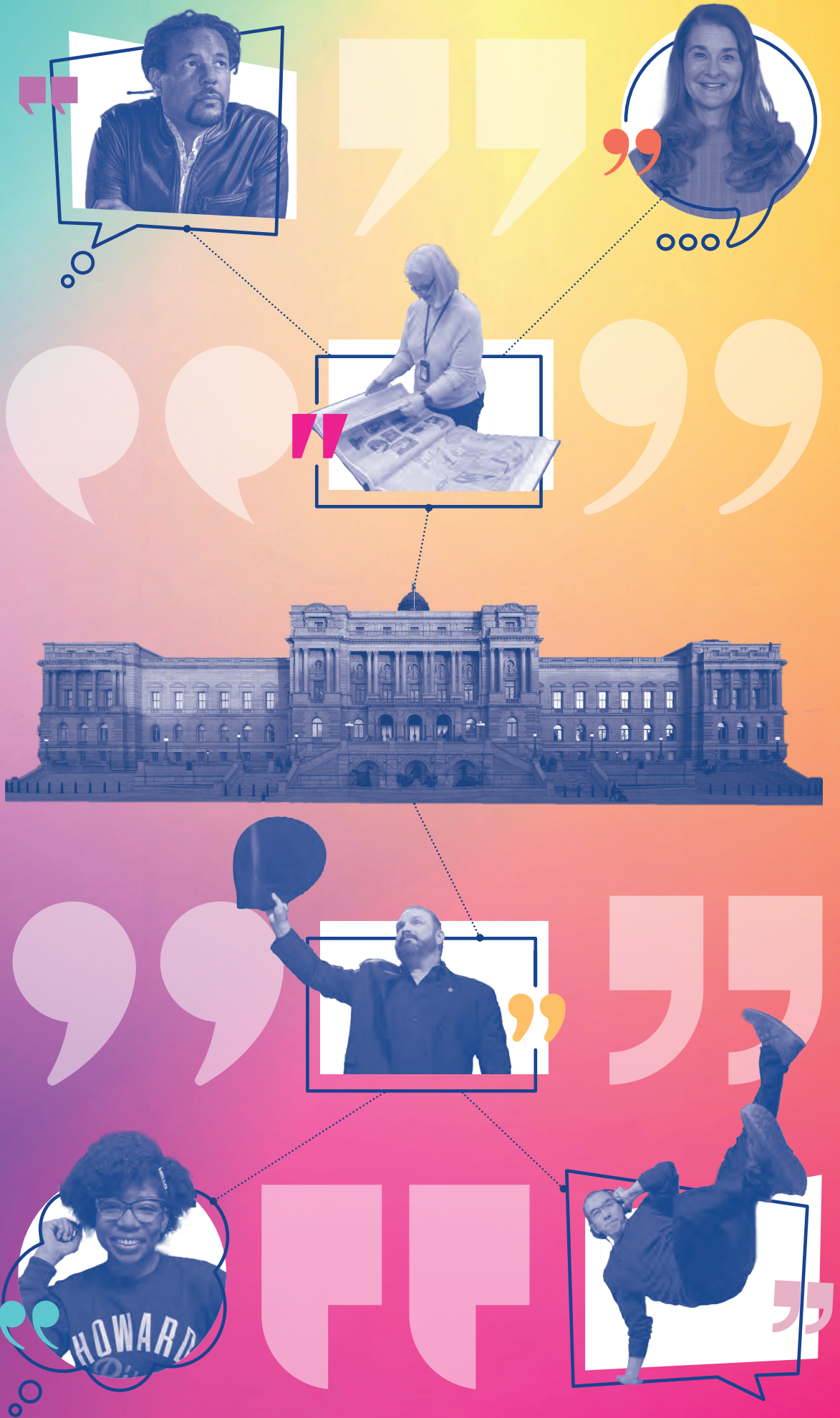


LIBRARY
LIBRARY
OF CONGRESS

ANNUAL REPORT

of the Librarian
of Congress

**For the Fiscal
Year Ending
Sept. 30, 2020**





Annual Report of the Librarian of Congress

For the Fiscal Year Ending September 30, 2020

On the cover (clockwise from top left): Library of Congress Prize for American Fiction recipient Colson Whitehead; Newspaper Section chief Georgia Higley; National Book Festival participant Melinda Gates; Innovator in Residence Brian Foo; Gershwin Prize winner Garth Brooks; and intern Zephaniah Galloway.

Inside front cover: A choir performs at the opening ceremony for a new Library exhibition, “Rosa Parks: In Her Own Words,” on Dec. 4, 2019. *Shawn Miller*

This page: The original orchestral music manuscript for George Gershwin’s “Rhapsody in Blue,” part of the Music Division collections. *Shawn Miller*

Library of Congress
101 Independence Avenue, S.E.
Washington, D.C. 20540

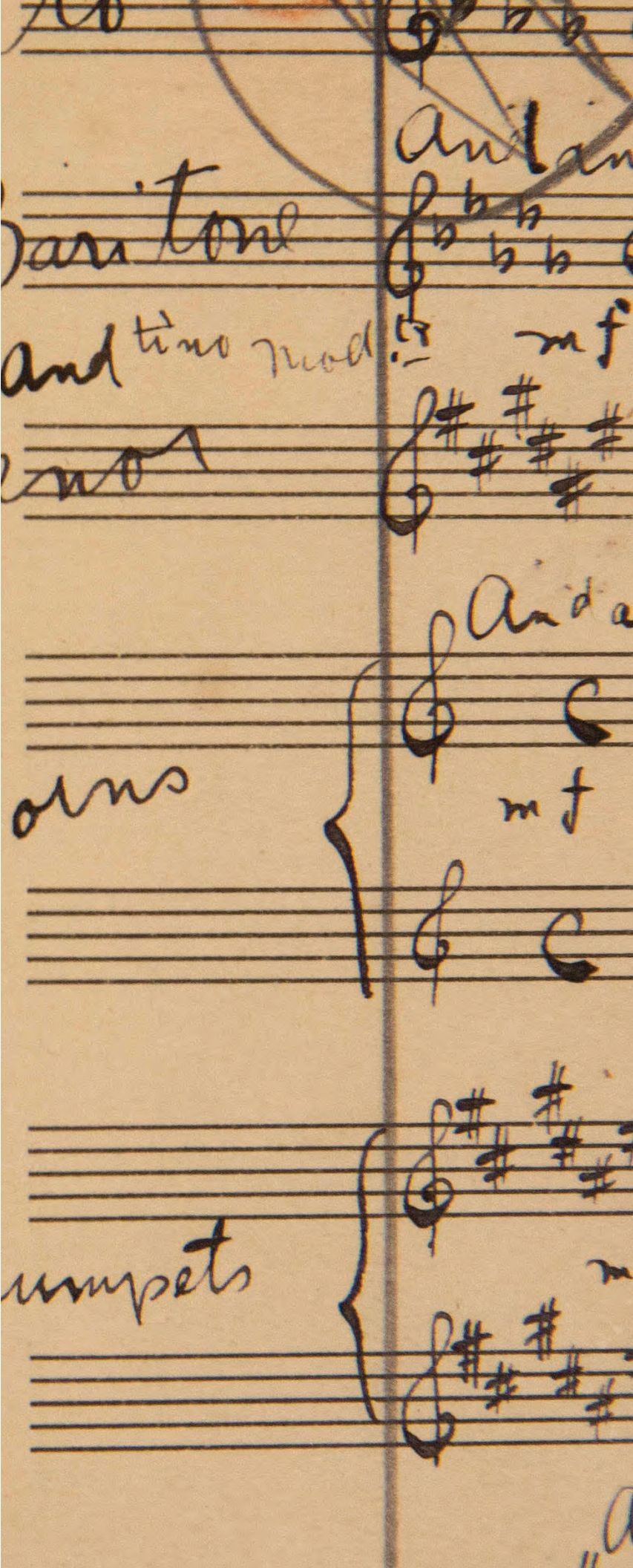
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Executive Editor: April Slayton
Editor: Mark Hartsell
Photo Editor: Shawn Miller
Art Director: Ashley Jones
Design and composition: Cindy Moore

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Letter from the Librarian of Congress

Opposite: Librarian of Congress Carla Hayden.
Shawn Miller

I am pleased to present the annual report of the Librarian of Congress for the 2020 fiscal year.

The past year has been unlike any other in the two centuries of Library history. The devastating pandemic that prompted the closure of borders and businesses around the globe also forced the closures of many government offices across Washington, D.C. – including those of the Library of Congress.

I am proud to say that, under these difficult circumstances, the dedicated staff of the Library found new and ingenious ways to carry out the institution's mission of serving Congress and the American public.

Their efforts in the past year exemplify the commitment and can-do spirit that, for 220 years now, have helped the Library accomplish the extraordinary.

In fiscal 2020, the Library made the National Book Festival a virtual event for the first time and attracted new fans from across the country. We staged online talks by authors that helped audiences understand the history and current experience of pandemics and addressed racial injustice. Teacher webinars and informal “office hours” sessions brought educators and general audiences together with experts from across the institution. Concerts normally performed onstage at the historic Coolidge Auditorium moved to a new venue – the internet – and reached new audiences. Virtual volunteers helped make Library collections more accessible by transcribing centuries-old documents via our By the People program.

All the while, the Library staff continued its work of supporting Congress, administering the nation's

copyright system and growing the magnificent collections of the Library and making them more accessible to the public.

Most of that was accomplished by thousands of employees working remotely from their homes – an achievement made possible by the prodigious efforts of our Office of the Chief Information Officer to marshal the technology and resources needed to allow work to continue uninterrupted.

Over the past two centuries, the Library has built the single most comprehensive collection of knowledge ever assembled – today, more than 171 million items that chronicle millennia of human achievement and culture around the globe.

This report highlights the work of the talented staff of the nation's library, who strive each day – no matter the circumstances – to advance its mission to engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.

It is our privilege to do so.

Sincerely,

Carla Hayden
14th Librarian of Congress

Executive Committee

- Carla Hayden**
Librarian of Congress
- J. Mark Sweeney**
Principal Deputy Librarian of Congress
- Ryan P. Ramsey**
Chief of Staff
- Bernard A. Barton Jr.**
Chief Information Officer
- Robin L. Dale**
Associate Librarian for Library Services
- Roswell Encina**
Chief Communications Officer

Operations Committee

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Chair, Chief Operating Officer
- Judith A. Conklin**
Deputy Chief Information Officer, Office of the Chief Information Officer
- Francois A. DiFolco**
Associate Director for Administrative Operations, Congressional Research Service
- Jody Harry**
Acting Chief of Operations and Chief Financial Officer, U.S. Copyright Office

- Edward R. Jablonski**
Chief Operating Officer
- Mary B. Mazanec**
Director, Congressional Research Service
- Jane Sánchez**
Deputy Librarian for Library Collections and Services; Law Librarian of Congress
- Maria Strong**
Acting Register of Copyrights and Director, U.S. Copyright Office

- Ryan P. Ramsey**
Chief of Staff, Office of the Librarian
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- Adviser and legal counsel to the Operations Committee**
- Margaret W. Williams**
Deputy general counsel, Office of the General Counsel

- Advisers to the Executive Committee**
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- Dianne Houghton**
Director, Strategic Planning and Performance Management
- Mary J. Klutts**
Chief Financial Officer
- Sarah Boliek**
Director, Congressional Relations Office
- Elizabeth Pugh**
General Counsel

- Inspector General**
- Kurt W. Hyde**
- Poet Laureate Consultant in Poetry**
- Joy Harjo**
2019–present

- Ex Officio Members**
- Carla Hayden**
Librarian of Congress
- Sen. Roy Blunt**
Chairman, Joint Committee on the Library of Congress
- Rep. Zoe Lofgren**
Vice chairperson, Joint Committee on the Library of Congress
- David Lebryk**
Fiscal Assistant, Secretary of the Treasury (representing the Hon. Steven Terner Mnuchin, Secretary of the Treasury)
- Presidential Appointments**
- Virginia Thomas**
Fairfax Station, Virginia

- Vacant
- House of Representatives Appointments**
- J. Richard Fredericks**
San Francisco, California
- Elizabeth Beretta-Perik**
Jamestown, Rhode Island

- Lawrence P. Fisher**
Chevy Chase, Maryland
- Gregory P. Ryan**
San Francisco, California

- Senate Appointments**
- Thomas Girardi**
Los Angeles, California
- Christopher G. Long**
New York, New York
- George Marcus**
Palo Alto, California

- Kathleen L. Casey**
Arlington, Virginia

Light catches the gleaming marble columns of the Great Hall of the Jefferson Building.
Shawn Miller

Joint Committee on the Library of Congress

116th Congress, Second Session

Sen. Roy Blunt (Missouri)

Chairman

Rep. Zoe Lofgren (California)

Vice chairperson

Sen. Pat Roberts (Kansas)

Sen. Richard Shelby (Alabama)

Sen. Amy Klobuchar (Minnesota)

Sen. Patrick Leahy (Vermont)

Rep. Tim Ryan (Ohio)

Rep. G.K. Butterfield
(North Carolina)

Rep. Rodney Davis (Illinois)

Rep. Barry Loudermilk (Georgia)

Committee on Rules and Administration, United States Senate

116th Congress, Second Session

Sen. Roy Blunt (Missouri)

Chairman

Sen. Amy Klobuchar (Minnesota)

Ranking member

Sen. Mitch McConnell (Kentucky)

Sen. Lamar Alexander (Tennessee)

Sen. Pat Roberts (Kansas)

Sen. Richard Shelby (Alabama)

Sen. Ted Cruz (Texas)

Sen. Shelley Moore Capito (West
Virginia)

Sen. Roger Wicker (Mississippi)

Sen. Deb Fischer (Nebraska)

Sen. Cindy Hyde-Smith (Mississippi)

Sen. Dianne Feinstein (California)

Sen. Chuck Schumer (New York)

Sen. Dick Durbin (Illinois)

Sen. Tom Udall (New Mexico)

Sen. Mark Warner (Virginia)

Sen. Patrick Leahy (Vermont)

Sen. Angus King (Maine)

Sen. Catherine Cortez Masto
(Nevada)

Committee on House Administration,
United States House of Representatives

116th Congress, Second Session

Rep. Zoe Lofgren (California)

Chairperson

Rep. Rodney Davis (Illinois)

Ranking member

Rep. Jamie Raskin (Maryland)

Vice chairperson

Rep. Susan A. Davis (California)

Rep. G.K. Butterfield (North Carolina)

Rep. Marcia Fudge (Ohio)

Rep. Pete Aguilar (California)

Rep. Mark Walker (North Carolina)

Rep. Barry Loudermilk (Georgia)

Subcommittee on the Legislative Branch, Committee on Appropriations,
United States Senate

116th Congress, Second Session

Sen. Cindy Hyde-Smith (Mississippi)

Chairwoman

Sen. Chris Murphy (Connecticut)

Ranking member

Sen. Richard Shelby (Alabama)

Sen. James Lankford (Oklahoma)

Sen. Chris Van Hollen (Maryland)

Subcommittee on the Legislative Branch, Committee on Appropriations,
United States House of Representatives

116th Congress, Second Session

Rep. Tim Ryan (Ohio)

Chairman

Rep. Jaime Herrera Beutler (Washington)

Ranking member

Rep. C.A. Dutch Ruppersberger
(Maryland)

Rep. Katherine Clark
(Massachusetts)

Rep. Ed Case (Hawaii)



Mission Statement

Engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.



Facts at a Glance

Library of Congress, fiscal year 2020



+802k responses to reference requests from Congress, the public and other federal agencies ¹



359.7k items circulated for use inside and outside the Library



+565k visitors to its Capitol Hill campus



+174.8m web page visits



+805.1m web page views



443.9k copyright registrations issued and **7k** documents recorded containing **233.6k** titles

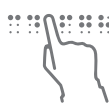


6.8m preservation actions performed on items in the Library's physical collections

3,242 permanent employees



\$719.4m FY20 operating budget appropriation and the additional authority to spend **\$55.7m** in offsetting receipts



Nearly **20.3m** copies of braille, audio and large print items circulated to patrons, via the National Library Service for the Blind and Print Disabled and its network of state and local libraries



The Library recorded a total of **171,636,507** items in its collections, including:

+25m cataloged books in the Library of Congress Classification system

+15.5m items in the nonclassified print collections, including books in large type and raised characters, incunabula (books printed before 1501), monographs and serials, music, bound newspapers, pamphlets, technical reports and other print material

+131.1m items in the nonclassified (special) collections, including:



4.2m audio materials



17.4m microforms



74.5m manuscripts



1.9m moving images



5.6m maps



8.2m items of sheet music



2m other (including machine-readable items)



17.3m visual materials

¹Direct use of Congressional Research Service reports is included in this calculation.

Clockwise from top left: Librarian of Congress Carla Hayden (center) greets Jason Reynolds, the new national ambassador for young people's literature, and former ambassador Jacqueline Woodson • Innovator in Residence Brian Foo, creator of "Citizen DJ," break dances in the Jefferson Building • Music Division Chief Sue Vita presents author André Aciman with a facsimile of a music score by Clara Schumann. Shawn Miller



The Library and the COVID-19 Pandemic

Opposite page: Social-distancing markers, one of many precautions taken by the Library during the pandemic, lead to the front entrance of the Madison Building.
Shawn Miller

When the COVID-19 pandemic struck the United States in March, the Library of Congress adopted new approaches that allowed the institution to carry out its mission of serving Congress and the American public while also allowing Library employees and contractors to work in safety.

On March 12, the Library closed its doors to researchers and visitors and canceled upcoming public programs – cancellations that, for in-person programs, eventually would extend through the end of the fiscal year and beyond.

The following week, the Library limited the number of employees allowed on-site at Library facilities to those performing essential tasks. At the same time, it vastly expanded its telework program, requiring staff members who could perform their work remotely to do so.

Before the pandemic, the Library maintained only a small telework program, and many employees were not equipped to work remotely. The Office of the Chief Information Officer (OCIO) quickly pivoted to support the enormous task of enabling a much larger number of permanent employees and contractors to telework.

In the months following the March closure, OCIO staff configured and distributed over 1,000 new laptop computers to facilitate telework for staff who had not traditionally worked remotely.

The Library's network supported an 800 percent increase in daily remote workers – the Library's information-technology infrastructure supported as many as 4,000 concurrent users. The Library also set up a pandemic IT tiger team, which doubled the available bandwidth for remote workers and maintained a hyper-vigilant watch on network operations.

Programs that typically require the presence of interns and residents on-site transitioned to virtual programs, allowing them to continue uninterrupted. The Internship and Fellowship Programs division, for example, in May welcomed 40 undergraduate and graduate students from around the country into its annual summer intern program – held virtually for the first time. The program exposed the junior fellows to the breadth and depth of the work that takes place at the world's largest library, even though the fellows worked at stations from homes located in 22 different states.

In late June and again in late July, the Library expanded the number of employees allowed on-site to facilitate the completion of priority

work. Among many projects, teams cleared an estimated mail backlog of over 100,000 letters and 20,000 packages; archivists and technicians once again began processing physical collections, working to reduce arrearages; and reference librarians consulted on-site collections to answer reference questions.

Meanwhile, the Health Services Division (HSD) and the Architect of the Capitol collaborated to create a safe environment for employees working on-site.

HSD screened all persons who entered Library facilities and monitored Library staff members and contractors with symptoms, clinical diagnoses or positive test results for COVID-19. When persons were diagnosed with COVID-19, HSD identified spaces that required disinfecting based on information about where the diagnosed individuals worked and when they last were in Library buildings. An Architect of the Capitol contractor conducted specialized cleaning, and medical professionals reviewed and approved each space before it was reopened.



The Library also routinely carried out enhanced cleaning of Library buildings and facilities. Shared spaces – hallways, restrooms, handrails, elevators – were cleaned more often with antiviral disinfectants recommended by the Environmental Protection Agency, with a focus on spaces where staff were working.

Congress, the Library and COVID-19

Despite the COVID-19 pandemic that forced the closure of many government offices across Washington, D.C., the Library continued to carry out its mission of providing support to Congress.

The Congressional Research Service (CRS) furnished support throughout the legislative process and across a wide range of public policy issues. CRS launched a webpage that offered nearly 1,000 CRS products and resources related to the pandemic.

The service transitioned in-person seminars to a webinar format, and employees provided seminars and briefings to members and their staffs on pandemic-related topics such as agriculture and the food supply; public health; financial support; transportation; and unemployment.

In order to ensure congressional access to collections stored off-site, Collections Management Division

(CMD) staff remained available to retrieve material from both the Fort Meade and Cabin Branch locations. CMD staff on Capitol Hill provided on-site support throughout the pandemic to ensure materials were properly charged and delivered. Congressional members and staff received 690 items between April and September.

The U.S. Copyright Office also worked closely with Congress on pandemic-related issues.

The office helped address the pandemic's impact on the Copyright Office and the overall copyright ecosystem by assisting with the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The CARES Act added section 710 to the Copyright Act, which authorizes the register of copyrights, on a temporary basis and subject to certain exceptions, to “toll, waive, adjust, or modify any timing provision...or procedural provision” in the Copyright Act if she determines that a national emergency declared by the president “generally disrupts or suspends the ordinary functioning of the copyright system...or any component thereof.”

The office briefed Congress on current law and timing provisions that could impact certain rights and remedies during a national emergency. The office also advised individual offices of Congress regarding the addition of section 710, resulting in revised legislative language and expedited processing of the CARES Act.

Due to the pandemic, the Library canceled all in-person meetings and events after March 13. The Congressional Relations Office (CRO) was able to maximize outreach efforts and engage members through virtual programming.

CRO facilitated, organized and staffed 37 virtual events with congressional offices and 110 calls between Librarian of Congress Carla Hayden and members of Congress.

CRO staffers were able to fill all congressional requests, including a virtual tour of the Library's suffrage exhibition, “Shall Not Be Denied: Women Fight for the Vote,” and virtual displays for member offices. CRO also hosted an annual education resources briefing for congressional staff.

CRO furnished updates to Congress and Library leadership and staff on COVID-19-response legislation. It also worked with Congress to extend contract-performance language for the agency's severable service contracts impacted by the pandemic and provide reimbursement of staff salaries at the Little Scholars Child Development Center in coordination with the Financial Services Directorate (FSD) and Office of the General Counsel.

To fund the costs added by the pandemic, FSD tracked COVID-19 expenses and led three congressional reprogrammings that allowed the purchase of additional IT equipment, licenses and bandwidth for the remote workforce; covered additional custodial and health services; and supported salaries of revolving fund staff as their organizations' revenue dropped. Total 2020 COVID-19 related costs of approximately \$18.6 million were absorbed without a supplemental appropriation.

Researcher Access

When the Library was forced to close its buildings to researchers and visitors in March, the expected date for reopening on-site facilities was unknown. By late spring, it was

apparent the closure of the Library's 20 reading rooms would continue for additional months – and that new procedures for staff and the public to return to and work in the buildings would be required. As a major research library, the operating status of the reading rooms was of major concern, not just to Library staff but also to the community of scholars and researchers that depends on access.

The Library created a special Reading Rooms Committee (RRC) of senior executives and public service managers to make preparations for the eventual resumption of public access.

The RRC was charged with identifying new guidelines and operational requirements that would ensure the health and safety of

Library staff and the public once conditions allowed for the reopening of reading rooms. The many logistical and staffing challenges, with an unknown reopening date, expanded the scope and planning complexity required to move from discussion to implementation. The RRC maintained extensive and continuous coordination with the Library's Health Service Division, the Office of the General Counsel, the Office of Communications, the Office of Security and Emergency Preparedness and the Office of the Librarian.

The RRC eventually proposed a plan to reopen reading rooms in phases. This would allow for services and staffing to be ramped up incrementally and for new guidelines and procedures to be assessed or modified over time. Major changes in

service policies from prepandemic routines included requiring appointments in designated time slots for all researchers; significantly restricting time and occupancy limits to meet physical-distancing requirements; and adhering to new health and safety guidelines relevant to limiting contagious exposure. By the end of the fiscal year, no date had been set for reopening reading rooms, but procedures, logistics, room set-up, staffing, training and communication were planned and ready for execution.

Beginning in April, the Library required all staff and visitors to pass a health-screening review and temperature check upon entry to the buildings. Staff and visitors were required to wear masks at all times in public areas and adhere to physical-distancing guidelines. Inside

Beginning in April, the Library required all staff and visitors to pass a health-screening review and temperature check upon entry to the buildings.



Health Services staff conduct screenings at the Madison Building in June 2020. Shawn Miller

the reading rooms, plexiscreen barriers were installed at service desks and public service points, and expanded cleaning routines were established. New signage specifically designed to emphasize new policies and encourage designated pathways were installed.

A project of the RRC was the establishment of a temporary on-site Electronic Resources Center (ERC). The ERC provided in-person access for researchers, by appointment, to the Library’s vast digital collections and to external subscription databases. Most external databases licensed by the Library can be accessed by researchers only on the Library campus. The ERC opened in September and was located in a repurposed space adjacent to the main entrance of the James Madison Building. The space was configured with 10 appropriately spaced general online workstations and one additional workstation that provided access to the Library’s on-site rights-restricted content portal, Stacks. The introduction of the ERC allowed the Library to quickly provide access to collections materials requiring minimal in-person staffing and materials

handling. The ERC would continue to operate until the first phase of reading rooms reopenings.

Public Events and Outreach

Before the pandemic struck, the Library regularly hosted tours, concerts, talks with authors, panels on timely topics, movie screenings, teacher workshops and student activities; it offered a unique experience for the public at the Library nearly every day of the week.

After it closed its doors to the public in March, the Library still needed to provide public access to the institution at a time when the inspiration and historical context found in its collections were needed the most.

The Library did so in a variety of ways, creating new programs, reimagining existing ones and offering both to the public online.

In late March, the Library’s Center for Learning, Literacy and Engagement (CLLE), working with the Office of the Chief Information Officer and the Office of Communications, launched

the loc.gov/engage webpage, a centralized hub for information about Library resources, activities and programs for adults, teens and children suddenly removed from their normal activities.

The Literary Initiatives Office, which is part of CLLE, developed and executed new online series, including “Pandemics throughout History” and “Race in America” and programming for young people featuring children’s author Dav Pilkey and National Ambassador for Young People’s Literature Jason Reynolds.

The Library encouraged the public to explore existing virtual exhibits, such as “Rosa Parks: In Her Own Words” and “Shall Not Be Denied”; invited the public to serve as virtual volunteers to help digitize collections as part of its By The People crowdsourcing effort; and, via its National Book Festival Presents series, offered virtual programs with authors such as Erik Larson, Jill Lepore, Ha Jin and Richard Ford.

From October through February, the National Book Festival Presents series was viewed online only 1,614 times; however, the COVID-19 shutdown increased viewership substantially. The last seven months



Sewer engineer’s map of Washington, D.C., 1894. Library programs and collection items, such as this 1894 map highlighting fatal cases of infectious diseases in the District of Columbia, provided historical context for the COVID-19 pandemic. Geography and Map Division

of the fiscal year witnessed a 5,330 percent increase, and the series finished with 87,646 views. Releasing the videos on YouTube and Facebook engaged audiences worldwide: Thirty-four percent of views came from outside the United States.

When schools closed because of the pandemic, CLLE quickly responded, creating a set of teacher webinars and a new series of informal “office hours” sessions that brought educators and general audiences together with experts from across the institution.

By the end of fiscal 2020, CLLE had created 63 online programs attended by 3,721 educators serving tens of thousands of students.

CLLE also offered virtual student workshops for student groups. Led by a Library facilitator, the workshops explored diverse topics through Library collections, ranging from Rosa Parks to comic books and mythology.

When in-person public events were canceled in March, the Music Division and the American Folklife Center (AFC) creatively reinvented their existing concert series online.

Beginning in June, the Music Division premiered its Boccaccio Project, which offered 10 short commissions written in response to

the pandemic. AFC modified its in-person Homegrown concert series to present Homegrown at Home, a series of 19 video performances by traditional artists streamed to thousands of viewers across the country.

In September, the Library took its national outreach efforts further, hosting the 20th National Book Festival entirely online for the first time. More than 22,000 visitors registered to watch presentations by over 120 authors. The three-day extravaganza concluded with a national broadcast on PBS stations, which was viewed by more than 200,000 people.

Providing Copyright Services

The U.S. Copyright Office is responsible for administering a complex and dynamic set of laws, which include copyright registration, the recordation of titles and licenses, statutory licensing provisions and other aspects of the 1976 Copyright Act and the 1998 Digital Millennium Copyright Act.

During the pandemic, the Copyright Office expanded its capabilities to receive and process electronic submissions and applications. This required the office to adjust standard practices, issue a new

rule and establish new processes to allow online submissions of materials and payment of fees where possible.

This was all done against a backdrop of a broader, ongoing IT development effort to modernize the copyright registration system; during the fiscal year, Copyright held a series of virtual public events to get input on the modernization process.

And in the midst of the pandemic, the Library in September 2020 announced the appointment of a new register of copyrights, Shira Perlmutter, who entered office the following month via a virtual swearing-in ceremony with Librarian of Congress Carla Hayden.

Collecting the Pandemic

As the pandemic started, the Library quickly began collecting material, for both its physical and digital collections, that reflected the experiences of the nation and the world with COVID-19.

The Geography and Map Division, for example, mapped the pandemic and identified geospatial data and cartographic visualizations to add to its vast collections. The Prints and Photographs Division collected photographs via donations and collaborated with the photo-sharing



Left: The Library’s Engage! page provides an online hub for information.



Right: National Ambassador for Young People’s Literature Jason Reynolds and other authors offered virtual programming for young people during the pandemic.

website Flickr to significantly expand its documentation of American experiences with COVID-19. Photographers were invited to contribute photographic and graphic art images to the Flickr group COVID-19 American Experiences; Library curators reviewed submissions and selected images to feature in Flickr galleries and to preserve in the Library’s permanent collections.

By mid-March, even before a formal collection plan was in place, the Library already was capturing web content about the pandemic through its ongoing crawling of thousands of sites in existing collections.

In addition, since the Library is a member of the International Internet Preservation Consortium, there was a desire to suggest sites for its global Novel Coronavirus collection. The Library’s expert staff was encouraged to nominate sites for that effort. Also, by May, that same staff had recommended a substantial number of sites to be harvested by the Library for its own collection, with more than 75 percent from outside the U.S.

Further, the Collection Development Office and the web-archiving team of the Digital Collection Management and Services Division developed a

collecting proposal that took into account both the scope and funding of the project. Implementation required the coordination of several different staffs under the overall direction of Robin Dale, the associate librarian for Library Services, who approved the plan in mid-June.

The plan had three primary objectives: to fill major gaps in the Library’s pandemic web collection; to determine high-priority sub-topics within the U.S. for collecting; and to better identify and organize material the Library already collected.

The team also planned for the eventual public launch of the collection, which had a working title of the Coronavirus Web Archive. Since the Library’s web archives program observes a one-year embargo on harvested content, that collection likely would be made fully available in the latter half of 2021.

These efforts enable the Library to have materials in its collections on this world-changing pandemic in a variety of formats, both physical and digital.

Digital Transformation and COVID-19

The Library’s digital strategy and ongoing technical transformation proved critical to serving Congress and the American people during the COVID-19 pandemic.

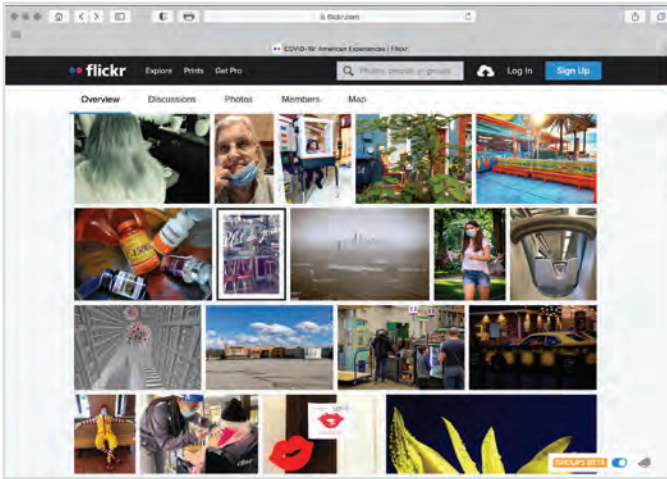
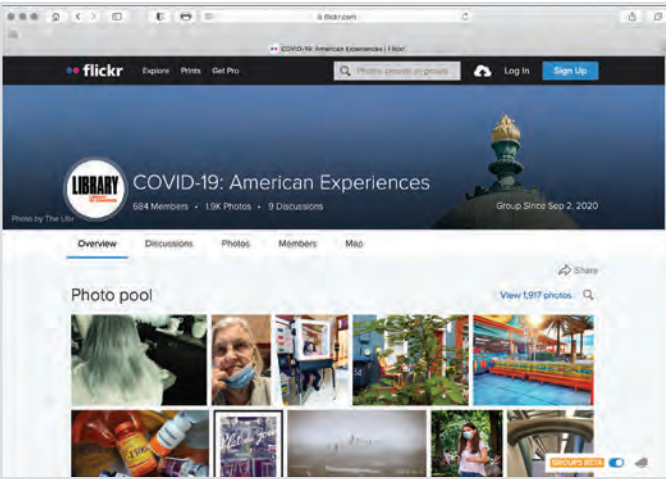
As the pandemic changed the ways we live, learn and work, efforts to make the Library more digitally enabled and to throw open its treasure chest, connect with users in new ways and invest in our future became more important than ever.

Planned digital initiatives, such as the LOC Collections mobile app and innovator-in-residence projects Newspaper Navigator and Citizen DJ were accelerated to provide new ways for the public to find and use Library collections. Library events, including the 20th annual National Book Festival, were reimagined as digital-only programs. And Library content creators experimented with totally new ways to engage with remote audiences, such as the weekly Poetry of Home video collaboration with the Washington Post and the COVID-19 American Experiences Flickr initiative that invited the public to contribute their own experiences.

Technology and digital programs also provided ways for Library staff to transition to telework more efficiently. A quick expansion of the By the People program allowed many Library employees whose normal duties required physical access to the collections to pivot to expanding access to Library collections by transcribing handwritten items, including thousands of pages from Theodore Roosevelt’s personal papers. Virtual desktops were used to allow the Library’s junior fellows to participate in a new, entirely digital summer internship program.

Library leadership encouraged staff to learn new digital skills and build consensus about the present and future of the Library’s digital transformation by hosting workshops and staff-led training. Among other efforts, the Digital Strategy staff initiated a six-week program of workshops designed to expand digital literacy and provide connection points with colleagues; the Library shifted a planned in-person event to a series of virtual talks and learning groups for staff members working on arrearsages projects; and OCIO hosted a series

of digital-transformation workshops, facilitating knowledge exchange and professional development opportunities for staff. Through inspiring internal collaboration during this challenging time, the Library has more fully embraced and nurtured new technologies to connect and inspire Americans. While the pandemic has changed the ways we interact and communicate with one another, it has also made clear that the Library can and will successfully integrate its rich history with modern technology.



Opposite page: The Library Flickr collection COVID-19: American Experiences captured the everyday life of the public during the pandemic. **Above:** The Library’s By the People transcription program expanded during the pandemic to allow employees to help grow access to collections. Shawn Miller



Serving Congress

Opposite page: The U.S. Capitol reflects in the glass roof of the complex’s visitor center.
Shawn Miller

The Library of Congress was established in 1800 to provide resources to members of Congress for use in their work. The Joint Committee on the Library – the oldest continuing joint committee of Congress – was created through legislation in 1802, providing for congressional oversight. The unique collaboration between Congress and the Library has allowed them to serve the nation together for 220 years.

In fiscal year 2020, the Library supported members of Congress, their staffs and constituents in a variety of ways, from providing reference, research and analysis on key issues to supplying surplus books to congressional districts. The Library also continued to implement new technologies to make the legislative process more accessible and transparent to the public.

Legislative Support

The Congressional Research Service (CRS) in the Library serves Congress with the highest quality research, analysis, information and confidential consultation to support the exercise of its legislative, representational and oversight duties in its role as

a coequal branch of government. The work of CRS is authoritative, confidential, objective, nonpartisan and timely.

CRS examines pressing legislative issues facing Congress; identifies and assesses policy options; and provides analysis, consultation and briefings to support Congress throughout the legislative process across the full range of public policy issues.

In fiscal 2020, CRS responded to more than 75,000 congressional requests. The CRS website for Congress, crs.gov, drew more than 1 million views, including nearly 382,000 views of the service’s reports and general distribution products.

Congress established the Law Library of Congress in 1832 with the mission of making its resources available to Congress and the U.S. Supreme Court – a mission that expanded to include other branches of government and the global legal community. Librarians and foreign law specialists respond to congressional inquiries about U.S., foreign, comparative and international legal and legislative

research, drawing upon the world’s largest collection of legal resources. The collection comprises over 5 million items, including 2.9 million print volumes, and global legal materials in various formats.

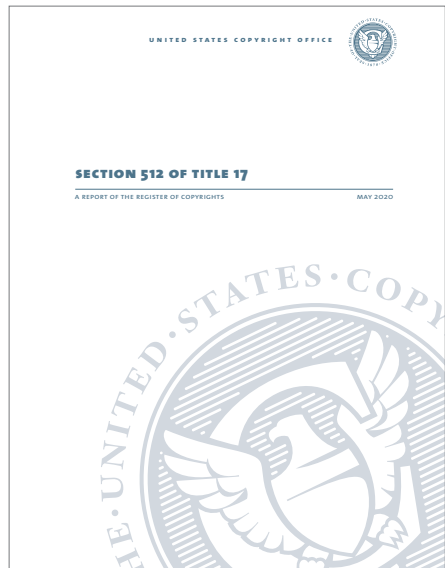
In fiscal 2020, the Law Library responded to 454 research requests from Congress and provided assistance to congressional offices on 670 reference questions.

The Law Library’s reference librarians assist congressional staff any time either chamber of Congress is in session, no matter the hour.

Copyright Law and Policy

The U.S. Copyright Office, headed by the register of copyrights, administers the nation’s copyright laws for the advancement of the public good and the benefit of authors and users of creative works. The register’s duties under the Copyright Act include registering creative works, recording information about copyright ownership and administering certain statutory licenses. The





In fiscal 2020, the Copyright Office issued a report examining provisions of section 512 of Title 17.

office also provides expert impartial assistance to Congress, the courts and executive branch agencies on questions of domestic and international copyright law and policy and develops educational resources and events for the public.

In fiscal 2020, the office worked closely with Congress on several fronts, including the COVID-19 pandemic (for COVID-related work, see page 17). The Copyright Office continued work on multiple policy studies. The office published Section 512 of Title 17, a report that reviewed the effectiveness of the notice-and-takedown system under section 512 of Title 17 of the Copyright Act. The report addressed various provisions of section 512, including safe-harbor eligibility for online service providers, repeat infringer policies, knowledge requirement standards and voluntary initiatives to improve the operation of the notice-and-takedown system. The report concluded that the current balance reflected in the operation of the section 512 safe harbors today differs in many respects from what Congress intended in 1998.

In consultation with the Government Accountability Office, the office began a public study to evaluate best practices that the newly established Mechanical Licensing Collective (MLC) may implement to identify and find musical work copyright owners and unclaimed accrued royalties held by the MLC, encourage musical work copyright owners to claim their royalties and reduce the incidence of unclaimed royalties. Additionally, at the request of the Senate in response to the Supreme Court decision in *Allen v. Cooper*, the office began a public study to determine the extent to which copyright owners are experiencing infringement by states without adequate remedies under state law.

In March 2020, the office's proposed new fee schedule went into effect. The office generally adjusts its fees every three to five years after conducting a study of the actual cost of providing fee-based services.

Congressional Preservation Efforts

The Library leads several major preservation initiatives at the behest of Congress to ensure America's history and culture are captured and preserved for generations to come.

In its concern for preserving the nation's audiovisual heritage, Congress enacted the National Film Preservation Act of 1988 and the National Recording Preservation Act of 2000. These acts direct the Librarian of Congress to select "culturally, historically or aesthetically" significant films and sound recordings, respectively, for preservation. To date, 775 films and 550 sound recordings have been selected for preservation.

Established by Congress in 2000, the Veterans History Project (VHP) in the Library's American Folklife Center preserves the memories of those in our nation's armed services and others who shared America's wartime experience in the 20th and early 21st centuries. During fiscal 2020, the Veterans History Project received 2,304 collections, including 119 that arose from the Gold Star Family Act. VHP now holds more than 111,000 from veterans across the nation.

The Congressional Relations Office (CRO) continued to develop and implement new outreach initiatives to engage members of Congress with VHP.

In the Senate, CRO facilitated in-person and virtual events designed to raise awareness of VHP, encourage donations and recognize donors. In the House, CRO continued to stay engaged with the staff of the chairman and ranking Republican of the House Veteran Affairs Committee, which resulted in frequent collaborations to attract members – including a challenge from the chairman and ranking Republican to all members of the House to donate at least one oral history from their congressional district.

 [loc.gov/film](https://www.loc.gov/film)
[loc.gov/rr/record/nrpb](https://www.loc.gov/rr/record/nrpb)
[loc.gov/vets](https://www.loc.gov/vets)

Congressional Relations

The Congressional Relations Office (CRO) is the Library's primary point of contact for members of Congress. CRO responds to congressional inquiries about Library collections, programs, legislative activities, operations and facilities and informs

Congress about Library events and programs.

CRO prepares testimony, briefings, fact sheets, program analysis and general advice in support of Library officials' meetings with members or testimony at hearings. CRO also keeps senior management apprised of congressional actions that impact Library programs and operations.

During fiscal 2020, CRO initiated nearly 18,000 telephone calls and emails in addressing routine congressional requests and business, resolved more than 130 congressional inquiries with Library divisions, sent more than 126,000 targeted outreach emails to congressional offices and assisted members of Congress in hosting 63 events at the Library.

Prior to the COVID-19 pandemic, CRO recorded more than 780 in-person visits by members to nearly 80 Library and congressional events and provided more than 60 special tours and private viewings of collections.

The Librarian, with CRO's support, continued to host the popular dinner series Congressional Dialogues, with average attendance exceeding 120 members over three events during fiscal 2020.

On March 4, the Library staged a concert at Constitution Hall in honor of Gershwin Prize for Popular Song recipient Garth Brooks. Several hundred congressional guests, including 121 members, their spouses and senior congressional staffers, attended. Seven members participated in the award ceremony: House Speaker Nancy Pelosi; Sen. Roy Blunt, chairman of the Committee on Rules and Administration; Sen. Patrick J. Leahy, ranking member of the Appropriations Committee; House Majority Leader Steny Hoyer; House



Rep. Bob Latta of Ohio examines collection items at a Congressional Dialogues event. Shawn Miller



Librarian of Congress Carla Hayden testifies at a hearing before the House Committee on Appropriations on Feb. 27, 2020. Shawn Miller

Minority Leader Kevin McCarthy; House Minority Whip Steve Scalise; and Rep. Rodney Davis, ranking member of the Committee on House Administration.

CRO continued to create outreach material to encourage congressional offices to share Library services and events via social media. This service provides congressional offices with CRO-prepared Facebook posts, tweets, YouTube content

and Pinterest pins to help facilitate constituent outreach.

In fiscal 2020, CRO produced and distributed improved social media products focusing on the Library's 220th birthday, new virtual resources, heritage months, the Veterans History Project for the Veterans Day and Memorial Day holidays, baseball, National Library Week, Independence Day and Constitution Day. It continued to

distribute state-specific outreach released to each delegation on the state's anniversary of entering the union.

LCnet is a website created and maintained by CRO as an information portal for Library support services to Congress. Intended for congressional use only, the site registered 6,762 page views in fiscal 2020 – a figure affected significantly by limited access to congressional

computer networks and heavily used in-person services not being provided during the COVID-19 pandemic. In addition to providing information on Library events and services such as book loans, digital services and educational programs and resources, LCnet also hosts a digital images gallery and links to the social media products and materials created for commemorative months and holidays. LCnet provides information about scheduling Jefferson Building tours for constituents. In fiscal 2020, constituent tours were booked by congressional offices for more than 18,141 visitors through March 13.

In fiscal 2020, congressional offices made 201 visits to the Library's Surplus Book Program, where staff selected books and materials to send to libraries, schools and nonprofits in their districts and states. In fiscal 2020, the Library distributed 34,833 books through the congressionally mandated program. Members of Congress, their staffs and special selectors chose 19,886 books through the program. The program closed temporarily in March due to the pandemic. Library Services also received and processed 6,571 requests for material from members of Congress, their staffs and special borrowers during the fiscal year. Of that number, the team was able to fill 6,413 requests for analog, e-books and audio material.

Supporting the Library

The president signed the Further Consolidated Appropriations Act (P.L. 116-94) on Dec. 20, 2019, providing the Library a total budget authority of \$775.062 million for fiscal 2020, including \$719.359 million in appropriations and \$55.703 million in offsetting receipts authority. In the Coronavirus Supplemental

Appropriations Act (Public Law 116-136 CARES Act), the Library was provided \$6 million in authority via a technical correction and \$700,000 in supplemental authority to support the Little Scholars Child Development Center.

Total Library budget authority increased approximately 3 percent over fiscal 2019. The funding supported the Visitor Experience Initiative, which will increase the accessibility of the Library's most-prized artifacts, raise the Library's public profile and make the Library a destination for discovery, creating and learning.

It also supported the modernization and reconstitution of analytical capacity in the Financial Services Directorate; data center transformation and modernization; congress.gov enhancements; and National Library Service modernization expanding user access in the braille and talking book program and replacing the Braille and Audio Reading Download (BARD) website with cloud-based internet delivery technology. The funding continued to support the Veterans History Project and the Teaching with Primary Sources program.

The 2020 enacted budget continues a multiyear strategic modernization in all areas, not just IT standardization, optimization and modernization, but also infrastructure, business process and targeted workforce skills to increase access and engage "user centered" customer service to Congress and the American people.

Librarian of Congress Carla Hayden testified on Feb. 27, 2020, before the House Appropriations Subcommittee and provided written testimony to the Senate Appropriations Subcommittee (due to the pandemic) on the Library's fiscal 2021 budget request. The Library's request focused on

expanding access and enhancing services, optimizing resources and measuring impacts to ensure the Library's ability to support Congress and the American people. The House subcommittee also heard separate testimony from the director of the Congressional Research Service and the acting register of copyrights.

On Dec. 27, 2020, the president signed Public Law 116-260, the Consolidated Appropriations Act, 2021, to provide the Library with \$802.128 million of funding authority, including \$757.346 million in appropriation and \$44.782 million in offsetting collection authority. Six programmatic increases were provided in the enactment, including funding for cybersecurity enhancements, eAcquisition and contract management, compact shelving replacement, copyright royalty judges staffing, Music Modernization Act staffing, and science and technology research capacity. Additionally, the copyright fee realignment was approved, the mass deacidification preservation method is being phased out over two years, and the Visitor Experience initiative continued to be supported.

Before enactment, the Library operated under five continuing resolutions. Continuing resolution funding was provided from Oct. 1, 2020, to Dec. 11, 2020; Dec. 12, 2020, to Dec. 18, 2020; Dec. 19, 2020, to Dec. 20, 2020; Dec. 21, 2020; and Dec. 22, 2020, to Dec. 28, 2020.

The Library of Congress Trust Fund Board, created in 1925 by an act of Congress, acted as trustee of private funds invested for the benefit of the Library. Its work supports Library literacy programs, exhibitions, acquisitions, scholarly programs and fellowships, concerts and initiatives.



Collecting, Preserving and Providing Access To Knowledge

Opposite Page: This banjo, signed by prominent folk music figures such as Woody Guthrie, Pete Seeger and Burl Ives, was made by Nathan Hicks in 1939 and now is part of the American Folklife Center collections. *Shawn Miller*

Collecting

The Library of Congress is both the nation’s library and the largest library in the world. The institution’s vast collections encompass virtually all formats, languages and subjects – it is perhaps the most comprehensive accumulation of human knowledge ever assembled.

In fiscal 2020, the Library’s collections grew to more than 171 million items. The Library added more than 1.85 million items to its collections during the year through purchase, gift, exchange or transfer from other government agencies. (See Appendix B, Selected Acquisitions)

The U.S. Copyright Office transferred a total of 552,593 works, with an estimated value of more than \$45 million, to the Library’s collections in fiscal 2020; more than 450,000 of the transferred items were received from publishers under the mandatory deposit provision of the law. Receipts via eDeposits included 244,261 e-books, 55,818 e–serial issues and 7,542 newspaper eprint issues.

The Acquisitions and Bibliographic Access Directorate (ABA) acquired 1,082,791 items for the Library’s collections through cost–effective methods, including purchase and exchange. In addition, ABA facilitated the acquisition of 509,925 collection items through solicited gifts to the Special Collections Directorate. With the acquisition of additional items through means such as transfers

from other government agencies, a total of more than 1.85 million items were added to the collections.

The Library’s six overseas offices (located in Cairo, Islamabad, Jakarta, Nairobi, New Delhi and Rio de Janeiro) acquired, cataloged and preserved materials from parts of the world where the book and information industries are not well developed. In fiscal 2020, those offices acquired 208,247 collection items, on a cost–recovery basis, for the more than 100 U.S. libraries that participated in the Cooperative Acquisitions Program.

In fiscal 2020, the Library added 75 new digital collections to loc.gov, and 59 digital collections were significantly upgraded. New digital presidential papers collections included those of William McKinley, Chester A. Arthur, Andrew Johnson, Benjamin Harrison, William Howard Taft, Calvin Coolidge and Grover Cleveland. Other new digital collections included U.S. Telephone Directories, Frederick Douglass Newspapers, Early Copyright Records, Andre Kostelanetz, the Herndon–Weik Collection of

Lincolniana, North Korean serials and 48 new web archives collections.

Collection Development

The Collection Development Office (CDO) directly supports the Library’s strategic goal of acquiring and maintaining a universal collection of knowledge and the record of America’s creativity to meet the needs of Congress, researchers and the American public. It ensures that the Library’s analog and digital collections reflect the breadth and depth of knowledge published in all media, languages and regions of the world.

In fiscal 2020, CDO took on major roles in the project to build an online tool, eventually named the Material Acquisition Request Service (MARS), to replace the paper Recommendation for Acquisition and Memorandum of Recommendation forms. MARS launched successfully at the beginning of fiscal 2021.

CDO continued its program to review and update, on a cyclical basis, all of the Library’s collections policy statements and associated supplementary guidelines. Nine



Juliette Appold, head of the Music Section at the National Library Service for the Blind and Print Disabled, peruses the braille stacks at the Taylor Street Annex. *Shawn Miller*

documents were reviewed and updated, and one new document was created and approved.

As the pandemic started, CDO distributed guidance to recommending officers on collecting COVID-19 websites. Later, CDO, with the Digital Collection Management and Services Division (DCMS), created a coordinated coronavirus web collecting plan that was handed off to a team of recommending officers for implementation. Similarly, as mass protests took place across the United States and around the world after the May 25 killing of George Floyd in Minneapolis, CDO and DCMS quickly developed the parameters of a web collecting plan focused on the protests. It too was assigned to a recommending officers collecting team.

Though the Library’s long-term practice has been to permanently retain the materials in its collections and not to deaccession them except under specific circumstances, the practice had never been codified in a formal policy. That gap was filled as CDO consulted widely within the

Library and developed, then issued, a collections retention policy.

Preserving

The Preservation Directorate is guided by the Library’s mission to provide a “universal and enduring” record of knowledge and creativity, embodied in historical artifacts and made available in the diverse and evolving array of formats needed by the Library’s users.

To that end, the directorate executes millions of preservation actions each year in support of the diverse array of preservation strategies required by the national collection. Expert staffs perform preventative and corrective treatments and transfer information from obsolete or at-risk media into new formats. They manage secure, environmentally optimized storage facilities and maintain the inventory control that enables the fulfillment of thousands of loans each year to support Congress and serve researchers around the world. The directorate is a center for fundamental research

and education, and the Library’s insights and innovations set standards and enhance preservation and conservation practices worldwide.

In fiscal 2020, the directorate continued to assess and treat Library collections using established technologies, practices and procedures to reduce risks to collection materials. It also engaged in scientific research to explore new approaches to preservation. The directorate performed 6.8 million preservation actions on books, serials, prints, photographs, audiovisual materials and other items. During the fiscal year, 71,431 items were bound into new library bindings; 26,068 were treated or repaired in conservation labs; protective containers or housings were provided for 9,148 items; and 97,398 book equivalents and 355,230 sheets were deacidified. Staff surveyed the preservation needs of 713,234 items from the general and special collections, monitored over 230 environmental data loggers and continued to play a

key role in the Library’s security and emergency-response programs.

To protect information at risk from deterioration, staff members reformat original media to ensure its informational content is available. Digital transformation was an important focus for the year. The Library captured 5 million pages on microfilm, including 3.8 million by the Preservation Directorate and 1.2 million microfilmed by the overseas offices.

 [loc.gov/preservation](https://www.loc.gov/preservation)

Off-Site and On-Site Storage

The Collections Management Division (CMD) is responsible for the safekeeping of the Library’s collections through inventory control, storage and delivery of resources to fulfill user requests. The division operates the Library’s general collections stacks on Capitol Hill and the off-site preservation storage facilities. CMD provides the inventory control systems that ensure items are retrievable for use, logistics and fulfillment services to deliver materials to their point of use and chain-of-custody systems to record usage and ensure that materials are accounted for during use and returned to the Library for their long-term maintenance.

CMD continued to prepare and transfer collections material from Capitol Hill to off-site locations at Fort Meade and Cabin Branch. During fiscal 2020, more than 280,000 items were prepared for off-site storage. The preparation work includes the creation of bibliographic and/or inventory records for reassignment of special format materials; stabilization actions, which include removing acidic enclosures; rehousing; and creating finding aids for collections, as well as accession and verification of items

before they are physically moved off-site.

CMD was active in planning for major space and storage projects throughout the year, many of which are connected to the overall Visitor Experience Master Plan (VEMP) project. Renovation projects – including those on Deck 37; G41–44 of the Jefferson Building; the African and Middle Eastern Division catwalk; room 522 of the Adams Building; and the relocation of the CMD main office – all support the restructuring of collections and staff for the VEMP project to move forward. CMD also supported the Jefferson Building northeast stairwell project, which will help to provide more clear egress paths but will have a significant impact on CMD loading dock operations.

In addition to space modifications on Capitol Hill, CMD served as key subject matter experts on the construction of Fort Meade Module 6 and the planning for Module 7. The chief, along with the collections officer and other members of CMD management, worked closely with custodial divisions on planning for what will be housed in Module 6 and continued active participation in construction meetings as the project continued.

Newspapers

In fiscal 2020, newspaper collection items (not including *Chronicling America*) received 2,318,651 page views and 845,209 visits.

Chronicling America. The National Digital Newspaper Program, jointly sponsored by the Library of Congress and the National Endowment for the Humanities, supports the enhancement of access to American newspapers. Through various partnerships and collaboration, cultural heritage institutions select and digitize

representative newspapers from their state or territory for contribution to the *Chronicling America* website.

During the fiscal year, the *Chronicling America* website recorded 66.3 million visits and 7.3 million page views. The collection now includes 2,360,347 issues of 3,263 titles from 48 states, two territories and the District of Columbia.

Audiovisual Collections

Packard Campus of the National Audio-Visual Conservation Center.

The Packard Campus, located in Culpeper, Virginia, houses the Library’s recorded sound and moving image collections – the world’s largest and most comprehensive.

 [loc.gov/avconservation](https://www.loc.gov/avconservation)

Films. In fiscal 2020, the Moving Image Section acquired 61,008 analog items. The largest gift consisted of 50,000 manuscript items that were added to the Jerry Lewis Collection. In addition, the section acquired 20,637 born-digital items, including 5,631 files of the copyright collection, 2,840 via direct file transfer from the Senate and 1,090 in the HistoryMakers Collection.

On Dec. 11, 2019, the Librarian of Congress named 25 films to the National Film Registry, bringing the total to 775.

The National Audio-Visual Conservation Center launched 15 online collections, all of them part of the American Archive of Public Broadcasting collaboration with WGBH. Those collections include: “The Alabama Experience”; “BackStory”; “BirdNote”; “Black Journal”; Broadcasting in the Public Interest: The Newton Minow Collection; “In Black America”; the Jewish American Heritage

Collection; local programs from WSRE in Pensacola, Florida; National Federation of Community Broadcasters programs; “OutCasting”: Public Radio’s LGBTQ Youth Programs; “Rock & Roll”; Traditions: Ohio Heritage Fellows; Virginia Public Media: Journey through the Archives; the “Vegetable Soup” Collection; and the WRVR–FM (Riverside Radio) Collection.



Sound Recordings. The Recorded Sound Section is committed to building and enhancing a collection of commercial and non-commercial recordings in all formats from all periods. In fiscal 2020, the section acquired 16,571 physical audio recordings, 34,712 manuscript items and 124,199 born-digital recordings.

On March 25, 2020, the Librarian announced the addition of 25 sound recordings to the National Recording Registry, bringing the total to 550.

Providing Access to Knowledge

The Library makes its multiformat collections publicly available in its multiple reading rooms and research centers on Capitol Hill and at the Packard Campus for Audio-Visual Conservation in Culpeper, Virginia, and through its website.

By cataloging its holdings in English and other languages, the Library provides bibliographic access to its vast and growing collections. Through shared and cooperative cataloging, the Library helps the nation’s libraries provide better access to their collections.

Visitors to all Library buildings in fiscal 2020, for the months of October to March, when the Library shut down its on-site operations, totaled more than 565,000. Of these, approximately 540,000 visited the Jefferson Building. In normal years, the Library’s Great Hall and exhibitions remained open to the public on federal holidays, with the exception of Thanksgiving, Christmas Day and New Year’s Day.

Reference Services

During fiscal 2020, 28,549 new reader-identification cards were issued, a significant decrease over the previous fiscal year due to the closure of the Library in March.

User demand for collections remained strong. The Library’s staff responded to more than 157,493 reference requests. More than 76,995 of these requests were received online, including queries handled through the Ask a Librarian service. The Library circulated 244,981 physical items on-site, a decrease of 73 percent compared to the previous year. More than 50,805 items were circulated off-site to authorized borrowers.

In order to ensure congressional access to collections stored off-site, Collections Management Division (CMD) staff remained available to retrieve material from both the Fort Meade and Cabin Branch locations. CMD staff on Capitol Hill provided on-site support throughout the pandemic to ensure materials were properly charged and delivered to congressional offices. Congressional

members and staff received 690 items between April and September.

The Science, Technology and Business Division had 1,575 transactions with teachers and students of 11th and 12th graders in International Baccalaureate (IB) programs seeking the division’s assistance with research strategies to produce the 4,000-word essay required to receive the IB diploma, a four-fold increase over fiscal 2019.

[loc.gov/rr](https://www.loc.gov/rr)
[loc.gov/findingaids](https://www.loc.gov/findingaids)

Cataloging

The Library managed 52,843,642 MARC records in its Integrated Library System. The Library cataloged 252,824 new works during the year in addition to 717,384 million manuscript items on 183 bibliographic records. The Cataloging-in-Publication program cataloged 58,631 titles, and the Electronic Cataloging-in-Publication E-book Program prepared cataloging in advance of publication for 39,871 e-books. The Library established 251,436 name and series authorities, 8,667 subject headings and 2,320 new Library of Congress Classification numbers.

The Dewey Program, which supports libraries worldwide that classify their titles in Dewey Decimal Classification (DDC), assigned DDC to 123,183 titles.

During the year, the Library’s curatorial divisions created 81 new Encoded Archival Description finding aids online. As a result, researchers can now access 73.4 million archival items in the Library’s collections.

Bibliographic Framework Initiative. BIBFRAME is an initiative begun in fiscal 2011 as a replacement for the cataloging metadata standard known as MARC 21. During the year, progress was accelerated for

BIBFRAME. More than 100 cataloging staff continued to participate in the pilot project, which tested production of BIBFRAME descriptions in a simulated cataloging environment. Participants included copy catalogers and catalogers of text, maps, moving images, notated (print) music, rare books, sound recordings, still images and moving images in 35mm film, Blu-ray and DVD formats.

The pilot increased production through ongoing improvements to the input/update interface (BIBFRAME Editor) and the BIBFRAME database of descriptions. The Library of Congress BIBFRAME manual was revised to reflect the improvements and enable other libraries to access the publicly available version of the BIBFRAME Editor for use in their own cataloging. In April, the Library’s Network Development and MARC Standards Office published the BIBFRAME-to-MARC conversion tool and supporting tools. After further refinement, the conversion tool will permit BIBFRAME descriptions to be distributed to OCLC and other Cataloging Distribution Service customers in the MARC formats.

The Library held regular telephone conferences with 17 libraries that experimented with resource description based on BIBFRAME principles in a linked open metadata environment. The 17 research libraries that coordinated their

BIBFRAME or linked open metadata experiences with the Library suspended or reduced operations under the pandemic, and most were not yet fully operational at year’s end, slowing progress to some extent.

Access for the Blind and Print Disabled

In fiscal 2020, the National Library Service for the Blind and Print Disabled (NLS) circulated nearly 20.3 million copies of braille, audio and large print items. NLS added 5,612 books and 1,047 magazine issues to its Braille and Audio Reading Download service (BARD) during the fiscal year, bringing the total number of available titles there to approximately 137,000 (119,000 books and 18,000 magazines). Patrons downloaded about 4.6 million books and magazines from BARD in fiscal 2020.

NLS took significant steps toward fulfilling its overall modernization plan. It developed and began a pilot program to test an affordable refreshable braille display, moving closer to achieving a longtime goal. It also reached a major milestone with the adoption of Duplication on Demand by more than half of its network libraries. Those libraries now can create their own talking-book cartridges on-site from NLS-produced digital files, allowing them to fill patron requests quickly

and reducing costs associated with maintaining large physical collections.

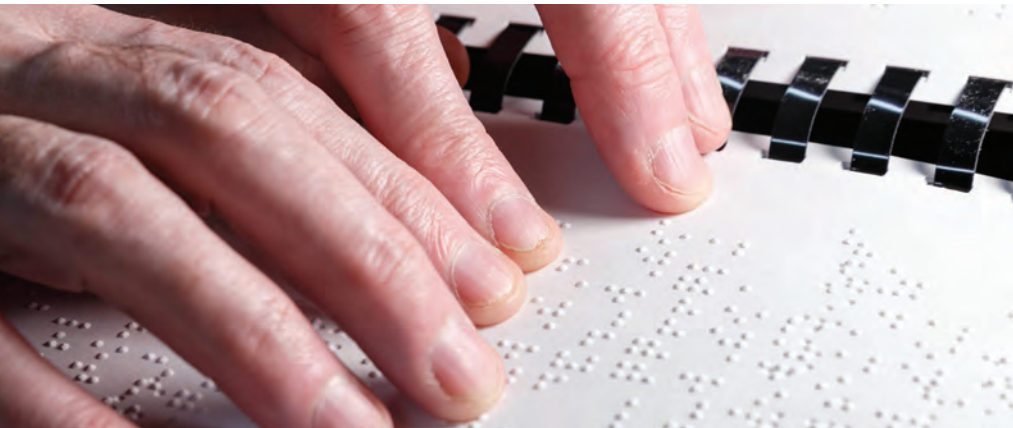
The Library’s Website, Congress.gov and Social Media

The Library’s website, loc.gov, provides users with access to the institution’s unparalleled resources, such as its online catalogs; selected collections in various formats; copyright, legal and legislative information; exhibitions; and videos and podcasts of events.

In fiscal 2020, Library web properties experienced the largest volume of traffic in Library history. Those properties (excluding the Legislative Information System, congress.gov and copyright.gov) recorded more than 117 million visits and 647 million page views – increases of 39 percent and 58 percent, respectively. Mobile visits made up 46 percent of those visits, an increase of nine percentage points over the previous fiscal year.

Culminating over a dozen years of work, the Library was able to retire the legacy Legislative Information System from congressional use in November 2019, making congress.gov the official source for legislative information for both Congress and the public. Traffic to congress.gov increased significantly over the previous fiscal year. Visits rose 68

A braille transcription of music from “Hamilton,” part of the collections at the National Library for the Blind and Print Disabled. Shawn Miller



percent to 50.8 million, and page views increased 41 percent to 134.1 million. Mobile visits rose 124 percent to 22.9 million, accounting for 45 percent of all visits to the site.

The World Digital Library (WDL) site recorded 19.6 million visits in fiscal 2020, a 190 percent increase over fiscal 2019. The site drew 3.7 million visits on March 16 following a tweet from UNESCO advising users to take advantage of WDL resources during COVID-19 quarantines.

Drivers of all these increases included: a turn to online-only outreach to Library users and event attendees, including all concerts and the National Book Festival; users accessing the many new resources provided by the Library for people teaching and learning at home during the pandemic; the traffic spike to WDL during pandemic lockdowns in Europe; congress.gov users looking for information about COVID stimulus legislation and trying to discover more about COVID-related misinformation; users in Taiwan and elsewhere in Asia viewing maps of these areas; users seeking more information on their constitutional rights as protests against police violence and for racial equity surged over the spring and summer.

The Library streamed videos of concerts, lectures and other events on YouTube and Facebook each month. Once public events were limited due to the pandemic, the Library instead premiered prerecorded videos and livestreamed events staged remotely. During fiscal 2020, the Library premiered 48 videos and livestreamed eight events. The premiere videos and livestreams included events featuring Pulitzer Prize-winning author Colson Whitehead, U.S. Poet Laureate Joy Harjo and former U.S. Poet Laureate Tracy K. Smith, Kluge Prize recipient Danielle Allen, biographers Douglas

Brinkley and Jeanne Theoharis and authors Erik Larson, Jason Reynolds and Alice McDermott.

You Tube During fiscal 2020, the Library made 763 new videos available on its main YouTube channel, videos that were liked 79,381 times and viewed nearly 6.6 million times. The channel gained 40,340 subscribers during the fiscal year. The Copyright Office also made 53 new videos available on its YouTube Channel.

The Library's Podcast account features selected podcasts, historical films from Library collections and video and audio recordings from collections and of events at the Library. During fiscal 2020, the Library added 17 files to iTunes podcasts. The account gained over 2,296 new subscriptions and drew 65,301 visitors and 68,723 consumptions. Since the account was launched in 2009, the Library has added 4,020 files and attracted 984,078 visitors and 230,823 subscriptions, with a total consumption of 4.44 million files.

Photo Photo enthusiasts continued to access and help identify Library photos from the early 1900s through the Library of Congress Flickr account. During the fiscal year, the Library added 2,433 photos to that account, bringing the total to 37,230. Over the account's lifetime, the Library has accumulated 72,729 followers and 379,414,576 image views. A second Flickr account, Library of Congress Life, features photos and videos of Library buildings and events. That account added 435 images during the fiscal year, which were viewed 355,979 times. Over the account's lifetime, the Library has posted 969 images and earned 606,256 views and 104 followers.

In fiscal 2020, the Library also launched an account on Unsplash, a website devoted to sharing

free images. The Library posted 163 images, which were viewed more than 76.6 million times and downloaded 205,125 times.

f In addition to its main Facebook page, the Library offers Facebook pages for the Law Library, the American Folklife Center, Performing Arts, the National Library Service for the Blind and Print Disabled, the Veterans History Project and the Library's international collections. During fiscal 2020, the Library posted 3,564 times on those pages, gained 29,304 followers, received 369,901 likes on posts and received over 47.2 million impressions. Library Facebook accounts have a total of 565,256 followers, and posts have received a combined 438.5 million lifetime impressions.

Twitter In fiscal 2020, the Library maintained 13 public-facing Twitter accounts and two Congressional Research Service-protected Twitter accounts for members of Congress and congressional staff. The public-facing accounts issued 6,455 tweets during the fiscal year, gaining 93,443 retweets and 6,330 replies. The public accounts also gained 47,276 followers (for a total of 1.63 million followers) and received over 66.5 million impressions.

The Library maintains 17 blogs that serve as a vehicle for sharing collection discoveries and engaging with users. During the fiscal year, the Library published 1,405 posts, which drew over 3.9 million page views for a lifetime total of 21.2 million page views. The Library's blogs collectively drew 34 percent more visits than in the previous fiscal year.

Instagram The Library's Instagram account continued to share images from virtual events, concerts and exhibitions. The account added 23,215 new followers for a total of 78,944 at the end of

fiscal 2020. It received 256,040 likes for a lifetime total of 520,673.

The Library offers 61 email alerts, including all Library and copyright-related topics for subscription. Loc.gov sent 4,378 bulletins in fiscal

2020 and recorded 202,723 new subscriptions. Copyright.gov sent 137 bulletins and recorded 105,221 new subscriptions.



loc.gov
congress.gov
constitution.congress.gov
blogs.loc.gov
loc.gov/connect



Building an IT Foundation for the Future

For more than four decades, the Library of Congress has relied on an IT infrastructure designed largely at the start of the information age and managed through a data center tucked away in the Madison Building. From that room, the Library built its IT network, launched its first public websites and supported the enormous growth in technology and digital collections.

Recognizing the amazing potential of modern IT, and the inherent limits of the outdated infrastructure, the Library launched a comprehensive effort to transform its IT foundation in fiscal 2018, which culminated this year with the completion of a state-of-the-art hybrid hosting environment for Library technology that will provide the IT foundation needed for the next generation.

The three-year effort included creating an entirely new high-availability physical data center outside the Washington, D.C., area with an enterprise cloud hosting environment. The project also installed a high-speed, high-bandwidth fiber loop connecting all of the Library's facilities and migrated all production IT applications and systems out of the Madison Building. In addition to increasing IT security, the new hybrid hosting model will make the Library's IT more efficient and sustainable. "Balancing the security of on-premises hosting and the flexibility of the cloud ensures that future technology upgrades at the Library will be less costly to implement, and the agency will be better equipped to support new applications and emerging styles of research," Chief Information Officer Bud Barton said.

Teams across the Library are embracing this strengthened technological footing.

"While the purpose of this transformation is to make better use of our resources, it also allows us to leverage technology to offer users new ways into our materials," said Kate Zwaard, the Library's digital strategy director. "This gives us the agility we need to experiment to find ways to open the Library's treasure chest using uniquely digital methods."

The Library's enhanced IT infrastructure ensures enduring access to collections material and supports new opportunities for those materials to be accessed and discovered online. It also allows for increased automation, meaning that Library IT systems can do more with the resources on hand. Library IT developers and engineers now have more fine-grained control over how applications are developed and integrated with one another, and mission-specific software applications will be able to more easily combine research, analysis and delivery functions in holistic, secure interfaces.

"From a technological perspective, the Library of Congress today is a fundamentally different institution than it was just three short years ago," Barton said. "We have a lot more to do to modernize Library IT for the future. But with this new foundation in place, we've taken the first big step down that road, and we will be enjoying dividends from this project for years to come."



Promoting Creativity and Learning

Opposite Page: The AskolSchönberg ensemble performs in the Coolidge Auditorium on Jan. 31, 2020. Shawn Miller

The Library of Congress collections chronicle centuries of human creativity – a rich, diverse and enduring source of knowledge for the American public and scholars around the world. Through its many public programs, the Library also promotes creativity and cultural literacy.

Public Programs

During the year, the Library presented hundreds of public programs, both in person and online, that promoted creativity, scholarship and lifelong learning. These programs included exhibitions, lectures, concerts, webinars, symposia, panel discussions and short-term displays of collection items. Below is a selected list. Webcasts of many of these events can be viewed on the Library’s website.

 [loc.gov/events](https://www.loc.gov/events) [loc.gov/webcasts](https://www.loc.gov/webcasts)
[loc.gov/events](https://www.loc.gov/events)



Concerts. Since 1925, the Library’s Coolidge Auditorium has provided a venue for world-class performers and world premieres of commissioned works. In fiscal 2020,

the Music Division’s Concert Office presented a critically acclaimed series of events that encompassed chamber music, jazz, pop, early music and American musical theater. These events included 22 live and 11 virtual concerts, 11 lectures, seven film screenings and 13 commissioned works. The events attracted an audience of patrons to the Library; a growing number took advantage of the division’s online programs.

The American Folklife Center (AFC) produced 19 virtual concerts in its Homegrown series and two on-site lectures in its Benjamin Botkin series.

When Library buildings closed to the public in March, the Music Division and AFC creatively reinvented concerts and musical performances online. In May, Music presented by webcast the world premiere of two Library commissions. Beginning in June, Music premiered the Boccaccio Project, which offered 10 short commissions written in response to the COVID-19 pandemic, and AFC hosted 19 Homegrown at Home streaming video performances from traditional artists.

 [loc.gov/concerts](https://www.loc.gov/concerts)

Exhibitions. A major new exhibition highlighted rarely seen materials that offer an intimate view of Rosa Parks and document her life and activism. The materials were drawn extensively from the Rosa Parks Collection, a gift to the Library from the Howard G. Buffett Foundation. The exhibit opened on Dec. 5, 2019, in the Jefferson Building. It was seen by 60,296 on-site visitors in the first three months before it, along with all public events and galleries, was closed to the public in mid-March 2020 due to the pandemic.

Another major, ongoing exhibition was “Shall Not Be Denied: Women Fight for the Vote,” which commemorated the history of the women’s suffrage movement and the centennial of the ratification of the 19th Amendment. The exhibition originally was scheduled to end in September 2020 but closed to the public, along with Library buildings, in mid-March because of the pandemic. It was extended for an undetermined time. (See Appendix C, Exhibitions)

 [loc.gov/exhibits](https://www.loc.gov/exhibits)



Left: Cyril Neville of the New Orleans-based Neville Brothers band tours the “Rosa Parks: In Her Own Words” exhibition with exhibit director Carroll Johnson. **Right:** Fred Gray, the personal attorney to Rosa Parks, examines items from the new exhibition. **Below:** Author and illustrator Dav Pilkey demonstrates his craft in a National Book Festival Presents event in October 2019. *Shawn Miller*



Film Screenings. The theater at the Packard Campus of the National Audio-Visual Conservation Center (NAVCC) continued its popular film screenings that showcase the Library’s film, television and recorded sound collections. The Library also screened films in the Pickford Theater of its Madison Building as part of the Concerts from the Library of Congress music series, among other programs. The Library’s 205-seat theater at the Packard Campus hosted 64 public events with a total attendance of 4,751.

In November, the Packard Campus theater hosted a special road show version of the Association of Moving Image Archivists Archival Screenings Night that highlights the preservation work of film archives from around the world. The Library’s contribution was an excerpt from an All-American Newsreel – a company that produced newsreels specifically for African American audiences – from 1942.

Lectures, Symposia, Poetry Readings. The selected events highlighted below are a sampling of the many programs hosted by the Library during the fiscal year.

On Feb. 20, the Law Library and the Supreme Court Fellows Program presented a conversation with U.S.

Supreme Court Justice Neil Gorsuch. David M. Rubenstein, a trustee of the Supreme Court Historical Society and chair of the Library’s Madison Council, interviewed Gorsuch, who discussed his book, “A Republic, If You Can Keep It.”

The Library’s National Book Festival Presents series featured such notable Library ambassadors and authors as Brad Meltzer, André Aciman, Karen Armstrong and Douglas Brinkley and U.S. Poets Laureate Joy Harjo and Tracy K. Smith. Many of these events “sold out” the Coolidge Auditorium’s 475-seat capacity and featured special treasures displays to showcase related Library materials.

On Aug. 5, the U.S. Copyright Office hosted a virtual celebration in recognition of its 150th anniversary. “Copyright Office Presents: Celebrating 150 Years of Creativity” highlighted the rich history of the office and copyright itself as well as the importance of the office’s connection with creators and users of copyright-protected works.

The Kluge Center hosted 13 in-person events – panels, author talks and lectures – in the first five months of the fiscal year.

Highlights included a conversation with Kluge Prize winner Danielle Allen and a six-part, co-sponsored symposium on 100 years of women’s suffrage. Kluge Center events were attended by members of Congress; congressional staff; representatives from media outlets, think tanks and NGOs; ambassadors; university faculty, staff and students; and the interested public. The center also produced nine virtual event videos from April to September via YouTube and Facebook, which drew an average viewership of about 3,000.



On Feb. 5, the Copyright Office and the World Intellectual Property Organization held a symposium that took an in-depth look at how the creative community currently is using artificial intelligence to create original works.

On Sept. 10, the Library held its first congress.gov public forum to update the public on the work the Library and its data partners are doing to improve access to legislative information. The forum featured presentations by Library officials and data partners from the Government Publishing Office and the House and Senate.

The Law Library and the Center for Learning, Literacy, and Engagement marked Constitution Day on Sept. 17 with a lecture by Michael J. Murphy, a historical publications specialist from the Office of the Historian for the U.S. House of Representatives. Murphy discussed the lives of the first African American members of Congress and the challenges they faced.

Helping to mark its 20th anniversary, the Veterans History Project in November launched a kickoff “Veterans and the Arts Showcase,” featuring artist/veterans from across the country discussing and demonstrating their work in ceramics, poetry, music and other endeavors.

Open Houses. Twice each year, the Library opens its magnificent Main Reading Room for a special public open house. Each event draws thousands of visitors to view the Library’s architecture, tour its exhibitions and learn how to access its vast collections. The fall open house on the Columbus Day holiday drew 5,437 visitors to the Main Reading Room. The Washington’s Birthday open house drew 4,668 visitors. Fiscal 2020 marked the 12th year the Library has held the open

houses, which have drawn over 93,000 visitors during that span.

Promoting Scholarship

The Library is a catalyst for promoting scholarship through the John W. Kluge Center and the American Folklife Center, which offer fellowship opportunities in various disciplines and publications that showcase the Library’s unparalleled collections.

The John W. Kluge Center

The John W. Kluge Center was established in 2000 with a gift of \$60 million from the late John W. Kluge, Metromedia president and founding chair of the James Madison Council (the Library’s private-sector advisory group). The center’s goal is to bring the world’s top scholars to the Library to use the institution’s vast resources and to interact with policymakers in Washington.

In fiscal 2020, the Kluge Center welcomed and supported 40 scholars in residence who made deep and consequential use of the Library’s collections.

The scholars comprised eight chairs and 32 fellows, plus an additional 22 research interns. In collaboration with the Hewlett Foundation, the center began a new fellowship program, the Library of Congress Fellowship in Congressional Policymaking.

[loc.gov/kluge](https://www.loc.gov/kluge)

The American Folklife Center

The American Folklife Center was created in 1976 by Congress to “preserve and present American folklife.” As the national center for folklife scholarship, the center is responsible for

research, documentation, archival preservation, reference service, live performances, exhibitions, publications and training. During the year, the center continued to collect and document living traditional culture, while preserving for the future its unparalleled collections in the Library’s state-of-the-art preservation facilities.

One of the center’s major initiatives is the Veterans History Project, which was established by Congress in 2000 to preserve the memories and artifacts of the nation’s war veterans.

[loc.gov/folklife](https://www.loc.gov/folklife)
[loc.gov/vets](https://www.loc.gov/vets)

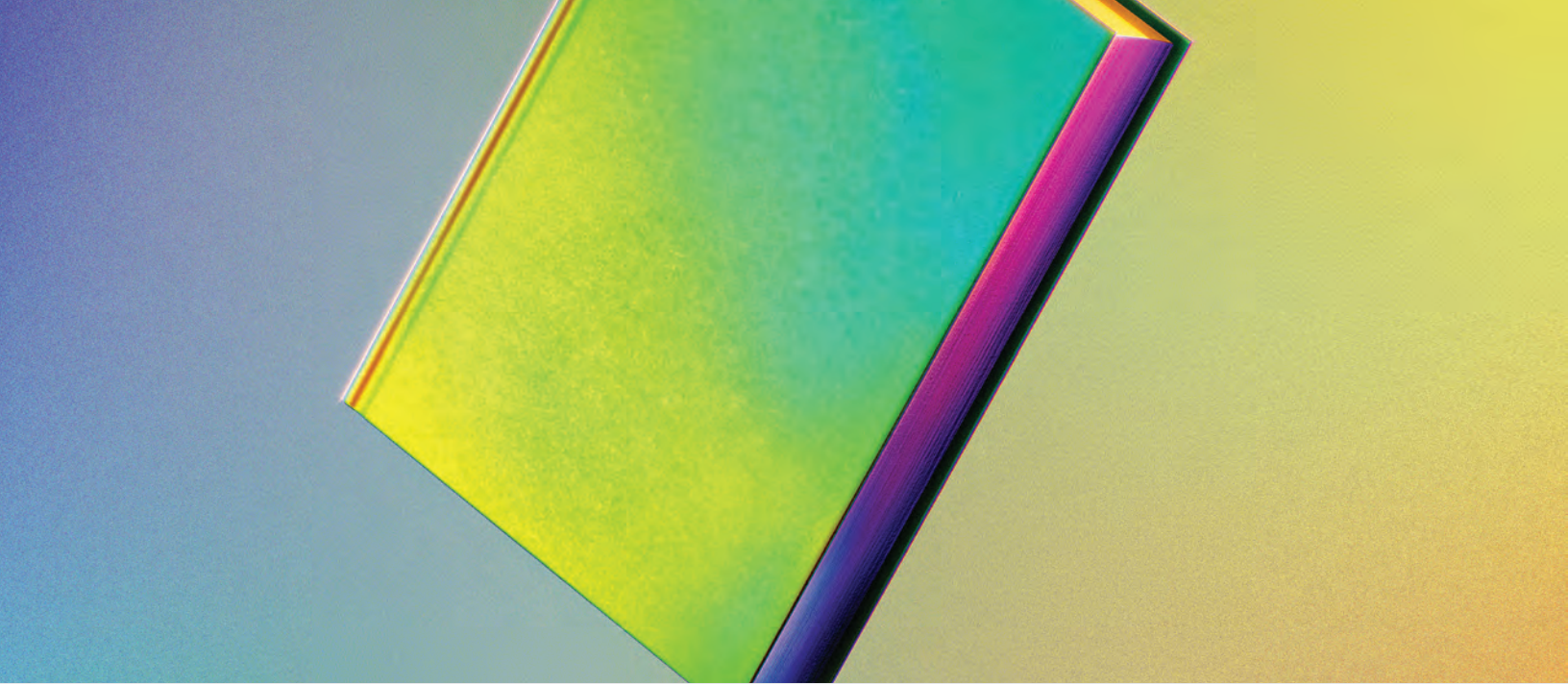
Publications

Each year, the Library publishes books, calendars and other printed products featuring selections from its vast holdings. Library publications can be purchased in bookstores worldwide and from the Library of Congress Shop. Among the titles published in fiscal 2020 were “Rosa Parks: In Her Own Words” and three volumes of Library of Congress Crime Classics, a new series of fine American crime writing from the 1860s to the 1960s. (See Appendix D, Publications)

[loc.gov/publish/general](https://www.loc.gov/publish/general)
[loc.gov/shop](https://www.loc.gov/shop)

Library-appointed Scholars and Fellows

American Folklife Center. In fiscal 2020, the American Folklife Center awarded Archie Green Fellowships to Vyta Baselić of Fairfax, Virginia; Katy Clune and Julia Gartell of Durham, North Carolina; Alana Glaser of Brooklyn, New York; Samuel Kendrick and Ellen Kendrick of Richards, Missouri; Edward Millar and Niagara University of Niagara County, New



Library Stages First Virtual National Book Festival

In fiscal 2020, the National Book Festival began a new chapter: In its 20th year, the festival went virtual. Although a sad and life-altering plot twist – a pandemic – forced the change, the online format offered some welcome benefits, most notably the ability to connect with book lovers across vast distances.

Up until 2020, the festival was mostly open only to those who could make their way to Washington, D.C. To be sure, fans have traveled many miles year after year to come. But this time, the festival welcomed everyone, everywhere.

“I’m proud to say that this year, we are truly national in our reach. We have visitors from every corner of this great country experiencing the magic of the National Book Festival in their homes and communities,” Librarian of Congress Carla Hayden told those signing into the festival.

The theme this year was “American Ingenuity.” Walter Isaacson – biographer of such paragons of ingenuity as Benjamin Franklin, Albert Einstein, Steve Jobs and, most recently, Leonardo da Vinci – encapsulated the theme in a festival address: “What matters,” he said, “is imagination, that ability to, as Steve Jobs said, think different.”

If that is the case, it could be said that the theme applied not only to the writers, poets and illustrators – more than 120 of them – who presented from Sept. 25 to 27, but also to the setup of the Library’s first-ever completely online celebration of books and reading.

A specially crafted National Book Festival platform enabled festivalgoers to engage in live question-and-answer sessions with favorite authors each day. Audience members entered questions in a chat function and voted on questions typed in by others by clicking on a thumbs-up icon, alerting moderators of popular topics.

Elsewhere, festivalgoers could take deep dives into Library collections, pose questions to Library staff and buy books and swag, including a uniquely 2020 item: book-festival-branded face masks.

Prerecorded author videos from the festival, along with recordings of live sessions, remain available on the Library’s website – extending access to the festival even further.

A highlight of the festival this year was the awarding – virtually, of course – of the Library’s 2020 Prize for American Fiction to acclaimed author Colson Whitehead. Among Whitehead’s many awards, his most recent novel, “The Nickel Boys,” won the Pulitzer Prize for Fiction, as did his 2016 book, “The Underground Railroad.”

Colson’s appearance was linked to a “Hearing Black Voices” lineup, one of three thematic threads that connected dozens of books across genres to topics of great interest. The other threads were “Fearless Women” and “Democracy in the 21st Century.”

The three-day extravaganza concluded on Sunday evening with a national broadcast on PBS stations hosted by Hoda Kotb of NBC News, which was viewed by more than 200,000 people.



Left: Grammy Award-winning singer Lisa Fischer looks over Music Division treasures. **Right:** Stephanie Stillo of the Rare Book and Special Collections Division displays treasures before a National Book Festival Presents event with author André Aciman. *Shawn Miller*



York; Julie Pearson–Little Thunder and Oklahoma State University of Stillwater, Oklahoma; and Ethan Sharp of Lexington, Kentucky.

In addition, Joanna Zatteiro of Sandia Park, New Mexico; Kristina Gaddy of Baltimore; and Jeremy Carter–Gordon (Windborne) of Concord, Massachusetts, were named recipients of the Gerald E. and Corinne L. Parsons Fund awards. William Ritter of Lenoir, North Carolina, and Nora Rodes of Pittsburgh received awards from the Henry Reed Fund, which supports activities that directly involve folk artists.

Copyright Office Special Programs. The U.S. Copyright Office hosted fellows under the Barbara A. Ringer Copyright Honors Program. Through the Ringer program, developing lawyers who demonstrate exceptional ability and interest in copyright law have the opportunity to work closely with senior Copyright Office legal staff on domestic and international law and policy projects. On Oct. 19, the Copyright Office announced the appointment of Cassandra Sciortino as a fellow for 2019–21. On July 13, the office announced the appointment of Melinda Kern as a fellow for 2020–22. Sciortino and Kern

both received assignments in the Office of the Register, Office of the General Counsel, Office of Policy and International Affairs, Office of Public Information and Education and Office of Registration Policy and Practice.

Junior Fellows. The Internship and Fellowship Programs division managed the 2020 Junior Fellows program. Forty junior fellows were selected from applicants around the nation to serve in divisions across the Library for a 10-week internship (May 26–July 31). Due to the COVID-19 pandemic, the program was conducted virtually for the first time.

The program is made possible by a gift from James Madison Council member Nancy Glanville Jewell through the Glanville Family Foundation and from the Knowledge Navigators Trust Fund, which was established with a lead gift from H.F. (Gerry) Lenfest, former chairman of the Madison Council, and with major support provided by members of the council. The program was originally made possible through the generosity of the late Mrs. Jefferson Patterson.

John W. Kluge Center Scholars. The Kluge Center attracts some

of the world’s brightest minds to the Library, where they pursue humanities and social-science research. Kluge fellowship recipients spend four to 11 months at the center, located in the Library’s Jefferson Building.

In fiscal 2020, Jesse Holland, Patricia O’Toole and Jennifer Victor served as distinguished visiting scholars. The following scholars served as chairs: Louise Burkhart and Simon Martin, Jay I. Kislak chair for the study of the early Americas; Hal Brands and Constanze Stelzenmueller, Henry Alfred Kissinger chair in foreign policy and international relations; Sarah Binder, Kluge chair in American law and governance; Kenneth Pomeranz: Kluge chair in countries and cultures of the north; Carl Elliott and Allison Stanger, Cary and Ann Maguire chair in ethics and American history; Susan Schneider, Baruch S. Blumberg NASA/Library of Congress chair in astrobiology, exploration, and scientific innovation; and Carla Freeman, Library of Congress chair in U.S.–China relations.

National Ambassador for Young People’s Literature. On Jan. 13, the Library announced the appointment of Jason Reynolds as the seventh national ambassador for young people’s literature for 2020–2021.

Harjo is the first Native American poet to serve in the position – she is an enrolled member of the Muscogee Creek Nation.



Shawn Miller

The position was created in 2008 by the Library, the Children’s Book Council and Every Child a Reader to raise awareness of the importance of young people’s literature as it relates to lifelong literacy, education and the development and betterment of young people’s lives. Reynolds is the author of 13 books for young people, including his most recent, “Look Both Ways: A Tale Told in Ten Blocks,” a National Book Award finalist.

Poet Laureate. On April 30, the Library announced the appointment of Joy Harjo to a second term as the nation’s poet laureate consultant in poetry for 2020–21.

Harjo is the first Native American poet to serve in the position – she is an enrolled member of the Muscogee Creek Nation. Harjo is the author of eight books of poetry, including “Conflict Resolution for Holy Beings,” “The Woman Who Fell from the Sky” and “In Mad Love and War.” Harjo began her second term Sept. 1 and focused on her signature laureate project, “Living Nations, Living Words.”

Swann Fellows. The Caroline and Erwin Swann Foundation for Caricature and Cartoon, administered by the Library, provides fellowships for research in Library collections. Three applicants were awarded Swann fellowships to pursue research for the academic year 2019–20. They were Richard D. Deverell, a Ph.D. candidate in the

Department of History at the State University of New York, Buffalo; Elizabeth M. Perego, an assistant professor of history at Shepherd University; and Grayson Van Beuren, who completed an M.A. in material culture and public history in 2016 at Virginia Tech University.

Teachers in Residence. The Library recruits educators to work with its Learning and Innovation Office to help teachers and school librarians incorporate its digitized primary sources into the classroom. Each teacher in residence undertakes multiple research, publication and presentation projects to support teachers across the curriculum.

During fiscal 2020, the Library hosted Jen Reidel, a civics, law and history teacher from Washington state. The Library also hosted two Albert Einstein Distinguished Educator fellows: Amara Alexander, an elementary STEM educator from Tennessee, and Peter DeCraene, a math and computer science teacher from Illinois.

Promoting Lifelong Learning

In addition to its fellowships, research services and collections access, the Library promotes lifelong learning and literacy through its Center for Learning, Literacy and Engagement (CLLE) and K-12 educational outreach efforts, which assist the nation’s teachers in engaging students through the use of primary sources in the classroom.

In collaboration with the Children’s Book Council (CBC) and the CBC Foundation, and with support from publishers, CLLE sponsors the National Ambassador for Young People’s Literature program.

CLLE also maintains responsibility for administering the Library of Congress Literacy Awards, which recognize and support organizations and institutions in the United States and abroad that have made significant contributions to combating illiteracy. The awards originated from and are sponsored by David M. Rubenstein, philanthropist and chairman of the Library’s Madison Council private-sector advisory group. CLLE developed an interactive online map this year to illustrate the extensive reach of this program.

In fiscal 2020, CLLE launched an experimental Programs Lab in the Jefferson Building, welcoming hundreds of students and families to participate in guided workshops and learn about Library collections.

The Programs Lab was open for drop-in visitors for approximately 45 hours between November and March, when the pandemic forced the closure of events and spaces to the public. It was located next to the Young Readers Center that welcomed 16,048 visitors on-site from October through March for

drop-in activities, school programs, and special events.

Educational Outreach

Reaching educators and providing them with useful opportunities and materials was more important than ever during this year when the pandemic forced many schools to transition to online learning.

Through its Teaching with Primary Sources (TPS) program, the Library provides educators across the grade spectrum and the curriculum with high-quality



Seventh- and eighth-grade students tour the Preservation Research and Testing Division lab. Shawn Miller

professional-development programs and classroom materials. These opportunities and tools help them effectively use primary sources from the Library’s digital collections in their teaching.

In fiscal 2020, Learning and Innovation Office staff and TPS partners engaged more than 17,000 educators nationwide in professional development presentations and activities, directly impacting the learning of hundreds of thousands of students nationally and internationally. Participants in these activities represented 98 percent of all congressional districts and hailed from 50 states, the District of Columbia and Puerto Rico.

Staff produced over 60 hours of new online educational programming presented live and made available through the archive. During the fiscal year, TPS awarded nearly \$6.8 million in grants to support a wide array of projects, programs and innovative

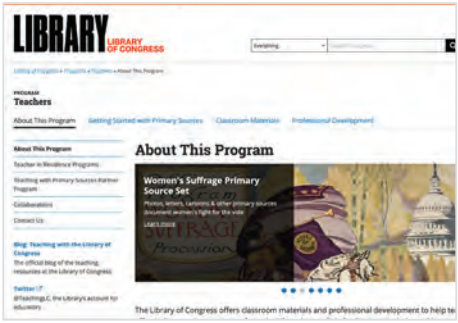
web applications for teachers across the country.

In response to a request from Congress, the Professional Learning and Outreach Initiatives Office, with TPS grant funding, supported the third-party development of three web applications that enable student exploration of Congress and civic participation. These are the latest in a series of eight civics-related applications the Library has supported over the past five years. These applications have been used hundreds of thousands of times since the program launch and include “Civics: An American Musical,” developed by FableVision Games; “Journalism in Action,” developed by PBS NewsHour Extra; “Voices for Suffrage,” developed by Second Avenue Learning; and “KidCitizen,” developed by Muzzy Lane Software.

CLLE completed a multiyear renovation of the Library’s website for teachers, offering new features,

streamlined content, mobile-friendly design and an easy-to-use structure using the Library’s Project One publishing environment. The new site makes available over 400 pages of educational resources, including activities that specifically support distance learning. The site was visited more than 6.5 million times. In addition, more than 838,000 individuals visited the TPS grantee websites.

The Teaching with the Library of Congress blog reached over 32,000 subscribers with 110 posts, and the @TeachingLC Twitter account reached more than 35,000 followers. These posts and tweets provided teaching strategies, primary sources and insights from CLLE staff and from experts across the Library, covering topics ranging from civil rights to STEM to roadside architecture.



Left: Antje Damm gives a presentation in the Young Readers Center for the Kids Euro program. **Right:** The Learning and Innovation Office provides resources to educators online. *Shawn Miller*



“Rosa Parks: In Her Own Words”

Disassembled envelopes, paper shopping bags, fragments of hotel stationery – seemingly anything at hand. These are some of the everyday items Rosa Parks selected to record her thoughts, hopes and, sometimes, despair. Through these writings, she chronicled – in personal and often poetic terms – her place in the 20th-century struggle of African Americans for freedom and justice.

Such manuscripts were a main feature of “Rosa Parks: In Her Own Words,” a new exhibition that opened in the Jefferson Building’s south gallery on Dec. 5. It was the first exhibition of the Library’s Rosa Parks Collection, which includes about 7,500 manuscripts and 2,500 photographs.

The exhibition traced Parks’ story, documenting much-publicized aspects of her life as well as barely known sides of the civil rights icon. Parks’ personal writings – private correspondence with her family, reminiscences about events in her life – are a major strength of the Library’s collection.

“It is such a lonely, lost feeling that I am cut off from life,” Parks scrawled on a yellow sheet of paper, recounting her state of mind after her arrest on Dec. 1, 1955, for refusing to give up her seat to a white man on a Montgomery, Alabama, bus. “I am nothing, I belong nowhere and to no one.”

The public story of her 1955 arrest is a much-documented moment in American history: Her conviction a few days later sparked the Montgomery bus boycott, which ended with a 1956 U.S. Supreme

Court decision finding segregation on public buses unconstitutional.

Other standout exhibit items include Parks’ account of “keeping vigil” with her grandfather to protect their home from Klansmen (“He kept his shotgun within hand reach at all times”); a recollection of a childhood encounter with a white boy who threatened her (“I picked up a brick and dared him to hit me. He thought the better of it and went away”); and a tax return documenting Rosa and Raymond Parks’ financial decline following Rosa’s bus protest – the pair lost their jobs and fell into poverty.

Also among the 90 items displayed on the exhibit’s opening were the Parks family Bible, placed on view for the first time following treatment by the Library’s Conservation Division, and Parks’ awards, including the citation for the NAACP’s Spingarn Medal and the Presidential Medal of Freedom.

Four sections around the perimeter of the exhibition explored Parks’ early life and activism, the Montgomery bus boycott, her family’s move to Detroit afterward and the global impact of her life.

The center of the exhibition showcased Parks’ words, featuring hanging textiles imprinted with quotations and handwritten documents. Audiovisual presentations offered insight into Parks’ life and legacy.

The Rosa Parks collection was placed on loan with the Library in 2014 and became a permanent gift in 2016 through the generosity of the Howard G. Buffett Foundation.



Celebrating Achievement

Opposite Page: Gershwin Prize recipient Garth Brooks performs at Constitution Hall on March 4, 2020. Shawn Miller

Throughout the year, the Library of Congress celebrates the achievements of the nation's creative and scholarly communities. The Library also recognizes the accomplishments of its staff members.

Library of Congress Prizes and Awards

The Library sponsors privately endowed programs that honor achievement in the humanities. Through these awards and prizes, the Library honors those who have advanced and embodied the ideals of individuality, conviction, dedication, scholarship and lifelong learning.

 [loc.gov/about/awards-and-honors](https://www.loc.gov/about/awards-and-honors)

Kluge Prize

In June, Danielle Allen was named recipient of the 2020 John W. Kluge Prize for Achievement in the Study of Humanity. Allen is the director of the Edmond J. Safra Center for Ethics and the James Bryant Conant University Professor at Harvard University. The Kluge Prize recognizes individuals whose outstanding scholarship in the humanities and social sciences has shaped public affairs and civil society. The prize comes with a \$500,000 award.

Library of Congress Prize for American Fiction

The prize honors an American literary writer whose body of work is

distinguished not only for its mastery of the art but also for its originality of thought and imagination. The Library announced Colson Whitehead as the winner of the 2020 prize on July 13. Whitehead is the author of the Pulitzer Prize-winning novels "The Nickel Boys" and "The Underground Railroad."

The Library of Congress Lavine/Ken Burns Prize for Film

On Oct. 16, the Library announced the award of the inaugural Library of Congress Lavine/Ken Burns Prize for Film to "Flannery," a new film directed by Elizabeth Coffman and Mark Bosco that documents the life of writer Flannery O'Connor. The prize is co-sponsored with Ken Burns, The Better Angels Society and the Lavine Foundation. It provided \$200,000 to the filmmakers to complete the post-production work on their film.

FEDLINK Awards

FEDLINK serves federal libraries and information centers as their purchasing, training and resource-sharing consortium. Each year, FEDLINK presents the winners of its national awards for federal librarianship, which recognize the

innovative ways federal libraries, librarians and library technicians fulfill the information demands of government, business, scholars and the public. The winners, who were announced June 24, were:

Large Federal Library of the Year: The D'Azzo Research Library at Wright-Patterson Air Force Base in Ohio was recognized for increasing information access and outreach to students and faculty of the Air Force Institute of Technology, engineers and scientists of the Air Force Research Laboratory and the global research community.

Small Library of the Year: The Bureau of Land Management Library in Denver was recognized for creativity in improving the user experience, facilitating access to research and developing solutions and virtual collections to increase library use.

Federal Librarian of the Year: Greta Marlatt, the outreach and academic support manager of the Dudley Knox Library at the Naval Postgraduate School in Monterey, California, was recognized for furthering data science research and education in support of the combat effectiveness of the naval service.

Federal Library Technician of the Year: Gabriele Davis, a library technician

at the U.S. Army Garrison Rheinland Pfalz Libraries in Kaiserslautern, Germany, was recognized for her strategic knowledge management, technical expertise and dedicated customer service.

Leicester B. Holland Prize

The Holland Prize recognizes the best single-sheet, measured drawing of a historic building, site or structure prepared to the standards of the Historic American Buildings Survey, Historic American Engineering Record or the Historic American Landscapes Survey. The prize is administered by the Heritage Documentation Programs of the National Park Service and the Center for Architecture, Design and Engineering in the Library’s Prints and Photographs Division, which supports the prize through the Paul Rudolph Trust.

The prize, announced in November 2019, was bestowed on an architectural team at Catholic University of America in Washington, D.C., for a drawing featuring the Old Dominion Bank Building, now known as the Athenaeum, built in 1851 in Alexandria, Virginia. Honorable mention was awarded to the National Trust for Historic Preservation and its team, Kyra Lomas and Ashley Wilson, for a survey drawing showcasing one of two bandstands at the U.S. Soldiers Home in Washington, D.C.

Literacy Awards

Created and sponsored by philanthropist and Madison Council Chairman David M. Rubenstein, the Library of Congress Literacy Awards seek to reward organizations that have done exemplary, innovative and easily replicable work over a sustained period of time to promote literacy in the United States and abroad. In fiscal 2020, three organizations received Special

Response awards for their work during the COVID-19 pandemic.

David M. Rubenstein Special Response Awards (\$50,000 each):

The recipients were the National Center for Families Learning of Louisville, Kentucky, for its work to eliminate poverty through educational solutions for families; children’s book publisher Pratham Books of Bengaluru, India, for its efforts to help children gain access to affordable books in multiple languages; and Room to Read of San Francisco, which seeks to transform the lives of children in low-income communities by focusing on literacy and gender equality in education.

American Prize (\$50,000): The Immigrant Learning Center of Malden, Massachusetts, addresses the needs of low-income immigrants and refugee adults in the greater Boston area.

International Prize (\$50,000): The International Rescue Committee’s Pakistan Reading Project, based in New York City, supports regional and provincial education departments to improve literacy and reading skills of public school children in grades one and two throughout Pakistan.

 read.gov/literacyawards

National Collegiate Book Collecting

The Library’s Center for the Book and its Rare Book and Special Collections Division, along with the Antiquarian Booksellers’ Association of America, the Fellowship of American Bibliographic Societies and the Grolier Club, announced the 2020 winners of the National Collegiate Book Collecting contest. The contest is made possible with support from the Jay I. Kislak Foundation. The 2020 winners were:

First Prize: Alan Tu, Harvard University, “Found in Translation:

Contemporary World Fiction Revisited.”

Second Prize: Jack Swab, University of Kentucky, “Gay Spaces: Travel Guides and Maps for the LGBTQ Community, 1969–2001.”

Third Prize: Brendan W. Clark, Trinity College, “The Baron Colchester: Re-creating the Library of a 19th Century English Parliamentarian and Country Gentleman in Substance and Subject.”

Essay: Matthew O. Weinstock, Washington University in St. Louis, “Party-Bottom Paperbacks: Cruising Bookstores in Search of Queer History.”

Network Library Awards

The National Library Service for the Blind and Print Disabled (NLS) created the Network Library Awards in 2005. A committee of librarians and consumer-organization representatives selects finalists from among nominated libraries based on mission support, creativity, innovation in providing service and demonstrated reader satisfaction. The winners are selected by the NLS director.

NLS honored two of its cooperating libraries in August 2020 for their outstanding service to readers who are visually or physically disabled. The Oklahoma Library for the Blind and Physically Handicapped in Oklahoma City received the Regional Library of the Year Award. The Talking Books and Braille Center at the San Francisco Public Library received the Subregional Library/Advisory and Outreach Center of the Year Award.

Library Staff Recognition

Kurt Maier, a librarian in the Germanic and Slavic Division,

received the president’s award of the Cross of the Order of Merit from the government of Germany in December 2019.

In March 2020, the American Academy of Arts and Letters named Marie Arana, the Library’s literary director, the recipient of an Arts and Letters Award in Literature.

The award honors exceptional accomplishment in any genre.

In March 2020, Megan Metcalf, a reference librarian in the Researcher and Reference Services Division and a specialist in women’s, gender and LGBTQ+ studies, was named a recipient of the Queer Women of Washington Award. The award is

bestowed by the Washington, D.C., mayor’s office of LGBTQ affairs, the mayor’s office of women and policy initiatives and the Washington Blade. Metcalf was honored for her work in elevating the LGBTQ+ collections at the Library.

Brooks Receives Gershwin Prize for Popular Song

Country star Garth Brooks rocked the Gershwin Prize concert like he was performing at one of his sold-out stadium shows, giving the audience at Constitution Hall an infectious set of boot-stompers and heart-tugging ballads.

He and Keith Urban opened the March 4 show with a rollicking duet of “Ain’t Goin’ Down (’Til the Sun Comes Up),” one of his early hits, and from there it was off to the races.

Brooks, at 58 the youngest Gershwin Prize for Popular Song honoree, was ebullient throughout, charming the audience with an acoustic set of songs from some of the favorite performers of his youth mixed in with full-blast band numbers from his own long string of hits.

Dressed in black from head to toe (including the obligatory cowboy hat), Brooks was self-deprecating when Hayden bestowed him with the award.

“My name joins the likes of some of the greatest names in music history,” he said, “and it is my goal and my obligation to you who believe in me to live my life so that when it’s over people will look at this list of names and mine hopefully is not a surprise.”

After Brooks and Urban kicked off the show, which was hosted by Jay Leno, the stage was taken by a procession of stars performing Brooks’ hits.

Keb’ Mo’ did a plaintive version of “The River” that had the crowd waving the lights from their phones; Lee Brice sang “More than a Memory,” which he co-wrote; Ricky Scaggs knocked out “Callin’ Baton Rouge”; Chris Stapleton crushed “Shameless” and “Rodeo”; Brooks’ wife, Trisha Yearwood, performed “The Change” with a set of string musicians; and Urban came back on stage with the Howard University Chorale for “We Shall Be Free.”

Taking to the stage with dimmed lights and an acoustic guitar, Brooks played a medley of some of his influences: “Operator” by Jim Croce; “Vincent” by Don McLean; “Wild World” by Cat Stevens; and “Turn the Page” and “Night Moves” by Bob Seger. He then worked in “Piano Man” by Billy Joel and “American Pie” by McLean, slyly noting, when the audience began singing with him, that as a young performer he had discovered the value of “the singalong.”

Deadpan, he said he’d wondered back then if one day he’d have a singalong of his own.

The audience burst into laughter as he began the can’t-mistake-it opening chords of “Friends in Low Places.” Before the end, the crowd was on its feet bellowing along: “I’m not big on social graces/think I’ll slip on down to the oasis/I’ve got friends in low places.”

He closed the show with his trademark “The Dance,” sending the crowd home on a high note.

The original broadcast of the evening’s festivities aired on PBS on March 29 to an audience of more than 2.8 million – by far the greatest reach of any Gershwin Prize special.



Garth Brooks receives the Gershwin Prize for Popular Song on March 4 at Constitution Hall. *Shawn Miller*

National Film Registry

2019 Additions

“Amadeus” (1984)	“Emigrants Landing at Ellis Island” (1903)	“I Am Somebody” (1970)	“Purple Rain” (1984)
“Becky Sharp” (1935)	“Employees Entrance” (1933)	“The Last Waltz” (1978)	“Real Women Have Curves” (2002)
“Before Stonewall” (1984)	“Fog of War” (2003)	“My Name is Oona” (1969)	“She’s Gotta Have It” (1986)
“Body and Soul” (1925)	“Gaslight” (1944)	“A New Leaf” (1971)	“Sleeping Beauty” (1959)
“Boys Don’t Cry” (1999)	“George Washington Carver at Tuskegee Institute” (1937)	“Old Yeller” (1957)	“Zoot Suit” (1981)
“Clerks” (1994)		“The Phenix City Story” (1955)	
“Coal Miner’s Daughter” (1980)	“Girlfriends” (1978)	“Platoon” (1986)	

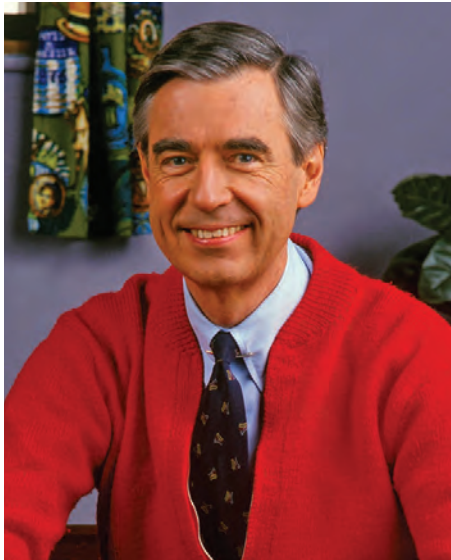


Inductees into the National Film Registry included (clockwise from top left): “Gaslight,” “Old Yeller,” “The Last Waltz,” “Real Women Have Curves,” “Purple Rain” and “Coal Miner’s Daughter.”

National Recording Registry

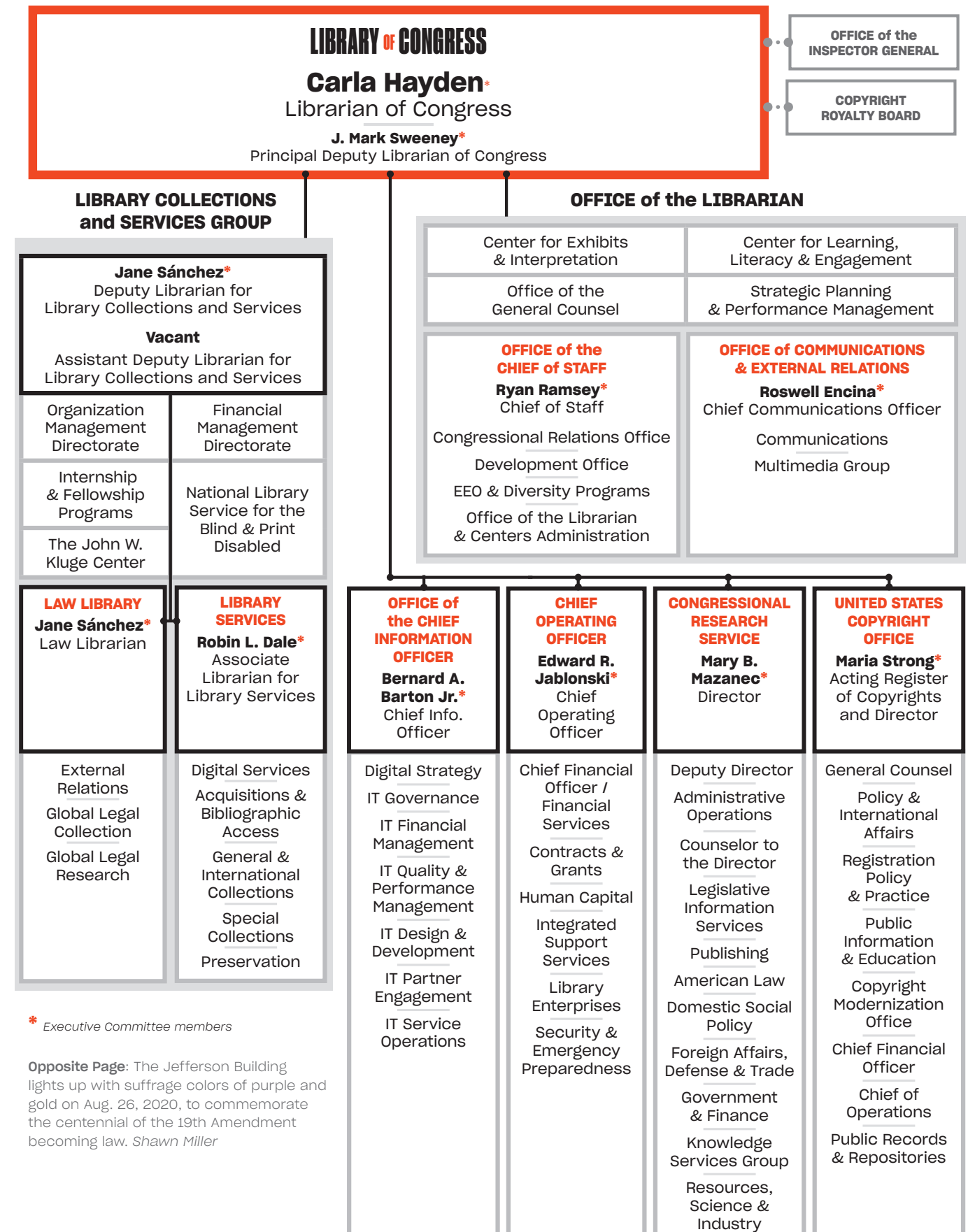
2020 Additions

“Whispering” Paul Whiteman and his Orchestra (1920)	Puccini’s “Tosca” Maria Callas, Giuseppe di Stefano, Angelo Mercuriali, Tito Gobbi, Melchiorre Luise, Dario Caselli, Victor de Sabata (1953)	Hiromi Lorraine Sakata Collection of Afghan Traditional Music (1966–67, 1971–73)	“Y.M.C.A.” Village People (1978)
“Protesta per Sacco e Vanzetti,” “Sacco e Vanzetti” Compagnia Columbia; Raoul Romito (1927)	“Hello Muddah, Hello Fadduh” Allan Sherman (1963)	“Wichita Lineman” Glen Campbell (1968)	“A Feather on the Breath of God” Gothic Voices; Christopher Page, conductor; Hildegard von Bingen, composer (1982)
“La Chicharronera” Narciso Martinez and Santiago Almeida (1936)	WGBH broadcast of the Boston Symphony on the day of the John F. Kennedy assassination Boston Symphony Orchestra (1963)	“Dusty in Memphis” Dusty Springfield (1969)	“Private Dancer” Tina Turner (1984)
“Arch Oboler’s Plays” episode “The Bathysphere” (Nov. 18, 1939)	“Fiddler on the Roof” Original Broadway cast (1964)	“Mister Rogers Sings 21 Favorite Songs From ‘Mister Rogers’ Neighborhood’ ” Fred Rogers (1973)	“Ven Conmigo” Selena (1990)
“Me and My Chauffeur Blues” Memphis Minnie (1941)	The 1951 National League tiebreaker: New York Giants vs. Brooklyn Dodgers Russ Hodges, announcer (Oct. 3, 1951)	“Cheap Trick at Budokan” Cheap Trick (1978)	“The Chronic” Dr. Dre (1992)
		Holst: Suite No. 1 in E-Flat, Suite No. 2 in F / Handel: Music for the Royal Fireworks / Bach: Fantasia in G Frederick Fennell and the Cleveland Symphonic Winds (1978)	“I Will Always Love You” Whitney Houston (1992)
			“Concert in the Garden” Maria Schneider Orchestra (2004)
			“Percussion Concerto” Colin Currie (200



The National Recording Registry honored works by (from left) Selena, Mr. Rogers and Whitney Houston.

Organizational Reports



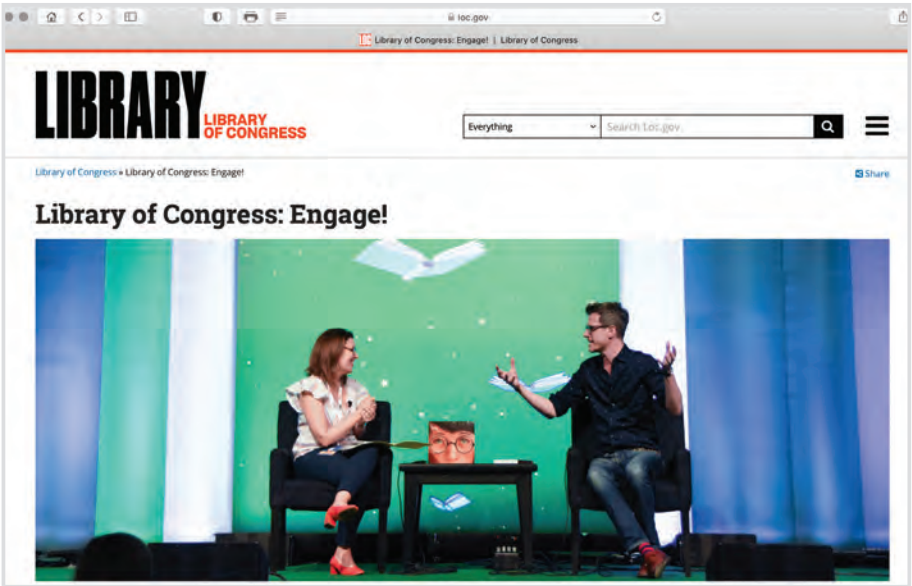
ORGANIZATIONAL REPORTS

Office of The Librarian

In fiscal 2020, the Office of the Librarian provided leadership to the Library, offering executive management to Library service units, chairing the Library’s Executive Committee and providing direct oversight of Office of the Chief Information Officer and Chief Operating Officer activities. Highlights from offices within the Office of the Librarian are summarized here.

Center for Exhibits and Interpretation made exhibits, publications and materials that create meaningful experiences and connections between people and Library collections. The Design Office (DO) supported many high-profile events and the entire Library with printed materials and electronic designs. DO also designed and had manufactured all signage needed for the reopening of Library buildings for phase one and two during the pandemic. The Exhibits Office opened a major exhibition about Rosa Parks, “In Her Own Words”; kicked off exhibit design efforts for Visitor Experience Master Plan projects; completed design development for the “Not an Ostrich” exhibition; and carried out new artifact rotations in ongoing exhibitions.

The Publishing Office published “Rosa Parks: In Her Own Words,” “Cherry Blossoms: Sakura Collections from the Library of Congress” and “Collecting for a New World: Treasures of the Early Americas.” The office also launched the Library



The Center for Learning, Literacy and Engagement created this new, centralized online hub for all Library virtual events, programs and resources.

of Congress Crime Classics series and three classic novels.

The Center for Learning, Literacy and Engagement (CLLE) brought Library collections to life for diverse audiences and deepened the impact of the Library’s staff and resources through educational and cultural programming, visitor engagement and the building of partnerships that transform visitors into regular Library users. The Informal Learning Office launched a new pilot lab to explore new programming models for Library audiences. It created a new, centralized webpage “hub” for all Library virtual events, programs and resources at loc.gov/engage.

The Engage Page has attracted more than 300,000 visitors since its launch. The Literary Initiatives Office developed and executed several new online series, including: “Pandemics throughout History,”

“Race in America,” “Dav Pilkey at Home” and “Grab the Mic, Tell Your Story,” all designed to meet the needs of audiences in an increasingly digital world. It also renewed U.S. Poet Laureate Joy Harjo for second yearlong term. The Library Events Office coordinated 318 on-site events – 62 at the request of members of Congress, 225 sponsored by the Library and 31 for external organizations – from Oct. 1, 2019, to March 13, 2020. It also coordinated 209 virtual events from March 14 to Sept. 30, 2020.

Also under CLLE, the Professional Learning and Outreach Initiatives Office managed the Teaching with Primary Sources program, distributing \$6.8 million in grants to support high-quality professional development programs and the creation of classroom materials featuring the Library’s online collections. The Signature Programs

Office (SPO) organized and executed the 2020 Library of Congress National Book Festival in an entirely virtual format, with free video content featuring over 150 authors and creators and a two-hour, primetime PBS special. SPO also organized and executed the 2020 Gershwin Prize for Popular Song honoring Garth Brooks in early March. The PBS broadcast of the concert reached nearly 3 million viewers. The Visitor Engagement Office assisted in welcoming over 504,000 annual visitors on-site at the Thomas Jefferson Building, all prior to March 13.

The Congressional Relations Office (CRO) initiated nearly 18,000 communications and sent over 126,000 targeted outreach emails to congressional offices; recorded almost 800 visits by members to nearly 80 events; provided over 60 tours and private viewings of collections; and facilitated the scheduling of over 18,000 constituent tours. In response to the COVID-19 pandemic, CRO helped develop virtual programming opportunities that enabled members to host 37 events for constituents.

The Development Office (Dev/O) met its institutional fundraising goal, partnering with donors to provide special programs, activities and events that bring Library collections and services to the public. Dev/O closed two \$10 million gifts to enhance visitor experiences in the Jefferson Building and grew the

James Madison Council private sector support group by 10 percent, using digital and virtual experiences to continue welcoming current and prospective supporters during the pandemic.

The Office of Equal Employment Opportunity and Diversity Programs (EEO/DP) coordinated diversity programming, trainings and briefings to promote a workplace environment of fairness and inclusion, led the EEO Diversity and Inclusion Working Group, served as a non-adversarial forum to address workplace issues, ensured compliance with applicable EEO laws and regulations and made Library programs and events accessible to employees and the public.

Multimedia Group supported 334 events consisting of 476 audiovisual-related tasks; those figures include pandemic support of 151 virtual events consisting of 291 audiovisual-related tasks. The Digital Scan Center produced about 250,000 images during the fiscal year.

The Office of Communications (OC) provided public relations and media support to over 100 Library events and activities. OC’s responsive and earned media efforts resulted in over 80,000 online and broadcast news stories and mentions. Social media accounts managed by OC resulted in over 80 million impressions. In response to COVID-19, OC supported 47 live premiere events

on the Library’s Facebook page, resulting in viewership of over 50,000. Viewership on the Library’s YouTube and loc.gov event channels surpassed 7 million during the fiscal year.

The Office of the General Counsel (OGC) provided legal counsel to Library management; reviewed Library contracts and agreements; served as the ethics, privacy and labor relations offices; supported legislative and regulatory activities; and represented the Library in negotiations, disputes and litigation. OGC responded to over 1,700 requests for legal advice from Library management. OGC provided legal guidance for the Library’s pandemic response, issuing emergency policies, engaging with Library unions and helping make the shift to a virtual National Book Festival.

Strategic Planning and Performance Management (SPPM) facilitated updates of service unit directional plans; maintained and reported on progress to strategic goals via the Library’s implementation roadmap; continued to improve the Library’s approach to setting and tracking meaningful goals and targets; and continued to build and mature the Library’s developing integrated risk and internal control framework. SPPM facilitated the Library’s user data community of practice and assessed and improved resources for external survey practitioners.

ORGANIZATIONAL REPORTS

Office of the Chief Information Officer

The Office of the Chief Information Officer (OCIO) is the centralized IT organization working to transform the Library into a data-driven and digitally enabled institution.

Under the direction of the chief information officer, OCIO builds and sustains the technology necessary for the Library to meet its mission to Congress and the American public and provides the leadership, governance and management for technical innovation. It also delivers IT security, network operations and end-user services for all Library employees.

With strong support from Congress, the Library has invested heavily since 2015 in stabilizing, optimizing and modernizing the technology that supports its mission. Fiscal year 2020 clearly demonstrated how effective that work has been and how important it is for the Library to continue aggressive investment in user-centered digital transformation.

OCIO began the year with ambitious goals of completing the Library’s data center transformation and expanding the IT modernization efforts needed to retire legacy IT systems, while continuing to optimize the complex IT environment that supports Library operations as

well as the Congressional Research Service and the U.S. Copyright Office.

Those efforts were well underway when the sudden onset of the COVID-19 pandemic created the extraordinary need to support sustained remote operations for nearly 100 percent of the Library workforce. With that change, the average number of remote workers increased by 800 percent, with as many as 4,000 concurrent users connecting to the Library network daily. OCIO created a pandemic tiger team, which greatly expanded access to the Library’s Virtual Private Network, doubled available bandwidth for Library

users and optimized the Library’s network for remote connectivity. OCIO also deployed more than 1,000 new laptops in under six months and managed ongoing laptop maintenance and patching in the more complex remote work environment.

Despite the extensive efforts required to respond to the pandemic, OCIO staff were able to adapt to the changing conditions and complete all of the Library’s

major technology goals for fiscal 2020.

Culminating over a dozen years of work, the Library was able to retire the legacy Legislative Information System from congressional use in November 2019, making Congress.gov the official source for legislative information for both Congress and the public.

Overcoming construction delays and pandemic-related complications, OCIO completed the three-year data center transformation effort on schedule, migrating more than 150 Library IT systems and over 500 servers out of the Madison data center. With this effort complete, the Library now runs on a safer, more stable IT foundation that can be scaled to keep pace with new technology and rapidly growing digital collections.

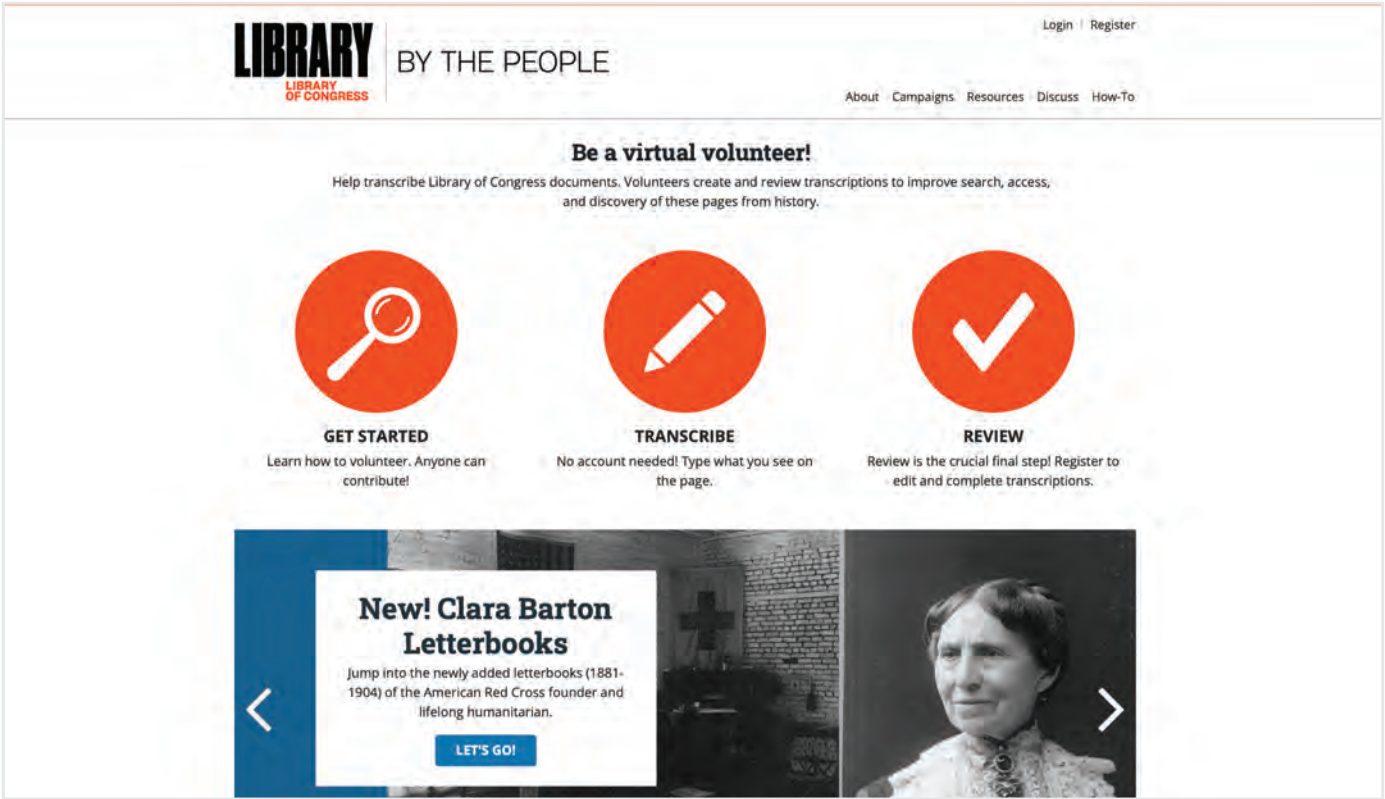
Fiscal 2020 saw real progress on other major IT modernization efforts. Development of the Enterprise Copyright System is going strong, with a well-received pilot of the new Recordation application launched in April, and prototypes of the Public Records and Registration applications released in September. The CRS Integrated Research Information System and the new cloud-based BARD digital download system for the National Library Service for the Blind and Print Disabled also moved forward. Significant work went into expanding and improving the applications used to manage and maintain the Library’s digital collections, including continued implementation of the new Audio-Visual Content Management

System and enhancements for STACKS, the application that allows secure access to rights-restricted collections content.

As the nation transitioned online due to the pandemic, OCIO worked with curators and content creators across the agency to reimagine how users can engage with the Library. New digital resources were developed to meet evolving needs of parents, educators and lifelong learners; a new Library Collections app was launched; and over 130 loc.gov collections were added or expanded. Incubated by the Digital Strategy team, the Library’s 2020 innovators in residence contributed two much-heralded technology projects designed to experiment with new ways of discovering and accessing Library collections, including a groundbreaking machine-learning tool, and the popular By the People crowdsourcing project was made a permanent Library program. Those concerted efforts resulted in the most web traffic ever recorded by the Library, with over 805 million page views, 54 percent more than 2019.

OCIO continued to strengthen the Library’s cybersecurity, implementing an advanced firewall that utilizes artificial intelligence to screen web traffic, moving forward with the implementation of a zero-trust network structure to protect critical data, closing over 700 IT security vulnerabilities and sustaining full compliance with NIST IT security requirements and current authority-to-operate for 100 percent of Library IT systems.

As the nation transitioned online due to the pandemic, OCIO worked with curators and content creators across the agency to reimagine how users can engage with the Library.



During fiscal 2020, the popular By the People crowdsourcing project was made a permanent Library program.

ORGANIZATIONAL REPORTS
Chief Operating Officer

In fiscal 2020, the organization delivered comprehensive services in the areas of financial management; human capital; contracting; facilities, logistics, safety and health services and asset management; personnel security and emergency preparedness; research and analysis; cataloging, bibliographic resources, archival reproductions and retail sales; and education and training resources for federal agencies and libraries.

The **Financial Services Directorate** hosted the Legislative Branch Financial Management System as a shared service for the Library and the legislative branch; conducted comprehensive studies of financial reporting and indirect cost processes; supported the annual financial statement audit resulting in the Library’s 24th consecutive unmodified opinion; led congressional reprogramming requests to address COVID costs, including the build-out of infrastructure for the remote workforce and to renovate the Adams data center; and managed resource reallocation at year end to fund approximately \$8 million in contracts.

The **Human Capital Directorate** (HCD) provided human resource services cross the Library in fiscal 2020, resulting in over 400 hiring actions and over 300 position classification actions. HCD ensured the continuation of talent acquisition into the Library’s workforce, despite

the COVID national emergency, by virtualizing the onboarding and new-employee orientation processes. HCD continued to expand the capacity of AskHCD client services, which resulted in over 3,500 completed employee requests via the AskHCD application.

The **Contracts and Grants Directorate** (CGD) awarded \$228.6 million in contracts and \$10.5 million in grants, awards and fellowships. Contract management was removed from the Office of the Inspector General’s list of top management challenges, reflecting the continuing success of a five-year effort to stabilize and optimize the Library’s contract function. CGD moved to electronic document and record processes to support 100 percent remote operations, increasing the velocity of contract obligations from prior paper-based processes. CGD strengthened contract management and operations through training and controls for contract staff and Library CORs and managed significant COVID impacts on international fellows through the exchange visa program.

Integrated Support Services Directorate (ISS) implemented focused fiscal 2020 efforts on COVID-19 planning and execution of new health, cleaning and office hygiene protocols for the Library. This included the implementation of daily health screening for on-site staff, distribution of cleaning supplies to the staff and, in conjunction with the Architect of the Capitol, cleaning of Library spaces for possible COVID-19 infection. In addition, ISS completed 16 facility projects and prepared to close Landover Bay 1 when USCO moves to Cabin Branch.

Major projects initiated included modernizing the former Adams Data Center to become the new Digital Scan Center and supporting the Visitor Experience Master Plan-related staff moves.

The **Security and Emergency Preparedness Directorate** (SEPD) focused on strengthening collection and personnel security, emergency preparedness and protective services. SEPD conducted security assessments of high-value collections areas; provided security support for signature events; and sustained the personnel security and employment suitability program. SEPD coordinated Library continuity of operations readiness and improved assessing and tracking emergency preparedness training.

The **Library Enterprises Directorate** provided fee-based services. FEDLINK continued to provide assisted-acquisition services to its members, with \$61.3 million in transfer pay services, \$6.1 million in direct pay services and \$164.2 million in the direct express services for a 12 percent overall increase in revenue. The Federal Research Division provided 15 authoritative reports and other deliverables supporting federal government agencies. Business Enterprises increased online sales by 47 percent this year and 133 percent during the pandemic (March through September). Business Enterprises supported the virtual National Book Festival with donation collections and poster and tote bag distribution (driving over 9,000 website visitors in three days).

ORGANIZATIONAL REPORTS
Library Collections and Services Group

The Library Collections and Services Group (LCSG) places the Law Library of Congress, Library Services, the National Library Service for the Blind and Print Disabled, the John W. Kluge Center and the Library’s Internship and Fellowship Programs under one administrative umbrella.

LCSG builds on common strengths to ensure that all programs and activities are aligned to the Library’s

strategic plan. LCSG’s work furthers the Library’s goals of making the Library user-centered, digitally enabled and data driven. All units within LCSG have a long history of working together on projects and programs. In years past, LCSG service units cooperated as a loose federation with similar activities and objectives. Now, under the LCSG umbrella, the consolidation more closely unifies these units and allows more formal sharing of overlapping support structures and common expertise. LCSG has continued to

identify new areas of cooperation and opportunities of mutual benefit. During the year, separate divisions from constituent units were merged into two new closely aligned LCSG directorates: the Operations Management Directorate and the Financial Management Directorate.

The **Law Library**, established by Congress in 1832, has the primary mission to provide Congress with authoritative legal research, reference and instruction services and access to an unrivaled



Visitors tour the Main Reading Room during the Library’s semiannual open house on Feb. 17, 2020. Shawn Miller

collection of U.S., foreign, comparative and international law. The Law Library also supports the federal judiciary and executive branch agencies and collaborates closely with the American Law Division of the Congressional Research Service on U.S. law. (For more information on Law Library activities, see page 59.)

Library Services. with over 1,200 staff members the largest administrative unit in LCSG, is responsible for many traditional functions performed by a national library. Library Services builds the national collection, provides strong stewardship for collections, creates and manages metadata to provide access to the collections and shares the national collection with a wide range of users. (For more information about Library Services activities, see page 60.)

The **National Library Service for the Blind and Print Disabled** (NLS), with 120 employees, administers the free program that provides braille and talking books to people who cannot read regular print due to visual, physical, perceptual or reading disabilities. In fiscal 2020, NLS took a number of significant steps toward fulfilling its overall modernization plan. It developed and began a

pilot program to test an affordable refreshable braille display, moving closer to achieving a longtime goal. It also reached a major milestone with the adoption of Duplication on Demand by more than half of its network libraries. Those libraries can now create their own talking-book cartridges on-site from NLS-produced digital files, allowing them to fill patron requests quickly and reducing costs associated with maintaining large physical collections. In addition, NLS added 5,612 talking books to its online catalog.

Internship and Fellowship Programs (IFP) advances experiential learning and professional development by promoting awareness of the Library's range of internship, residency, fellowship and volunteer opportunities. A defining moment of fiscal 2020 happened in mid-March, when IFP transitioned on-site internship and residency programs to virtual programs in response to the pandemic, enabling four distinct programs to continue without interruption. IFP successfully completed the second phase of a project to create an online portal to centralize the Library's experiential learning opportunities.

IFP also established a new strategic goal to expand the Archives, History, and Heritage Advanced (AHHA) Internship. Finally, IFP made headway to increase access to internship and fellowship opportunities for a diverse talent pool of students and emerging professionals through programs like AHHA and by awarding contracts to three vendors who will assist the Library in recruiting talent from minority-serving institutions

The **John W. Kluge Center's** mission is to bring the world's scholars to the Library to use the institution's vast resources and engage policymakers in Washington on the challenges facing democracy in the 21st century. The Kluge Center supported dozens of scholars in residence and continued its public programming, averaging over 3,000 views for virtual events featuring Kluge scholars such as Constanze Stelzenmüller and Hal Brands, as well as other leading public intellectuals such as Yuval Levin and Sebastian Mallaby.

The events, part of the new Conversations on the Future of Democracy series, confronted issues as far ranging as the U.S.-China relationship, the role of the Federal Reserve in economic recovery and the global response to the pandemic. In June, the Librarian of Congress announced Danielle Allen the 2020 winner of the Kluge Prize, the most prestigious award in the study of human sciences. Allen, a political theorist and civics education leader, will be featured in a multi-event series at the Library in 2021.



José André, a blind 14-year-old musician, performs with his jazz trio in the Coolidge Auditorium. *Shawn Miller*

ORGANIZATIONAL REPORTS

Law Library

Established by Congress in 1832, the primary mission of the Law Library of Congress is to provide Congress with timely, innovative and high-quality foreign, comparative, international and U.S. law research and reports. To accomplish this, the Law Library has assembled a staff of experienced foreign- and U.S.-trained lawyers and law librarians to interpret complex and dynamic legal issues for all three branches of government, including Congress, the judiciary and executive branch agencies.

Jane Sánchez, the 25th law librarian of Congress, manages the operation and policy administration of the world's largest collection of legal materials. To produce the requested work products, staff rely on and utilize the Law Library's collection, which is the world's largest collection of domestic, foreign and international legal materials, currently numbering 2.9 million bound volumes. The Law Library also holds 102.18 million microforms and 15,600 tangible electronic resources (CD-ROMs and other discs) in its collection.

Staff are responsible for developing the collection for 300 legal systems and jurisdictions and the U.S. states and territories in all formats: books, serials, manuscripts, journals,

film, artwork, electronic books and documents and microfilm. As the need for this information and expertise grows and new technologies emerge, the Law Library continues to acquire and maintain appropriate staffing to meet its responsibilities.

In fiscal 2020, the Law Library responded to 456 research requests from Congress (an 8 percent increase from last year) and provided assistance to congressional offices with 670 reference questions. The staff also authored 436 reports on legal developments around the world for the Global Legal Monitor, its online legal news product. Foreign law specialists provided members of Congress with reports related to timely legislative issues, including international and foreign responses to the pandemic, Brexit and global artificial intelligence regulation. Many of these reports are available to the public on the Law Library's website, law.gov.

In addition to Congress, the Law Library reported and responded to more than 5,000 inquiries about U.S. and foreign law from executive-branch agencies and the courts, as well as members of the U.S. bar and the global public.

The Law Library's Public Services Division responded to 9,217 reference and research requests, including 670 from Congress and the Congressional Research Service, 434 from other government users and over 8,000 from the public. The team

also provided 110 webinars, classes, seminars, briefings and tours for over 3,200 participants.

In fiscal 2020, the Law Library embarked on several digitization projects of its collection materials: the U.S. Congressional Serial Set (approximately 15,735 volumes consisting of about 12 million pages, from 1817-1995); Statutes at Large (1789-1950); U.S. Treaties (1795-1984); U.S. Reports (1754-2013); the Code of Federal Regulations (1938-1995); Current Legal Reports; and the Legal Report Archive.

The Law Library encouraged patrons to participate in transcribing over 2,400 documents from the Herencia: Centuries of Spanish Legal Documents collection by hosting all-virtual transcribe-a-thons. In total, 466 contributors completed 1,188 documents, with 4,318 documents pending review and 21 documents in progress in fiscal 2020.

The Law Library also launched a Legal Research Institute page to organize its in-person and webinar-based course offerings. The timing was fortunate: When the Library's campus closed to the public due to COVID-19, the Law Library was able to quickly adapt by offering a series of webinars on foreign, international and domestic law. In total, the Law Library offered 26 webinars through the Legal Research Institute during fiscal 2020, attracting 1,427 attendees.

ORGANIZATIONAL REPORTS

Library Services

Library Services, the largest administrative unit in the Library Collections and Services Group, with over 1,200 staff members, is responsible for many traditional functions performed by a national library. For example, it builds the national collection, provides strong stewardship for the collections, creates and manages metadata to provide access to the collections and shares the national collection with a wide range of users.

All of Library Services’ activities during fiscal 2020 were affected by the March closure of the Library’s buildings due to the COVID-19 pandemic. Nevertheless, staff achieved the numerous accomplishments described in this report, frequently as a result of their creativity in devising new ways of doing things in the environment of the closure.

The units that comprise Library Services are primarily organized within five directorates: Acquisitions and Bibliographic Access, General and International Collections, Special Collections, Preservation and Digital Services. Twenty-seven divisions constitute these directorates, along with six overseas offices located in Cairo, Jakarta, Islamabad, Nairobi, New Delhi and Rio de Janeiro. Also within Library Services are the Office of the Associate Librarian for Library Services, the Collection Development Office, the National Audio-Visual Conservation Center and the Veterans History Project.

The **General and International Collections Directorate** comprises the African and Middle Eastern Division, the European Division, the Hispanic Division, the Science, Technology and Business Division, the Asian Division, the Researcher and Reference Services Division and the Serial and Government Publications Division. The **Special Collections Directorate** comprises

the Geography and Map Division, the Music Division, the Rare Book and Special Collections Division, the Manuscript Division, the Prints and Photographs Division and the American Folklife Center, which oversees the Veterans History Project.

The **Acquisitions and Bibliographic Access Directorate** (ABA) provides acquisitions and bibliographic access services to the Library. It also provides leadership in bibliographic-access collaborations and standards for the library and information-service communities.

At the start of fiscal 2020, a new **Digital Services Directorate** (DSD) was established by eliminating the service unit’s Office of the Chief Operating Officer (OCOO) and transferring its Digital Collection Management and Services Division, ILS Program Office and Business Analysis Team to the new DSD; OCOO budgetary, administrative operations and human resources staff were transferred to the Library Collections

and Services Group. This new directorate is dedicated to providing efficient and effective planning, business analysis, technical support and other services.

In fiscal 2020, ABA completed 209,213 new bibliographic records for the Library’s online catalog, distributed 34,883 books through the congressionally mandated Surplus Books Program and continued progress in developing BIBFRAME. (See Tables 5 and 7 in Appendix E for complete statistics for ABA’s fiscal 2020 accomplishments.)

During fiscal 2020, the **Preservation Directorate** (PRES) continued to assess and treat collections using established technologies, practices and procedures to reduce risks to these materials. It also engaged in scientific research to explore new approaches to preservation.

PRES performed 6.8 million preservation actions on items in the Library’s collections, including books, serials, prints, photographs

and audiovisual and other items. Staff surveyed the preservation needs of 713,234 items from the Library’s general and special collections, including books, photographs, maps, audiovisual materials and other formats. They monitored over 230 environmental data loggers and continued to play a key role in the Library’s security and emergency-response programs.

PRES fulfilled 25,664 loans to Congress and government agencies, to Kluge Scholars and other Library researchers and to interlibrary loan clients through the United States and abroad. Some 50,824 loans were fulfilled to Library staff and departments to support agency work and research. In addition to this number, 26,777 in-process items were charged out by staff to be processed while they were in telework status.

The American Folklife Center (AFC) was created in 1976 by Congress to “preserve and present” American folklife through programs of

research, documentation, archival preservation, reference service, live performance, exhibition, publication and training. AFC houses the Archive of Folk Culture, established in 1928, which is now one of the largest collections of ethnographic material from the United States and around the world. AFC also oversees the Veterans History Project (VHP).

Established by Congress in 2000, VHP preserves the memories of those in the nation’s armed services who shared their personal experiences serving during the 20th and 21st centuries. During fiscal 2020, VHP received 2,304 collections and now holds more than 111,000 from veterans across the country.

VHP’s archive of first-person narratives of American veterans, from World War I through the current conflicts, is primarily the result of the voluntary efforts of individuals and organizations across the country who recorded interviews with veterans and donated them to VHP.

The Library hosted a special collections display in honor of the 150th anniversary of Mahatma Gandhi’s birth on Oct. 2, 2019. Shawn Miller



ORGANIZATIONAL REPORTS

Congressional Research Service

The mission of the Congressional Research Service (CRS) is to serve Congress with the highest quality of research, analysis, information and confidential consultation to support the exercise of its legislative, representational and oversight duties as a coequal branch of government.

CRS identifies pressing legislative issues facing Congress; assesses policy options; and provides analysis, consultation and briefings to support Congress throughout the legislative process across the full range of public policy issues. CRS’ core values are authoritativeness, objectivity, confidentiality, nonpartisanship and timeliness. Its guiding principles are excellence, integrity, inclusion, innovation and collaboration.

In response to the COVID-19 pandemic, all employees who were able to perform their work remotely teleworked for as many of their daily work hours as possible from March 16 through the end of the fiscal year. The service seamlessly transitioned to enhanced telework, continuing to support Congress during all stages

of the legislative process and across a broad array of public policy issues. In some circumstances, this required adapting processes based on health guidelines to enable the service to continue to meet the needs of Congress. For example, in-person seminars were transitioned to webinar format, and access to the La Follette Congressional Reading Room was provided by appointment with enhanced health safety protocols and procedures.

In fiscal 2020, CRS responded to more than 75,000 congressional requests. It published 1,300 new products and updated 2,600 products. More than 8,400 congressional participants attended the 213 seminars offered by CRS during the fiscal year. Some of the major issues addressed were: appropriations; congressional process; elections; emerging and disruptive technologies; energy; federal land management; federal support for student aid and schools; law enforcement reform; oversight of media and internet platforms; prescription drugs; telecommunications and internet policy; taxes, the budget and the economy; trade; and veterans’ disability compensation.

The service supported Congress as it responded to the COVID-19 pandemic. It launched a COVID-19 resource webpage that featured nearly 1,000 CRS products and resources related to the pandemic, as well as conducted virtual briefings and seminars. Pandemic-related topics addressed included: agriculture and the food supply; health coverage and costs; public health; financial support; transportation; and unemployment.

CRS worked closely with OCIO on the IRIS IT modernization initiative during fiscal 2020. Key projects included modernization of the authoring, publishing and content management platform; a taxonomy tool that will automate taxonomy management and semantic enrichment capabilities in order to improve access to CRS products and services for both congressional clients and CRS staff; modernization of congressional relationship management software, which allows CRS to track and record congressional requests; modernization of an internal human resources system; and modernization of TAP, a web-based application used by CRS to conduct legislative analysis. These projects and more will continue in fiscal 2021.



Members of the Congressional Research Service staff gather on the steps of the Madison Building. Shawn Miller

ORGANIZATIONAL REPORTS

U.S. Copyright Office

The U.S. Copyright Office, headed by the register of copyrights, administers the nation’s copyright laws for the advancement of the public good and the benefit of authors and users of creative works. The register’s duties include registering creative works, recording information about copyright ownership and administering certain statutory licenses.

The office also provides expert impartial assistance to Congress, courts and executive branch agencies on questions of domestic and international copyright law and policy and develops educational resources for the public.

Effective Jan. 3, 2020, Karyn Temple resigned as the register of copyrights and director of the U.S. Copyright Office, and Librarian of Congress Carla Hayden appointed Maria Strong acting register. Strong served in this role, as well as her role as associate register for policy and international affairs, through the remainder of fiscal 2020. Hayden announced in September 2020 that Shira Perlmutter would become the 14th register in early fiscal 2021.

The office quickly moved to address the challenges posed by the pandemic. It immediately published

a website dedicated to pandemic-related legal and operational issues. It also worked with Congress on legislative solutions and quickly made appropriate adjustments to accommodate those impacted by the pandemic.

The office supported Congress on legislation and policy matters. Staff assisted with a potential office modernization bill, the Coronavirus Aid, Relief, and Economic Security (CARES) Act, hearings on section 1201 of Title 17, and terrestrial performance rights. The office completed its section 512 study and began or continued work on studies regarding state sovereign immunity and unclaimed royalties related to the Music Modernization Act (MMA).

The office continued to focus on modernization, including multiple projects such as an electronic document recordation pilot, Enterprise Copyright System (ECS) user experience and platform services, integrated master schedule (IMS) and critical path, Copyright Public Records System, licensing, Copyright Business Intelligence System (COBI), record book digitization, business process reengineering, and organizational change management.

In July, the office celebrated its 150th anniversary by hosting “Copyright Office Presents: Celebrating 150 Years of Creativity,”

planning for a new exhibition and launching its Engage Your Creativity campaign.

The office issued 443,911 registrations and recorded 7,098 documents containing 233,694 titles. It received and transferred to Library collections 552,593 pieces worth more than \$45.2 million via mandatory deposit and section 407 demands.

The office issued 10 final and interim rules, related to registration practices, office modernization, fees, regulatory aspects of the MMA and technical amendments.

The office advised the Department of Justice by contributing to three Supreme Court and three circuit court briefs. The office was involved in other litigation matters, including section 411(b) requests from district courts to advise whether inaccurate information on a certificate of registration, if known, would have led to a refusal.

The office also worked with executive branch agencies on foreign copyright law and policy, including by participating in World Intellectual Property Organization meetings and serving on U.S. government teams on the Special 301 Report and World Trade Organization Trade Policy Reviews and Accessions.

ORGANIZATIONAL REPORTS

Copyright Royalty Board

The Copyright Royalty Board administers the royalty provisions of the Copyright Act. The act requires copyright owners to license their television and music programming for distant retransmission by cable and satellite and requires cable system operators and satellite carriers to deposit with the Copyright Office royalties for the retransmission of those works to their subscribers.

The act also requires recording artists and record companies to license their sound recordings for certain digital transmissions, including transmissions via the internet and by satellite radio stations. The act further requires songwriters and music publishers to license the right to make and distribute reproductions of recordings of their musical works, when certain conditions are satisfied, to record companies and streaming services.

The three copyright royalty judges of the board issue determinations regarding royalty rates and terms and distributions of the royalty funds relating to some of the statutory licenses. In addition, under the Orrin G. Hatch–Bob Goodlatte Music Modernization Act enacted in October 2018, the judges are tasked with determining the amount and terms of an administrative assessment on digital music providers to fund the Mechanical Licensing Collective created under that law.

In fiscal 2020, licensees deposited approximately \$237 million in television retransmission and other royalties. The judges approved distributions of approximately \$265 million from 11 different royalty funds.

During the fiscal year, the judges finalized one distribution proceeding, one rate-setting proceeding, one rulemaking proceeding and the initial proceeding to determine the administrative assessment to fund the Mechanical Licensing Collective. The judges also adopted settled

rates for two types of licensees in a rate proceeding.

In an ongoing rate proceeding, the judges conducted, in collaboration with participants, their first-ever virtual hearing to take evidence over the course of several weeks from more than a dozen witnesses located throughout the U.S. and in Europe.

The judges commenced one rate proceeding and three rulemakings. They published four notices announcing receipt of notices of intent to audit, two notices requesting comments on partial distribution motions and three notices announcing cost of living adjustments for established rates.

The judges awarded a contract for multiple enhancements to their electronic filing and case-management system (eCRB), while work continued under a contract for ingestion into eCRB of years of legacy records relating to royalty proceedings.



Copyright Royalty Judges (from left) Steve Ruwe, Jesse M. Feder and David R. Strickler. Stan Murgolo

ORGANIZATIONAL REPORTS

Office of the Inspector General

The Library's Office of the Inspector General (OIG) became statutory with the passage of the Library of Congress Inspector General Act of 2005, as amended, (2 U.S.C. § 185), with a mandate to:

- Independently conduct and supervise audits and investigations of fraud, waste and abuse relating to the Library.
- Lead, coordinate and recommend policies to promote economy, efficiency and effectiveness.
- Keep the Librarian of Congress and Congress fully and currently informed about problems and deficiencies relating to the administration and operations of the Library.

In December 2019, the Library of Congress Inspector General Act was amended for the first time since its enactment, giving the office increased parity with executive branch inspectors general, statutory law enforcement authority and defined independence with respect to budget and hiring.

During fiscal 2020, the OIG Audits Division issued eight reports and two notable memoranda. There were reports on financial management and reporting and on contracting – two of the Library's top management challenges. We were pleased to announce that the Library's contracting function was removed from the OIG's list of top management challenges.

Other top management challenges that OIG will review in the future include strategic planning and performance management, digital strategic planning and execution, information technology modernization, collection services workflow and the U.S. Copyright Office Modernization Program.

In other work, OIG Audits Division completed an audit to determine whether the Library captured vendor early payment discounts and an audit of the overseas field office in Rio de Janeiro to evaluate compliance with Library policies and procedures in select areas.

The Audits Division completed statutorily required oversight of the Library's financial statements audit for fiscal 2019 and completed an annual financial statement audit of

the U.S. Copyright Office Licensing Division's fiduciary funds. The division also provided oversight for the Open World Leadership Center's fiscal 2019 financial statements audit contract under an interagency agreement.

The Investigations Division looked into allegations of employee misconduct involving time and attendance irregularities and misuse of Library computers, supervisor misconduct involving mistreatment of employees and grant fraud involving theft of funds from a Library grantee. The division's efforts included issuing seven reports, opening five investigations and closing 10, while forwarding four investigations to Library management for administrative action. In addition, 62 hotline communications were acted upon.

The Investigations and Audits divisions together performed employee outreach briefings on the function of the OIG during new employee orientations and to various service units, including the Congressional Research Service and the National Audio-Visual Conservation Center in Culpeper, Virginia.



A gilded flame perches atop the dome of the Jefferson Building. *Shawn Miller*

Appendices

APPENDIX A.

Library of Congress Advisory Bodies

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Selected Acquisitions

The Rare Book and Special Collections Division (RBSCD) received the gift of the Aramont Collection, an extraordinary collection of modern literature and modern illustrated books.

The **Aramont Library** consists of 1,700 important literary first editions, illustrated books with exhibition bindings, finely bound author collections and single bound volumes, as well as an astonishing collection of books from the early and mid-20th-century livre d'artiste movement.

RBSCD also acquired the first printing of any part of the **Bay Psalm book** outside of North America. The Bay Psalm, published in 1640, is the first book to be printed in English North America. Only 11 copies are known to exist, including the copy held by the RBSCD. Three years before the second edition of the Bay Psalm was printed in England, its preface, in near entirety, was reproduced in this

pamphlet acquired by the Library – a work that holds importance as an exceptionally early piece of Protestant Americana.

RBSCD also received **a gift of two family Bibles from the family of abolitionist John Brown.** The 1835 volume once belonged to Mary Day Brown, widow of John Brown. The Bible includes a family record containing John Brown’s two marriages with dates and the birth dates of all the Brown children from both marriages. The 1836 Bible was presented by John Brown to his daughter, Ellen, on April 2, 1857. The Bible contains a full-page inscription by Brown to Ellen, ending with the sentence, “from your affectionate Father, John Brown.”

On Nov. 29, 2019, the American Folklife Center announced the acquisition of the **AIDS Memorial Quilt** archives during a ceremony in the Great Hall of the Library. The quilt is going to the federally

designated National AIDS Memorial, headquartered in San Francisco, and is housed in a facility in Oakland, California. The quilt records are at the Library of Congress and are currently being prepared for researchers.

The African and Middle Eastern Division acquired Avicenna’s “**Al-Adwiyya al-Qalbiya**,” an exceedingly important, rare and valuable manuscript from 1257 of Avicenna’s most important contribution to the field of cardiology. The manuscript is dated and signed by the scribe Ali ibn Muhammad on the 29th of Jumada al-Ula in the year 655 H, placing it among the very earliest witnesses for the received text. Avicenna wrote his highly innovative treatise on cardiac medication in the years following the completion of his iconic “Qanun.”

The Geography and Map Division began receiving via transfer from the National Geospatial Intelligence

Agency (NGA) initial shipments of about **250,000 paper maps** deaccessioned from the closing Department of State Foreign Map Procurement Program map collection. Prior to transfer to the Geography and Map Division, NGA’s contractor scanned all the maps and intended to dispose of the physical copies. Through strategic planning, the division staff was able to create a project plan and received approval for accessing maps that fill gaps within the Library’s maps collection.

The Manuscript Division purchased the **diary of former U.S. District Court Judge John J. Sirica**, which contains details and insights regarding Watergate, mid-1970s Washington, D.C., and the relationship between the press and federal judiciary. Consisting of four binders, a lightly annotated copy of President Richard Nixon’s memoir and an accompanying note, the purchase completes the John J. Sirica Papers, the rest of which had been donated to the Library by his wife in 1993. Along with the L. Patrick Gray III Papers, acquired in fiscal 2019, this addition to the Sirica Papers represents one of the last significant Watergate-related primary resources previously in private hands to be made available to the public.

The Manuscript Division also acquired significant new materials to add to its trove of **Philip Roth’s creative work.** Roth, the two-time recipient of the National Book Award and the 1997 Pulitzer Prize winner in literature, passed away in May 2018. During his lifetime, Roth had made the Library the home of his personal papers, and in August 2020 the Manuscript Division acquired

by purchase from the executors of the Philip Roth Revocable Living Trust the last of the primary materials in Roth’s possession at the time of his death. This addition includes correspondence, drafts, galley proofs, audio-recorded talks and interviews, autobiographical notes and personal and family photographs documenting Roth’s private life and professional career as a writer. The previous month, the division received a separate purchase acquired at auction consisting of material revolving around Roth’s longtime friendship with American literature scholar and editor Joel Conarroe.

Manuscript also acquired **183 letters sent to Elizabeth F. Ellet**, a well-known 19th-century writer, poet and historian. Ellet is most recognized for being the first historian to write about the contributions of women to the American Revolution in her three-volume work, “The Women of the American Revolution,” published in 1848 and 1850. Ellet received letters from such prominent figures as Henry Clay, John C. Calhoun, Washington Irving, James Fennimore Cooper, George Washington Parke Custis, Robert Jefferson Breckenridge, Henry Onderdonk Jr., Jared Sparks, William Prescott and George Washington Greene.

The Moving Image Section of the Motion Picture, Broadcasting and Recorded Sound Division (MBRS) acquired the **Richard Koszarski (Universal Pictures) Collection**, a large group of documents related to Universal Pictures. Primarily focusing on the early years of the studio, the collection includes contracts, continuities, ledgers, stills, annual reports and multiple issues of

Moving Picture Weekly (Universal’s internal publication). The section also acquired the only nitrate print known to exist of “Hello, Pop!” This Technicolor two-reel short from 1933 featured Ted Healy and His Stooges, who soon went on to Columbia Pictures and became The Three Stooges on their own.

The Prints and Photographs Division began a rapid-response collecting program focused on the COVID-19 pandemic and the Black Lives Matter movement. Through the program, the division acquired posters, artwork and photographs, including 1,000 daily life photographs from the New York City region by Camilo J. Vergara. An open call through the Flickr photo-sharing website attracted more than **1,100 photographs documenting experiences with COVID-19** throughout the U.S. Artists and collectors from Washington, D.C., Minneapolis and San Francisco donated over **30 prints and posters related to the Black Lives Matter movement.**

The Law Library acquired **Henry Clay’s autograph manuscript draft of Article 9 of the Treaty of Ghent**, from 1814. In this document, Clay, one of the most important American political figures in the first half of the 19th century, writes out the text of Article 9 of the treaty, which relates to interactions between the United States, Native American tribes and Great Britain.

The Law Library also acquired an incredibly scarce first edition of the first legal title printed in Russia, “**Ulozhenie gosudaria tsaria Aleksieia**,” published in 1649.



Guests place roses on an AIDS Quilt panel in the Great Hall during a Nov. 20, 2019, ceremony announcing the Library as the new home of the AIDS Memorial Quilt Archive. *Shawn Miller*

APPENDIX C.

Exhibitions

Library of Congress exhibitions can be viewed online at [loc.gov/exhibits](https://www.loc.gov/exhibits)

New Exhibitions



“Rosa Parks: In Her Own Words”

📅 Dec. 5, 2019–ongoing
This exhibition highlights rarely seen materials that offer an intimate view of Rosa Parks and document her life and activism – a rich opportunity for viewers to discover new dimensions of this seminal figure. The materials are drawn extensively from the Rosa Parks Collection, a gift to the Library from the Howard G. Buffett Foundation.

Continuing Exhibitions



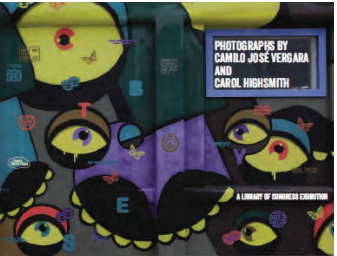
“Shall Not Be Denied: Women Fight for the Vote”

📅 June 4, 2019 – Sept. 2020
“Shall Not Be Denied” tells the story of the 72-year campaign for women’s suffrage, considered the largest reform movement in American history.



“Comic Art: 120 Years of Panels and Pages”

📅 Sept. 12, 2019 – Sept. 2020
“Comic Art” explores the realm of comic art, where visual and narrative storytelling styles have evolved from panels in early newspapers to contemporary comic images.



“L.A. Murals: Photographs by Carol M. Highsmith and Camilo José Vergara”

📅 Sept. 2019 – Sept. 2020
📍 Walt Disney Concert Hall, Los Angeles
“L.A. Murals” brings together photographs that document murals on the streets of Los Angeles in images taken between 1997 and 2016.



The Gutenberg Bible

On display in the Library’s Great Hall, the landmark Gutenberg Bible marks the beginning of the printed book and the explosion of knowledge and creativity set off by the use of movable type.



“Mapping a Growing Nation: From Independence to Statehood”

📅 Sept. 1, 2016 – ongoing
Abel Buell’s “New and Correct Map of the United States of North America” is the first map of the newly independent United States compiled, printed and published in America by an American – a map known to exist in only seven copies.



“Hope for America: Performers, Politics and Pop Culture”

📅 June 11, 2010 – ongoing
On display in the Bob Hope Gallery of American Entertainment, this exhibition examines the interplay of politics and entertainment in American public life.



“Here to Stay: The Legacy of George and Ira Gershwin”

📅 Dec. 11, 2008 – ongoing
On display in the Gershwin Gallery, “Here to Stay” showcases rare objects from the Library’s collection of composer George Gershwin and his brother and partner, lyricist Ira Gershwin.



Herblock Gallery

📅 March 18, 2011 – ongoing
The Herblock Gallery celebrates the work of editorial cartoonist Herbert L. Block – better known as Herblock – with an ongoing display of original drawings.



Swann Gallery

📅 March 18, 2011 – ongoing
The Swann Gallery introduces visitors to the world of caricatures, political cartoons, comics, animation art, graphic novels and illustrations.



Thomas Jefferson’s Library

📅 April 11, 2008 – ongoing
This reconstruction of Thomas Jefferson’s personal library illustrates how one of America’s greatest thinkers was inspired through the world of books.



“Exploring the Early Americas: The Jay I. Kislak Collection”

📅 Dec. 12, 2007 – ongoing
“Exploring the Early Americas” examines indigenous cultures and the drama of encounters between Native Americans and Europeans through selections from the Jay I. Kislak Collection.

Agile Displays

The Names Project Foundation and the Aids Memorial Quilt
📅 Nov. 21 – Nov. 30, 2019

Louisa May Alcott’s “Little Women”
📅 Dec. 6, 2019 – Jan. 30, 2020

African Americans and the Vote: The 150th Anniversary of the 15th Amendment
📅 Jan. 30, 2020

The 200th Anniversary of the U.S. Botanic Garden
📅 Feb. 11, 2020

The 250th Anniversary of the Boston Massacre
📅 March 3, 2020

APPENDIX D.

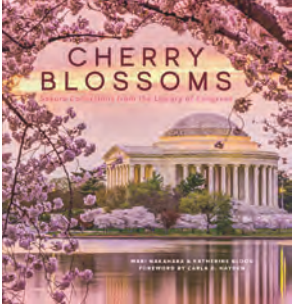
Publications

Information about the Publishing Office is available at [loc.gov/publish/general](https://www.loc.gov/publish/general)

Books



“Rosa Parks: In Her Own Words,” by Susan Reyburn. This compelling book illuminates civil rights icon Rosa Parks’ inner thoughts and ongoing struggles – all through her private manuscripts and handwritten notes, now held by the Library of Congress. (University of Georgia Press)



“Cherry Blossoms: Sakura Collections from the Library of Congress,” by Mari Nakahari and Katherine Blood. This keepsake volume highlights the rich connections between Japan’s centuries-old traditions and contemporary American counterparts. It showcases artifacts from Library collections, including color woodblock prints, historic photos, National Cherry Blossom Festival posters and unique watercolors. (Smithsonian Books)



Library of Congress Crime Classics. The Crime Classics series features some of the finest American crime writing from the 1860s to the 1960s. Titles published in fiscal 2020 were “That Affair Next Door,” by Anna Katharine Green; “The Rat Began to Gnaw the Rope,” by C.W. Grafton; and “Case Pending,” by Dell Shannon. (All books in the series published in association with Poisoned Pen Press, an imprint of Sourcebooks.)

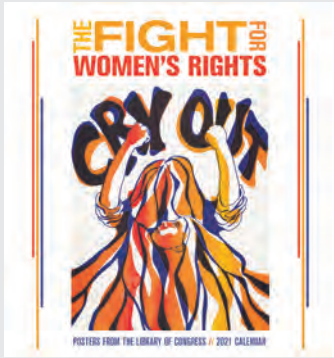


“Collecting for a New World: Treasures of the Early Americas,” by John W. Hessler. A collision of cultures comes to life in the manuscripts, maps, archaeological objects and rare books that make up the collection of early American treasures in the Library of Congress. (D. Giles, Ltd.)

Calendars



“Ernst Haeckel: Art Forms in Nature” 2021
Pomegranate Communications



“The Fight for Women’s Rights” 2021
Pomegranate Communications

APPENDIX E.

Statistics

Table 1. Library of Congress Appropriations Available for Obligation – Fiscal 2020¹

Library of Congress, Salaries and Expenses ²	\$510,164,000
Supplemental Appropriation – P.L. 116–136	700,000
Total, Library of Congress, Salaries and Expenses	510,864,000
Congressional Research Service	120,495,000
Copyright Office	91,840,000
Books for the Blind and Print Disabled	58,563,000
Total³	\$781,762,000

¹The Further Consolidated Appropriations Act, 2020 (Public Law 116–94), signed by the president Dec. 20, 2019, provided an appropriation for the Library totaling \$719.359 million and the additional authority to spend \$55,703,000 from offsetting collections. The Library operated under two continuing resolutions until full-year funding was enacted (10/1/2019–11/21/2019 and 11/22/2019–12/20/2019).

²The \$510.864 million total includes a \$6 million technical correction from the section 19007 from the Coronavirus Supplemental Appropriations Act (Public Law 116–136 CARES Act). Additionally in the CARES Act, \$700,000 was added to Library of Congress, S&E to support the Little Scholars Child Development Center during the pandemic.

³Including the enactment, technical correction and CARES Act supplemental, the Library total authority for fiscal 2020 was \$781.762 million.

Table 2. Library of Congress Appropriations Available for Obligation – Fiscal 2021¹

Library of Congress, Salaries and Expenses	\$523,654,000
Congressional Research Service	125,495,000
Copyright Office	93,416,000
Books for the Blind and Print Disabled	59,563,000
Total	\$802,128,000

¹The Consolidated Appropriations Act, 2021 (Public Law 116–260), signed by the president on Dec. 27, 2020, provided the Library a total of \$802.128 million, including \$44.782 million in offsetting collection authority. Before enactment, the Library operated under five continuing resolutions. Those resolutions provided funding at fiscal 2020 levels as follows: Oct. 1, 2020, to Dec. 11, 2020; Dec. 12, 2020, to Dec. 18, 2020; Dec. 19, 2020, to Dec. 20, 2020; Dec. 21, 2020; Dec. 22, 2020, to Dec. 28, 2020.

Table 3. Financial Statistics: Summary Statement

The independent firm of Kearney & Company was retained by the Office of the Inspector General to audit the Library of Congress fiscal 2019 financial statements.	30, 2019 and 2018, total \$640.1 million and \$604.4 million, respectively.	\$759.3 million for fiscal years ended Sept. 30, 2019 and 2018, respectively.
A condensed, unaudited version of the Library of Congress statements for fiscal 2019 and fiscal 2018 follows, including the four principal financial statements: the Condensed Balance Sheets, the Condensed Statements of Net Costs, the Condensed Statements of Changes in Net Position, and the Condensed Statements of Budgetary Resources.	<ul style="list-style-type: none">The Condensed Statements of Net Costs provide users with information about the net costs for the Library’s six programs. Net costs include allocated management support costs. For the fiscal years ended Sept. 30, 2019 and 2018, the net cost of the Library’s six programs was \$757.9 million and \$746.7 million, respectively.The Condensed Statements of Changes in Net Position provide users with information about the Library’s financing sources and the components of the changes in net position. The Library’s financing sources totaled \$786.2 million and	<ul style="list-style-type: none">The Condensed Statements of Budgetary Resources provide users with information about how budgetary resources were made available as well as their status at the end of the fiscal year. For the fiscal years ended Sept. 30, 2019 and 2018, the Library’s budgetary resources were \$1,014.1 million and \$970.5 million, respectively. <p>The Library’s audited financial statements (including financial statement notes and auditor’s report) can be found at https://www.loc.gov/about/reports-and-budgets/financial-reports/.</p>
<ul style="list-style-type: none">The Condensed Balance Sheets provide users with information about the Library’s assets, liabilities and net position. The Library’s assets as of Sept.		

Library of Congress Condensed Balance Sheets (unaudited)

As of Sept. 30, 2020 and 2019
(dollars in thousands)

	2020	2019
Assets		
Intragovernmental Assets	\$434,613	\$414,759
Pledges Receivable–Donations	14,696	5,407
Investments	154,861	145,307
Property and Equipment, Net	83,109	70,462
Other Assets	3,752	4,140
Total Assets	\$691,031	\$640,075
Liabilities		
Intragovernmental liabilities	\$15,259	\$27,520
Accounts Payable and Accrued Funded Payroll, Benefits	73,726	60,846
Deposit Account Liability	8,231	8,264
Accrued Unfunded Liabilities	41,439	32,719
Other Liabilities	5,541	7,370
Total Liabilities	\$ 144,196	\$ 136,719
Net Position		
Unexpended Appropriations	\$214,997	\$204,352
Cumulative Results of Operations	331,838	299,004
Total Net Position	\$546,835	\$503,356
Total Liabilities and Net Position	\$691,031	\$640,075

Library of Congress Condensed Statements of Net Costs (unaudited)

For the Fiscal Years Ended Sept. 30, 2020 and 2019
(dollars in thousands)

	2020	2019
Net Costs by Program Area:		
Library Collections and Services Group	\$493,722	\$424,296
Library Services	460,545	394,928
Law Library	33,177	29,368
Copyright Office	71,311	55,972
Congressional Research Service	178,298	171,528
Office of the Librarian Direct Programs	43,858	97,572
Chief Operating Officer Direct Programs	7,776	8,513
Net Costs of Operations	\$794,965	\$757,881

Library of Congress Condensed Statements of Changes in Net Position (Unaudited)

For the Fiscal Years Ended Sept. 30, 2020 and 2019
(dollars in thousands)

	2020	2019
	consolidated total	consolidated total
Cumulative Results of Operations:		
Beginning Balances	\$299,004	\$270,711
Budgetary Financing Sources		
Appropriations Used	708,273	675,490
Donations–Cash or securities	18,391	11,652
Realized Gains on Investments and Other	5,726	5,208
Other Financing Sources (Non–Exchange)		
Donations–Property and Services	702	600
Imputed Financing	88,631	93,088
Unrealized Gains on Investments and Other	6,075	136
Total Financing Sources	827,798	786,174
Net Cost of Operations	(794,964)	(757,881)
Cumulative Results of Operations, Ending	\$331,838	\$299,004
Unexpended Appropriations:		
Beginning Balances	\$204,352	\$191,096
Budgetary Financing Resources		
Appropriations Received	726,059	696,112
Appropriation Transferred and Other Adjustments	(7,141)	(7,366)
Appropriations Used	(708,273)	(675,490)
Total Budgetary Financing Sources	10,645	13,256
Unexpended Appropriations, Ending	214,997	204,352
Net Position, Ending	\$546,835	\$503,356

Library of Congress Condensed Statements of Budgetary Resources (Unaudited)

For the Fiscal Years Ended Sept. 30, 2020 and 2019
(dollars in thousands)

	2020	2019
Budgetary Resources		
Unobligated balances from prior year budget authority, net	\$151,205	\$140,908
Appropriations (Discretionary and Mandatory)	747,062	721,469
Spending Authority from Offsetting Collections (Discretionary and mandatory)	146,261	151,749
Total Budgetary Resources	\$1,044,528	\$1,014,126
Status of Budgetary Resources		
New Obligations and Upward Adjustments, total	\$891,971	\$868,660
Unobligated Balance, end of year:		
Exempt from apportionment, unexpired accounts	130,640	124,035
Expired unobligated balance, end of year	21,917	21,431
Unobligated Balance, end of year (Total)	152,557	145,466
Total Budgetary Resources	\$1,044,528	\$1,014,126
Outlays, Net		
Outlays, net (total) (discretionary and mandatory)	\$720,638	\$695,954
Distributed Offsetting Receipts (-)	(729)	(620)
Agency Outlays, Net (Discretionary and Mandatory)	\$719,909	\$695,334

Table 4. Additions to the Collections—Items

Print Collections	Added	Withdrawn	Total FY19	Total FY20
Classified Collections				
Class A (General Works)	384	0	500,301	500,685
Class B–BJ (Philosophy)	3,661	0	466,303	469,964
Class BL–BX (Religion)	9,434	0	1,068,597	1,078,031
Class C (History, Auxiliary Sciences)	1,459	0	332,851	334,310
Class D (History except American)	16,130	0	1,901,714	1,917,844
Class E (American History)	2,248	0	356,232	358,480
Class F (American History)	3,291	0	595,589	598,880
Class G (Geography, Anthropology)	5,841 ¹	0	822,347	828,188
Class H (Social Sciences)	17,576	0	3,595,343	3,612,919
Class J (Political Science)	4,357	0	942,679	947,036
Class K and LAW (Law)	17,900	0	3,006,466	3,024,366
Class L (Education)	3,053	0	636,183	639,236
Class M (Music)	23,887	0	892,432	916,319
Class N (Fine Arts)	7,318	0	841,211	848,529
Class P (Language and Literature)	43,936	0	3,731,752	3,775,688
Class Q (Science)	4,119	0	1,423,551	1,427,670
Class R (Medicine)	2,788	0	643,462	646,250
Class S (Agriculture)	1,211	0	492,906	494,117
Class T (Technology)	5,319	0	1,543,945	1,549,264
Class U (Military Science)	1,019	0	251,549	252,568
Class V (Naval Science)	265	0	119,460	119,725
Class Z (Bibliography)	2,602	0	698,304	700,906
Total Classified Collections	177,798	0	24,863,177	25,040,975
Other Print Materials or Products				
Books in large type	0	0	8,684	8,684
Books in raised characters	0	0	81,539	81,539
Incunabula	0	0	5,712	5,712
Minimal-level cataloging (monographs and serials)	11,267	0	1,235,702	1,246,969
Newspapers (bound)	1	0	37,957	37,958
Pamphlets	0	0	272,052	272,052
Technical reports	3,872	0	1,863,408	1,867,280
Other	436,578	0	11,534,936	11,971,514
Total other print materials	451,718	0	15,039,990	15,491,708
Total print collections	629,516	0	39,903,167	40,532,683

Table 4 (continued)

Other Collections	Added	Withdrawn	Total FY19	Total FY20
Audio materials	20,891	8,057	4,158,585	4,171,419
Talking books ²	0	0	75,222	75,222
Manuscripts	570,142	12,474	73,908,819	74,466,487
Maps	1,920	0	5,617,774	5,619,694
Microforms	70,303	0	17,376,100	17,446,403
Music	58,174	0	8,135,588	8,193,76
Visual materials				
Moving images	26,301	0	1,849,175	1,875,476
Photographs (negatives, prints, and slides)	209,000	0	14,840,703	15,049,703
Posters	278	0	109,796	110,074
Prints and drawings	8,500	0	685,938	694,438
Other (broadside, photocopies, nonpictorial material, etc.)	13,553	0	1,438,902	1,452,455
Machine-readable material ³	5,530	0	2,018,383	2,023,913
Total other collections	984,592	20,531	130,214,985	131,103,824
Total (items)	1,614,108	20,531	170,118,152	171,636,507

¹Does not include maps added to existing bibliographic records.
²Not including talking books held in NLS, shown in Table 12.
³“Handheld” machine-readable material, such as CD-ROMs, not counted elsewhere.

Table 5. Additions to the Collections—Titles

Print Collections	Added	Withdrawn	Total FY19	Total FY20
Classified Collections				
Class A (General Works)	384	0	112,660	113,044
Class B–BJ (Philosophy)	3,661	0	309,773	313,434
Class BL–BX (Religion)	9,434	0	811,291	820,725
Class C (History, Auxiliary Sciences)	1,137	0	172,672	173,809
Class D (History except American)	16,130	0	1,365,236	1,381,366
Class E (American History)	1,124	0	179,452	180,576
Class F (American History)	2,517	0	346,044	348,561
Class G (Geography, Anthropology)	5,841	0	745,153	750,994
Class H (Social Sciences)	15,652	0	1,977,319	1,992,971
Class J (Political Science)	4,147	0	380,604	384,751
Class K and LAW (Law)	7,451	0	1,046,392	1,053,843
Class L (Education)	3,053	0	351,524	354,577
Class M (Music)	5,003	0	591,963	596,966
Class N (Fine Arts)	7,318	0	563,233	570,551
Class P (Language and Literature)	43,936	0	3,114,857	3,158,793
Class Q (Science)	4,119	0	828,058	832,177
Class R (Medicine)	2,788	0	410,776	413,564
Class S (Agriculture)	1,211	0	255,146	256,357
Class T (Technology)	5,319	0	873,747	879,066
Class U (Military Science)	1,019	0	111,019	112,038
Class V (Naval Science)	265	0	45,546	45,811
Class Z (Bibliography)	1,301	0	266,731	268,032
Total classified collections	142,810	0	14,859,196	15,002,006

Table 6. Unprocessed Arrearages

Total Items in Arrearage	FY20	FY19	Change	% Change
Manuscripts (tangible)	15,769,725	16,692,670	(922,945)	-5.53
Moving images (analog, digital)	500,402	515,820	(15,418)	-2.99
Music	2,038,136	2,023,539	14,597	0.72
Sound recordings	1,026,969	1,047,575	(20,606)	-1.97
Pictorial material	4,237,452	4,513,852	(276,400)	-6.12
Total	23,572,684	24,793,456	(1,220,772)	-4.92

Table 7. Cataloging Workload

	FY20	FY18	FY17
New full-level catalog records	181,278	154,221	189,255
Cooperative new titles fully cataloged	64,152	83,152	93,477
Minimal-level cataloging titles	11,267	24,194	25,222
Copy cataloging	60,279	84,747	77,598
Collection-level cataloging	323	7,890	1,060
New works cataloged	252,824	386,853	305,955
Name and series authorities established	81,994	82,004	88,411
Cooperative name and series authorities established	169,442	220,271	202,028
Subject headings established	7,239	6,088	899
Cooperative subject headings established	1,428	1,171	1,322
Books received for processing in the			
Acquisitions and Bibliographic Access directorate	1,174,008	1,821,288	2,738,045
Books completely processed in the ABA directorate	514,759	1,160,270	2,177,000

Table 8. MARC Records in the Library of Congress Database

Category	Total	Net Increase
Bibliographic	19,048,607	409,657
Total authority records (subject, name and series)	10,974,495	260,103
Subject authorities	432,380	8,667
Name and series authorities	10,542,115	251,436
Holdings	21,815,290	335,490
Total	52,843,642	1,005,250

Table 9. Preservation Treatment Statistics

Treatment	
Volumes treated	3,081
Unbound paper-based items treated	22,597
Photographs treated	388
Other formats treated	2
Commercial library binding (volumes)	71,431
Mass deacidification (volumes)	97,398
Mass deacidification (sheets)	355,230
Housing/Rehousing	
Volumes rehoused (formerly reported as protective boxes constructed, for paper-based materials)	5,248
Paper-based items rehoused	2,298
Photographs rehoused or moved	1,215
Discs, film (reels), magnetic tape (reels/cassettes) cleaned/packaged	15,267
Copying/Reformatting	
Preservation photocopying (volumes)	76
Paper-based materials converted to microfilm (pages) ¹	5,022,981
Paper-based materials converted to digital format (items)	1,140,971
Audio materials converted to digital format (files) ²	16,148
Video materials converted to digital format (files)	8,887
Motion picture films converted to digital format (reels)	1,720
Motion picture films converted on analog film (reels)	157
General Preservation of the Collections	
Items assessed	620,468
Items surveyed, volumes	628
Items surveyed, paper-based	91,553
Items surveyed, photographs	351
Items surveyed, other formats	234
Pieces labeled	8,037

¹Includes 1,201,901 million pages microfilmed in the Library’s overseas offices.
²Of these, 11,645 files were for the American Archive of Public Broadcasting and included some video files.

Table 10. Number of Copyright Registrations by Subject Matter, Fiscal 2019

Category of Material	Published	Unpublished	Total
Non-dramatic literary registrations			
Monographs and computer-related works	90,749	61,262	152,011
Serials			
Serials (non-group)	19,480	–	19,480
Group daily newspapers/newsletters	1,909	–	1,909
Group serials	4,735	–	4,735
Total literary registrations	116,873	61,262	178,135
Works of the performing arts, including musical works, sound recordings, dramatic works, choreography and pantomimes and motion pictures and filmstrips			
	81,558	101,502	183,060
Works of the visual arts, including two-dimensional works of fine and graphic art, sculptural works, technical drawings and models, photographs, cartographic works, commercial prints and labels and works of applied arts			
	45,975	36,741	82,716
Total basic registrations	244,406	199,505	443,911
Renewals			
	0	–	0
Mask work registrations			
	0	–	0
Vessel hull design registrations			
	0	–	0
Grand total all registrations			443,911
Preregistrations			482
Documents Recorded			7,795

**Table 11. U.S. Copyright Office Business Summary:
Fee Receipts and Interest, Fiscal 2020 Unaudited**

Fees	Receipts Recorded¹
Copyright registration	\$31,073,621
Registration special handling/expedited services	\$2,433,600
Preregistrations	\$93,860
Renewal registration	\$10,575
Vessel hull design registration	\$2,860
Mask works registration	\$2,710
Subtotal	\$33,617,226
Recordation of documents	\$1,541,638
Certifications	\$731,875
Other services and fees	\$162,486
Recordation special handling/expedited services	\$182,600
Searches	\$18,226
DCMA	\$75,114
Other licensing fees	\$8,225
Subtotal	\$2,720,164
Total receipts recorded	\$36,337,390
Investment earnings	\$60,743
Reconciling transactions ²	\$115
Fee receipts and interest applied to the appropriation ³	\$36,398,248

¹“Receipts recorded” are fee receipts entered into the Copyright Office’s systems.

²“Reconciling transactions” include amounts pending association with an identified fee type and corrections.

³“Fee receipts and interest applied to the appropriation” are income from fees and deposit account interest that were fully cleared and deposited to the Copyright Office appropriation account within the fiscal year.

Table 12. National Library Service for the Blind and Print Disabled¹

Readership	
Total readers served overall²	310,082
Total readers served with NLS content	264,324
Audio readers (total)	260,783
BARD ³ users	45,404
Cartridge users	239,483
Braille readers (total)	15,606
E-braille readers	7,589
Hard copy braille readers	9,908
Circulation, NLS Collection	
Total items circulated	20,278,288
By format	
Audio downloaded from BARD	4,406,337
Digital cartridge	13,835,174
E-braille	233,771
Hard copy Braille	190,088
Large print	1,612,918
By content type	
Books	17,461,887
Magazines	2,730,931
Music collection	85,470
NLS Collection (as of Sept. 30, 2020)	
Total items in collection⁴	310,807
Total items circulating electronically	137,126
Books available in audio	96,418
Books available in e-braille	15,621
Books available in hard copy braille	38,694
Magazine issues available	18,443
Music collection items available	6,644
Books added to BARD in FY 2020	5,612
Magazine issues added in FY 2020	1,047
Music collection items added in FY 2020	679

¹Throughout this table, bolded figures represent totals with duplicates removed. Unbolded figures represent subsets of each total; adding unbolded figures together will produce duplicates.

²Includes patrons served with items from the NLS collection and from Network Library collections (e.g., large print books, descriptive videos). All figures below include only patrons served by the NLS collection.

³BARD is NLS’ online system for downloading braille and talking books.

⁴Includes items that do not circulate with ease due to limited availability or obsolete formats. All figures below, except hard copy braille, include items from the electronically circulating collection only.

Table 13. Reader Services: Direct Reference Service¹

Division	In Person	Corres.	Telephone	Web/email	Total
AD	5,014	0	171	2,534	7,719
AFC/VHP	1,085	1	547	2,789	4,422
AMED	2,695	13	856	1,279	4,843
EUR	393	37	906	3,250	4,586
G&M	433	30	419	2,514	3,396
HISP	1,027	0	89	4,770	5,886
MBRS	664	5	943	7,131	8,743
MSS	8,744	10	782	5,331	14,867
MUS	1,868	13	79	3,038	4,998
P&P	4,390	20	453	6,440	11,303
RBSCD (includes CLC)	508	58	1,588	4,062	6,216
RRS	3,520	1,013	328	18,167	23,028
SER	18,315	22	4,250	16,977	39,564
ST&B	3,394	6	684	4,621	8,705
Library Services total	52,050	1,228	12,095	82,903	148,276
Law Library	3,290	41	1,720	4,166 ²	9,217
Total	55,340	1,269	13,815	87,069	157,493

¹Does not include 240 reference service requests fulfilled in the Preservation Directorate. It also does not include statistics for the Congressional Research Service (CRS), which responded to approximately 404,000 requests from members of Congress and congressional staff, including direct use of CRS reports. The congressional audience visited the CRS website about 320,000 times and viewed CRS research products about 382,000 times. It also does not include statistics for the Copyright Office, which responded to 240,943 service requests.

²The Law Library’s foreign law specialists also answered 761 non–U.S. law reference questions for patrons.

Table 14. Items Circulated

Circulation of Items for Use Within the Library	
Division	No.
Asian	3,193
American Folklife Center/Veterans History Project	3,836
African and Middle Eastern	763
European	2,562
Geography and Map	17,425
Hispanic	925
Motion Picture, Broadcasting and Recorded Sound	1,732
Manuscript	17,178
Music	57,671
Prints and Photographs	119,022
Rare Book and Special Collections (includes CLC)	889
Research and Reference Services	37,826
Serial and Government Publications	10,898
Science, Technology and Business	1,238
Library Services reading rooms total	275,158
Law Library	8,070
CMD (for Kluge Center, Library work units)	25,683
Total circulated for use within the Library	308,911
Items circulated for use outside the Library	50,805
Total items circulated for use	359,716

Table 15. Cataloging Distribution Service: Financial Statistics

Fiscal 2020	
Source of Income	
General	\$1,403,482
U.S. government libraries	34,660
Foreign libraries	726,435
Total gross sales	\$2,164,577
Analysis of Total Income	
Cataloger's desktop	536,485
Classification web	1,033,137
MARC files and MARC publications	594,955
Miscellaneous publications	0
Technical publications	0
Total gross sales	\$2,164,577
Transfers	
Fees Transferred to Appropriation	\$2,164,577
Fees Transferred to Miscellaneous Receipts	0
Total Fees Transferred	\$2,164,577

Table 16. Human Resources

Library Permanent Employment by Service Unit	
Service Unit	Employees
Office of the Librarian ¹	295
Chief Operating Officer	299
Congressional Research Service	592
Law Library	71
Library Services	1,187
Office of the Chief Information Officer	352
Office of the Inspector General	10
U.S. Copyright Office	436
Total Permanent Library Employees	3,242
Demographics	
Gender	Employees
Female	1,825
Male	1,417
Total	3,242
Race/Ethnicity	
American Indian/Alaska Native	17
Asian	269
Black/African American	945
Hispanic/Latino	107
Native Hawaiian/other Pacific Islander	2
Two or more	35
White	1,867
Total	3,242
Service	
Average years of Library of Congress service	15
Average years of federal service	16
Average age	49
FY 2020 annual attrition rate	6.42%

¹Includes Library Collections and Services Group

Table 17. Gifts and Bequests Accepted Under 2 U.S.C. 160

Fiscal 2020

Gifts of Voluntary and Uncompensated Services and Nonpersonal Services Accepted In-Kind¹

	Hours of Voluntary Services Accepted ²	Quantity of Nonpersonal Services	Total Estimated Value of Services Accepted In-kind Accepted ³
Office of the Librarian	11,958	—	\$301,414
Chief Operating Officer	500	—	3,625
Chief Information Officer	—	—	—
Library Services	10,440	2	388,807
Law Library	888	—	8,992
Copyright Office	860	—	13,159
Congressional Research Service	3,637	—	86,302
Books for the Blind and Print Disabled	—	—	—
Total	28,283	2	\$802,229

Gifts and Bequests of Money Accepted for Immediate Disbursement

	Non-Federally Sponsored Travel ⁴	Cash Donations	Total Gifts for Immediate Disbursement
Office of the Librarian	\$10,545	\$4,365,771	\$4,376,317
Chief Operating Officer	—	200	200
Chief Information Officer	888	—	888
Library Service	14,475	1,527,056	1,541,531
Law Library	—	255,075	255,075
Copyright Office	9,302	—	9,302
Congressional Research Service	34,492	332,000	366,492
Books for the Blind and Print Disabled	3,287	8,63	11,924
Total	\$72,990	\$6,488,739	\$6,561,729

Note: In accordance with its statutory gift authorities, including 2 U.S.C. 156 and 160, the Library accepts donations directly targeting programmatic areas and goals, which are managed by the Library’s Trust Fund Board. In addition to the above contributions of \$6,488,739, the Library received \$4,129,279 in donations to Trust fund programs, for a total of \$10,568,018 in fiscal 2020.

¹Services accepted in-kind under 2 U.S.C. § 160 advance the Library’s goal to optimize resources by augmenting the agency’s knowledge, skills and abilities to support the needs of its users and to deliver the highest returns while balancing staff workloads.

²Voluntary and uncompensated hours provided to the Library included research and legal services in esoteric fields and visitor engagement and collection-processing related services to benefit expanded access and enhanced services across the Library for its users.

³Nonpersonal services included organizations providing uncompensated moderator/speaker services accepted for Library programs.

⁴Non-Federally Sponsored Travel includes costs reimbursed and provided in-kind, for travel, lodging and per-diem.

Sunlight casts a glow on arches and statues in the Main Reading Room. Shawn Miller



101 Independence Ave, SE
Washington, DC 20540
(202) 707-5000

loc.gov

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