryMaps, LibGuides and other online resources.

Like all returning staff, they must follow the health and safety protocols introduced in phase one, part one – medical screenings, use of face coverings, enhanced cleaning and social distancing. More than 120 supervisors of staff returning during phase one, part two, completed training last week in these and other measures to mitigate transmission of COVID-19 in Library buildings.

“I have deeply appreciated the care and creativity that SCD supervisors and staff have demonstrated as they reimagined their workspaces and workflows to resume our most important activities while keeping staff safe,” Michelle Light, SCD's director, said.

Eugene Flanagan, director of General and International Collections, said his directorate is bringing back about 45 staff members in multiple divisions on a rotating basis to restore the “supply chain” of activities necessary for acquiring, storing, preserving, cataloging and discovering Library collections.

As in phase one, part one, returning staff will work on-site no more than 40 hours each pay period, and schedules will be staggered to facilitate health precautions such as social distancing. During the other 40 hours in the pay period, staff will telework or will be placed on administrative leave if they are unable to perform duties by telework.

Each division within Flanagan's directorate will have “local but complementary priorities,” he said.

Area specialists in the African and Middle Eastern Division will put rare Persian lithographs and Hebraic treasures back on track for digitization, while other division staff will prepare unbound serials for binding. Asian Division staff will sort and shelve incoming items from the Acquisitions and Bibliographic Access Directorate and the Binding and Collections Care Division, scan materials to support teleworking colleagues and check in periodicals and newspaper issues. The European Division will process Slavic and Baltic print newspaper issues and prepare materials for microfilming.

The Serial and Government Publications Division will focus initially on processing and sorting serials that were on hand before maximum telework started, then gear up to address publications in various formats that have accumulated since.

The Researcher and Reference Services Division will respond to congressional loan requests for physical collections materials; the Hispanic Division will work on new reading room installations and production of its Handbook of Latin American Studies; and the Science, Technology and Business Division will prepare hundreds of microfilm reels of German and Japanese technical documents for off-site digitization.

In the Law Library, the Global Legal Collections Directorate is bringing back staff from its Collection Services Division to focus on physical holdings – collections maintenance, accession, processing, preservation. Some staff from the Digital Resources Division will also come back.

The Law Library began phased restoration of services with 5 percent of its workforce in phase one, part one, and is expanding its on-site presence to 25 percent, said Aslihan Bulut, deputy law librarian for collections. “Our foremost concern ... has been on

the maintenance of physical distancing through careful planning of schedules and shared workspaces.”

Staff returning to work at the Copyright Office will focus on priority functions that involve handling physical materials. Staff of the Copyright Acquisitions Division, for example, will process materials submitted through the mandatory deposit provision of the copyright law for transfer to Library collections. The Office of Public Records and Repositories will process requests involving copyright recordation certificates, registration records and document searches.

The Congressional Research Service's Knowledge Services Group will address print acquisitions arriving from the Library's Cabin Branch facility – journals, books, law materials, government publications.

Nearly 120 staff members of the Acquisitions and Bibliographic Access Directorate (ABA) will carry out on-site work during phase one, part two, Beacher Wiggins, ABA's director, said. Many of them will handle the voluminous materials coming into the Madison Building from Cabin Branch.

“We have been accepting anywhere from five to 10 pallets of materials from Cabin Branch each working day, with an average pallet holding 45 boxes of new books and foreign serials,” Wiggins said.

ABA will also perform on-site acquisitions processing of nearly 95,000 items purchased since mid-March.

When the Library eventually reopens to the public, Wiggins said, there will be “a large stockpile of completed materials to be added to the stacks ... for the benefit of Library users.” ■