

ACQUISITIONS AND BIBLIOGRAPHIC ACCESS DIRECTORATE
LIBRARY SERVICES

ANNUAL REPORT

Fiscal 2017

(October 1, 2016 - September 30, 2017)

To The Librarian of Congress:

The Annual Report of the Acquisitions & Bibliographic Access Directorate is herewith respectfully submitted.

Beacher Wiggins
Director

Library of Congress
Acquisitions and Bibliographic Access Directorate
Annual Report for the Fiscal Year Ending September 30, 2017

The Acquisitions and Bibliographic Access Directorate (ABA) in fiscal 2017 played a key role in accomplishing the mission of Library Services to acquire, organize, provide access to, maintain, secure, and preserve the collections of the Library of Congress, which document the history and further the creativity of the American people and that record and contribute to the advancement of civilization and knowledge throughout the world. The directorate acquired materials for all collections, in all formats, held by the Library Services service unit and the Law Library of Congress; cataloged print and digital resources in all languages; provided professional training of Library of Congress staff and colleagues in the library community; and led a wide range of standards and leadership initiatives in cataloging and acquisitions. Significant achievements of 2017 included:

- Addition of 929,494 print items and 1,029,553 nonprint items to the Library of Congress collections¹
- Acquisition of 1,192,287 items through the most cost-effective methods; additionally, ABA facilitated the acquisition of 928,213 collection items through solicited gifts to the Collections and Services Directorate, for a total of more than 2.12 million items added to the collections in the year
- Completion of 286,667 bibliographic records for the Library of Congress Online Catalog—the highest cataloging production since the merger of acquisitions and cataloging operations in October 2008
- Increases in the value to the Library of Congress and the larger community of expanded cooperative programs, including the U.S. Electronic Cataloging in Publication Cataloging Partners Program and the Program for Cooperative Cataloging, which expanded to 995 partner institutions at year's end
- Training and startup of the second phase of a pilot production project using BIBFRAME 2.0, the second release of the new BIBFRAME encoding scheme for bibliographic data
- Fine-tuning of the Overseas Field Office Replacement System software in all of the Library's overseas offices in Brazil, Egypt, India, Indonesia, Kenya, and Pakistan
- Increase in cataloging in the Electronic Cataloging in Publication Program (ECIP) by seven percent, to 59,650 completed bibliographic records including 15,576 for e-books.

¹ The 1,029,553 nonprint items include those cataloged in ABA and in the Collections and Services Directorate. The ABA Directorate supported cataloging of all print and nonprint items through policy, training, and standards development. The ABA Directorate is responsible for the nonprint cataloging target in the Library Services Management Plan.

Building the National Collection

Develop the collection

The ABA Directorate worked closely with the Collection Development Office and the Library's recommending officers to develop the national collection both by improving the permanent collections of the Library of Congress and by ensuring that materials received but not selected for the permanent collections were diverted to appropriate workstreams. Two fulltime selection librarians in the U.S. Arts, Sciences, and Humanities Division (USASH), with part-time assistance from six others in ABA, reviewed 143,250 books—an increase of 24 percent over the previous year's monograph copyright receipts--and 150,876 printed serial items transferred from the U.S. Copyright Office—an increase of 47 percent in print serial receipts—as well as 109,000 books submitted to the Library in compliance with Cataloging in Publication (CIP) and Electronic Preassigned Control Number (EPCN) program requirements. They selected those materials that were suitable for retention in the Library's permanent collections—72,299 monographs from the Copyright Office, 292,984 serial issues, and 121,750 monographs received in the CIP and PCN programs. Materials that were not selected for the Library's permanent collections were forwarded to other workstreams in ABA. The monographs and serials received through copyright and CIP represent the current creative output of U.S. authors, researchers, and scientists and have historical importance, as they document the daily lives and culture of the American people. By selecting these titles, ABA helped build strong collections in all subject areas.

As part of the Collection Development Office (CDO) plan to develop and update Approval Plan Guidelines, staff in the African, Latin American, and Western European, Asian and Middle Eastern, Germanic and Slavic, and US/Anglo divisions worked with CDO, reference staff, and area specialists to review and update numerous approval plans for the GENPAC and Law acquisitions funds. Approval plans are agreements with vendors to purchase titles that meet a Library-supplied collecting profile; the Library has the right to approve or disapprove the chosen titles. Approval plans offer substantial price discounts compared to ordering titles one by one.

The USASH Division provided collaborative management for the eDeposit Program, which is the framework for the Library to demand digital resources through copyright mandatory deposit. A section head in USASH served as the Library Services program manager, working with the U.S. Copyright Office to promote regulatory changes, build upon special relief agreements with publishers, and identify desired works needed for the collection. The Library Services program manager focused on two areas: engaging with the major scholarly serials publishers to gauge their interest in Special Relief Agreements and reaching out in various fora to identify the medium-to-small-sized publishers from which the Copyright Acquisitions Division should demand e-serials. Intellect Ltd. was one example of a publisher participating in Special Relief Agreements this year. The Library Services program manager continued to chair the e-Deposit e-Books Working Group, working toward instituting a regulatory change which would allow the demand of online-only e-Books via Copyright mandatory deposit. He also contributed to the Library's responses to the comments submitted by the Recording Industry Association of America on the Copyright Office's Notice of Intent to expand eDeposit to include sound recordings. Additionally, tasks for developing the business requirements for eDeposit eBooks and digital sound recordings continued along with progress on identifying content for demand.

In December, the eDeposit Sound Recordings Working Group completed its business requirements for all parts of the workflow with the exception of providing access for users. Oversight and guidance by Library Services to the eDeposit Program were temporarily suspended when this manager was detailed to the National Transportation Library (Department of Transportation) in July.

An ABA section head continued to document and expand the Recommended Formats Statement for materials deposited through copyright. In an indication of the Statement's growing international importance, he met with a representative of the National Library of Russia to discuss the Statement and potential changes and improvements and made conference presentations about the Statement. He also served on The Keepers Network and contributed to its plan of action for preserving digital publications, *Ensuring the Future of the Digital Scholarly Record*. The Librarian of Congress formally endorsed the plan on Apr. 18, 2017.

Staff throughout ABA worked creatively to fill gaps in the collections, by working with exchange partners and vendors to claim missing serial issues, reviewing monograph duplicate lists, and developing fruitful relationships with donors and vendors. Staff used their special language skills and personal contacts to build collections. For instance, the Germanic and Slavic Division initiated the purchase of Greek and Bulgarian LGBT materials, building on acquisition of Bulgarian LGBT materials the previous year. As a result, the Library received five Bulgarian monographs about LGBT rights, ephemera from Pride in Greece (approximately 30 items), and several issues of a Greek LGBT magazine. The US/Anglo Division (USAN) purchased, at Sotheby's New York auction, the Alexander Hamilton and Schuyler family letters many of which were previously unpublished and held by descendants of the family for over 200 years. The popularity of the recent musical *Hamilton* and surging interest in Hamilton's role as a founder and first Treasurer of the U.S. attracted significant public and media attention to the auction. The potential costs required USAN to seek a unique approach to acquiring the items of interest when hammer prices were anticipated to be in six to seven figures, and such cash liquidity and credit extended to auction agents were beyond most agents' offering. The Library successfully bid on nearly all letters sought, although the auction surpassed prices for the George Washington Papers. The entire Hamilton Papers acquisition was digitized and made available online before the end of fiscal 2017.

The Smithsonian's National Museum of African American History and Culture and the Library of Congress jointly acquired an album of 44 rare photographs, including a previously unrecorded portrait of abolitionist and Underground Railroad conductor Harriet Tubman and the only known photograph of John Willis Menard, the first African-American man elected to the U.S. Congress. The US Monographs Section of USAN coordinated this acquisition. The joint acquisition was the first of its kind, according to the U.S. Government Accountability Office, and was heralded as an interagency collaboration to keep historical sources available to the public.

Acquire designated materials

Employ the most cost-effective modes of acquisition to acquire materials in all formats

The 1,192,287 collection items acquired by the ABA Directorate—essentially the same level as the 1,154,434 acquired in fiscal 2016—greatly strengthened the general, law, area studies, and special-format collections that are important to researchers and the Congress. To accomplish this,

the ABA production divisions—African, Latin American, and Western European (ALAWE); Asian and Middle Eastern (ASME); Germanic and Slavic (GS); Overseas Operations (OVOP); US/Anglo; U.S. Arts, Sciences, and Humanities (USASH); and U.S. Programs, Law, and Literature (USPRLL)—used all methods of acquisition, enhanced by staff’s own knowledge of languages, other cultures, and global publishing trends.

The Library of Congress employs several methods of acquisition that do not require purchases: Copyright transfer; Cataloging in Publication; exchange, gift, and transfer from other government agencies. The USASH and USPRLL divisions acquire, select, and process print materials forwarded to the Library by the U.S. Copyright Office as well as most books submitted by publishers as part of Cataloging in Publication (CIP) or Electronic Preassigned Card Number (EPCN) program requirements. Items added to the Library collections that were received through the U.S. Copyright Office or CIP and International Standard Serial Number (ISSN) programs totaled 433,691, an increase of 17.4 percent over 369,425 in fiscal 2016. The rise was due mainly to a sharp and unanticipated increase in items forwarded from Copyright—58 percent more serials and 23 percent more books. The 433,691 items added to the collection included 18,957 fully processed e-serials. A total of 79,346 electronic serial issues were obtained through eDeposit, representing an increase of 574 percent over the 19,334 electronic issues received the previous year; but most such receipts remained to be processed at year’s end.

The number of books received in compliance with CIP and EPCN program requirements also increased, to 109,000 from 101,458 the previous year. The CIP program provides cataloging, according to best practices, in advance of publication for books judged most likely to be widely acquired by American libraries. Its sister program for Electronic Preassigned Control Numbers provides an “LCCN” number for books that are self-publisher or ineligible for CIP. Publishers who request CIP or EPCN cataloging are asked to send ABA a copy of their books upon publication. This enables ABA to make any necessary corrections in the prepublication record and to acquire collection items. The retail value of the 109,000 CIP/EPCN receipts in fiscal 2017 was \$9.7 million, based on 2016 prices in the *Library and Book Trade Almanac*. Of the 109,000 print books, 49,451 were added to the Library’s permanent collections. The rest were appropriately diverted to ABA’s exchange, surplus, and additional service copy workflows.

The CIP E-Book Program has proven to be a significant new acquisitions initiative. Managed by the CIPDEWEY Section of USPRLL, with support from the Integrated Library System Program Office and the Office of the Chief Information Officer (OCIO), the program requires participating publishers to send to the Library any e-books for which the program has provided metadata. In fiscal 2017, the Library received 10,951 e-books through the CIP E-book Program, compared to only 2,367 in fiscal 2016; these are not included in the total 433,691 items acquired through Copyright, CIP, or ISSN. The dramatic increase was due to the program’s intensive efforts to attract publishers and the implementation of a new system for publishers to send the Library their e-books more easily.

This fiscal year 127 publishers joined the CIP E-book Program, bringing the total to 854. By year’s end, 204 of 500 high-priority publishers identified by the Collection Development Office had joined. On Nov. 17, 2016, the CIP E-book Project Team completed the *CIP E-book Access Business Requirements* report. The Associate Librarian for Library Services approved the report,

which was later shared with the Director of Technology Policy as a model for other e-book collections. Although on-site access to content received through the program is not yet available, the CIP E-Books Program is already a significant contribution to the management of digital content in the nation's libraries, which can share the cataloging produced in it.

Exchange is a cost-effective method of obtaining desired items for the Library's collections as well as sharing out-of-scope or excess materials with more than 4,000 other institutions throughout the world. Many exchange partners have had to abandon long-standing exchanges with the Library because of significant increases in postal rates in some countries and shrinking print runs for analog materials. For example, many Scandinavian, Baltic, and Central Germanic serials have gone digital-only, and cannot be acquired via purchase or exchange because the Library of Congress lacks a working repository with search and retrieve access. Despite such obstacles, ABA added 88,179 items to the Library collections via exchange in fiscal 2017. One third of new acquisitions from Southeast Europe and nearly 30 percent of ASME's new acquisitions were acquired by exchange or gift. Germanic and Slavic Division staff met personally with the Director of the National Library of Greece (NLG) and several members of the Center for Hellenic Studies at Harvard University, leading to the establishment of an exchange partnership with the National Library of Greece this year. By year's end the Library had already received 125 carefully selected monographs and a comprehensive list of freely available online journals from the NLG. A significant exchange was re-established with the Biblioteca Nacional Mariano Moreno, the national library of Argentina, following the visit of its new director to the Library of Congress in January. To optimize the benefit to the Library of its exchange partnerships, the ABA director tasked a new Exchange Acquisitions Working Group with reviewing all aspects of the current exchange acquisitions program and making recommendations about better methods for obtaining exchange material in the future.

The Library renewed its membership in the Elektronische Zeitschriftenbibliothek (EZB), a union catalog of electronic serials with 627 member institutions. This year the EZB added more than 4,400 new serial titles for a total of 92,000. In addition, approximately 112,000 aggregate listings were also available. Monthly statistics showed regular and steady usage of titles at the Library, especially in the areas of history, economics, political science, medicine, information technologies, and sociology. The Library's EZB titles can easily be found and accessed through the EZB link in EROC, the Library of Congress Electronic Resources Online Catalog.

Transfer of collections from other government agencies is also without direct cost to the Library. The U.S. Serials and Government Documents Section (USSGD) in USAN was responsible for the acquisition of materials obtained from Federal, State, City, Local, and Tribal governments within the U.S. In fiscal 2017, USSGD received 34,138 items for retention in the Library's collections, a 57 percent increase over the 21,736 in fiscal 2016. The merger of the US Government Documents Section and the US Serials and Microforms Section this year helped staff to clear existing backlogs of unprocessed government documents, permitting this increase.

Unsolicited gifts were also a source of new collection items. In fiscal 2017, ABA processed 20,897 such items. In total, ABA acquired 110,597 new collection items through exchange, gift, or government transfer, 5.5 percent fewer than the 117,086 items acquired by these methods the previous year.

Purchase acquisitions were often the sole means of acquiring designated materials for the Library. The ABA Directorate expended a total of \$23.9 million for collections in fiscal 2017, compared to \$26.5 million in fiscal 2016 and \$22.5 million in fiscal 2015. This year, ABA expended \$19.2 million using the Library's GENPAC (General Purchase/Acquisitions and Cataloging) fund, under which most acquisitions for the Library collections are made, and \$3.37 million using the LAW fund under which acquisitions for the Law Library of Congress are made. Appropriated smaller funds and gifts funds accounted for \$1.33 million in expenditures. This year the Library, beginning with the ALAWE Division, began to use approval plan funds to purchase maps; all divisions that cover foreign acquisitions will incorporate maps into their approval plans in the coming year.

In fiscal 2017, ABA purchased 647,999 items, a decrease of less than three percent compared to the 667,923 items purchased in fiscal 2016. This number does not include approximately 120,000 items purchased in the final week of the fiscal year. In coordination with the Library's custodial divisions, Office of General Counsel, Office of the Chief Financial Officer, ILS Program Office, and Office of the Chief Information Officer, during the final week of the fiscal year the ABA Acquisitions Fiscal Office (AFS) and a team led by US/Anglo obligated \$5,732,280.08, chiefly in end-of-year reprogrammed appropriated funds, to make 46 purchases of rare or long-desired items for the collections held in Library Services, and an additional \$135,225.00 to purchase seven items wanted by the Law Library of Congress. Negotiated prices were reduced by \$1,401,922.46 through the collaborative efforts of ABA, Collections & Services, and Law Library staff. The 53 end-of-year purchases included 18 purchased online databases for \$700,000; 309 rare issues of early American newspapers such as *Tree of Liberty* and *The Democratic Press*; 239 microfilm reels from the former Yugoslavia; the manuscript *Mesoamerica: The Codex Quetzalecatzin*, a traditional Aztec cartographic history from 1593; *Billy Strayhorn Jazz Archive*; a Biblical scroll sheet of Exodus, from the 10th-11th century C.E.; and four rare legal manuscripts.²

The Library's six overseas offices in Cairo, Egypt; Islamabad, Pakistan; Jakarta, Indonesia; Nairobi, Kenya; New Delhi, India; and Rio de Janeiro, Brazil, are a unique resource providing collection building, cataloging, and preservation services for materials from regions where the publishing and book trades are not well developed. The six offices acquired 185,987 items for the Library of Congress collections, compared to 198,267 in fiscal 2016. This decrease was planned, reflecting efforts by the offices to collect with greater focus on scholarly and congressional interests. It also reflected political and social unrest in many countries. For instance, all acquisitions trips within Pakistan, except for local travel within Islamabad, had to be cancelled because of security concerns. Nevertheless, the Islamabad Office provided 21,868 items from Afghanistan, Iran, and Pakistan for the Library's collections. Special collections purchased this year include 23 posters from Pakistan purchased for the Prints and Photographs Division. The posters were mainly about the Sufi saints (people); tombs of saints (places) and culture of Pakistan. The Islamabad Office also acquired Pakistani comic books and graphic novels, adding greatly to resources for understanding the country's popular culture. The Islamabad Office added 70 items in a continuing pilot project to collect born-digital working papers and other monographic works for the Library's research collections. The Office

² These purchases will be reported in acquisitions statistics for fiscal 2018 although they were purchased with fiscal 2017 funds.

continued to contribute to the *Bibliography of Asian Studies*, enabling indexing of 110 scanned issues from Pakistani serials, and created 103 digital tables of contents of selected monographs to link with online bibliographic records. For the Law Library, the Cairo Office acquired 1,085 monograph and 3,669 serial pieces, including a complete set of the updated legal code from Lebanon, and several new codes from Algeria.

The Nairobi Office initiated an arrangement whereby a diaspora Somali publisher utilizes its in-country network to collect new publications of research value to be sent to the Office. Approximately 200 such Somali publications were received in 2017. This initiative was a major step forward in enhancing the Library of Congress's collections for Somali studies, after more than twenty years when the only Somali publications that could be acquired were newspapers. African newspapers continued as a significant collection focus, with 17,793 newspaper and national gazette issues received and checked in for the Library's collections. In addition, more than 500 electronic news clippings from Kenya and 304 electronic copies of the *Namibia National Gazette* were sent to the Congressional Research Service, Federal Research Division, and Law Library.

E-resources accounted for more than half of the Library's serials expenditures for the general collections, as 1,307 databases and 1,420 e-serial subscriptions for the general collections cost \$3.45 million from GENPAC, while \$3 million from GENPAC was expended on print subscriptions. However, the amount spent on Law Library subscriptions has not yet shifted to e-resources. More than one million dollars from the LAW fund was spent on print subscriptions and \$216,404 on e-subscriptions.

By the end of the fiscal year, USAN and the Office of the General Counsel (OGC) finalized a Library of Congress Model License Agreement for use by ABA's acquisitions staff when purchasing electronic resources. The license effort was led by USAN, and supported by CDO and OGC. The development of a model license was a target in the Library's Digital Collecting Plan, under Strategic Objective 3, which states, "Develop and implement a standard electronic resources license agreement." The Library of Congress Model License Agreement was identified as a key item needed by LC staff to successfully negotiate and purchase digital content. USAN and OGC planned to share the new Library of Congress Model License Agreement with ABA staff in October 2017 and to present a training session in its use to before the end of calendar year 2017.

The Africa Section of ALAWE continued its collaboration with the Council of American Overseas Research Centers (CAORC) to purchase hard-to-acquire monographs and serials from areas of West Africa that present challenges to most approval plan vendors in terms of traveling to those nations. In coordination with the West African Research Association (WARA) and the West African Resource Center (WARC), since 2011 CAORC has acquired titles for the Library from eleven countries: Benin, Burkina Faso, Ivory Coast, Gambia, Guinea Conakry, Mali, Niger, Chad, Senegal, Sierra Leone, and Togo. In fiscal 2017, CAORC acquired 4,321 items. The 4,321 items represented a decrease of 16 percent from the 5,153 supplied in fiscal 2016, but they included hundreds of law publications on targeted lists developed with the Law Library of Congress, and were accompanied by MARC-compatible initial bibliographic data. At the request of the African and Middle East Division, ALAWE's Africa Section began circulating quarterly accessions lists of all collection items acquired under the CAORC contract. The five-

year contract with CAORC ended in September 2017 and supplied 26,552 items for the Library's collections. A new contract was competitively awarded, again to CAORC, at the start of fiscal 2018. The new contract added a twelfth country, the Central African Republic, to CAORC's coverage scope. The Library's Africana collections also were strengthened by the Library's approval plan vendor for France, which provided 489 items published in France, pertaining to West Africa.

Ensure that materials that are out of scope for the Library's collections are appropriately offered to authorized exchange partners and eligible libraries

The Library's six overseas offices obtained 325,638 items on a cost-recovery basis for more than 100 libraries that participated in the Cooperative Acquisitions Programs. This represented an increase of more than eleven percent over the 293,075 items acquired for CAP participants the previous year. Of special note, the Rio de Janeiro Office acquired 87 biomedical serial titles for the National Library of Medicine (NLM). Brazil is well known for its advances in such areas as tropical medicine, dentistry, plastic surgery, phyto-medicine and antibiotics research, making these acquisitions of unusual interest.

In exchange for materials sent to the Library, exchange partners receive quota credits that allow them to select from an inventory of available books. The web-based Duplicate Materials Exchange Program in the ABA Acquisitions Fiscal and Support Office (AFS) allowed exchange partners to place orders online; for partners without Internet capabilities, other ABA sections managed the exchanges. This year, ABA offered 30,481 items on exchange, in addition to 152,490 items published and shipped to the Library's official (foreign government) exchange partners by the U.S. Government Publishing Office and 1,100 digital items shipped to partners in the International Exchange Service, administered within the US/Anglo Division.

The Surplus Books Program in AFS distributed 79,156 excess items to congressional offices, educational institutions, charities, and libraries in the U.S. This represented a decrease of 12.6 percent from the 90,560 surplus books distributed in fiscal 2016 and chiefly reflects the National Library of Medicine's decision in December 2016 to cease receiving print materials through Surplus Books. The 39,757 items selected by congressional offices, about half of all books distributed through the program, often helped stock libraries in congressional districts.

The successful Additional Service Copies (ASC) Program completed its third year of full implementation in fiscal 2017 as 117,438 un-needed second copies were prepared for distribution to two international charitable organizations, Books for Africa and Bridge to Asia. Of these, approximately 28,000 were second copies received through CIP/PCN workflows or from the Copyright Office, with the rest being withdrawn from the Library's collections.

Many items received in ABA turn out to be unsuitable for institutional or library use. In 2017 more than 616,000 such items were forwarded to the General Services Administration (GSA) for disposal, a sharp decrease from the 990,497 items forwarded to GSA the previous year, indicative of tightened policies for accepting transfers from other government agencies.

Stewardship of the National Collection

Collection storage

The US/Anglo Division saw the renovation of two storage areas this year: the USAN Secure Storage Area in room LMG35, James Madison Memorial Building, and the new vault on Deck B of the Thomas Jefferson Building. Staff in USAN managed the transition to the renovated USAN Secure Storage Area that provides temporary storage and collection security for permanent collection materials for USAN and for partners throughout the Library. The new secure storage features layers of security for Gold-level material with a plan for the occasional need to secure Platinum-level material. The collections are housed briefly to assess acquisitions received from mail delivery and fine art shipments until custodial transfer to the permanent collections is arranged. The vault on Jefferson Deck B was enlarged and new security levels and measures were put in place there.

Additionally, USAN monitored and managed collection receipts and temporary storage conditions for special collections arriving for all ABA divisions via a special mailing address. Packages received via this process were screened using a specialized protocol to maintain the condition of rare and unique collection materials that might be damaged by conventional shipping and mail screening methods.

Divisions that did not have their own vaults protected high-value acquisitions by locking them in division office safes until they could be formally transferred to the custody of the custodial divisions via a Memorandum of Receipt, signed and dated by a representative of the ABA division and the receiving division. Transfer and receipt to custodial divisions of valuable incoming collections were also documented via email, on the Library Services shared server and with a notation in the Library of Congress Integrated Library System (LC ILS) purchase order indicating the date the item was transferred to another division.

Collection security

In fiscal 2017, ABA provided inventory control to 527,568 new collection items, compared to 591,854 in fiscal 2016. The directorate created a total of 849,626 inventory records (holdings and item records) in the LC ILS. Library technicians in Washington applied security targets and/or Library ownership marks to 200,808 incoming print items and 1,985 reels of microfilm. The overseas offices also provided ownership marks and security targets. In a massive overtime project, the USASH Division brought 292,984 serial issues under inventory control, including many issues that had remained unprocessed at the end of the previous fiscal year.

In addition, many of the 506,539 updates to bibliographic records that ABA reported this year were stimulated by the move of items to offsite storage. The ASME Division in particular accepted several large transfers of partially processed material that the Asian Division and the African & Middle Eastern Division found as a result of their ongoing efforts to find unprocessed materials in stack areas. The discovery of these items was part of the process to move some segments of the collections to off-site storage. Each item was checked in the Library of Congress Online Catalog for bibliographic metadata. If the metadata were lacking or in error, the material was returned to ABA for correction. This long-time “hidden workload” continued to grow as more offsite storage became available for use by custodial units for their collections.

Preservation and collections-support service

Since 2004, one of the Library's subscription vendors in Mexico has sent ALAWE copies on CD-ROM of all the e-serial issues acquired under this e-journal subscription service, to serve as a backup archive. Until 2017, ALAWE safely stored the CD-ROMs, waiting for the staff resources necessary in the Preservation Directorate to archive the copies before they could be transferred to custodial divisions. Late in fiscal 2017, ALAWE joined with the Preservation Reformatting Division in a special initiative to "dark archive" all of the data contained in the CD-ROMs acquired to date and to update and ensure the survival of the corresponding metadata.

The USAN Canada and Oceania Section started the South Pacific Islands Web Archiving Project in January 2017. The twenty South Pacific island countries are recognized as very vulnerable to the effects of climate change, political unrest/upheavals, and shortages of funding and technological knowledge and equipment. The Library cannot rely on any of these islands preserving their own documentation, either in print or online. The South Pacific Islands Web Archive Collection will assist the South Pacific countries in preserving their political, economic, social, and cultural patrimony, and will ensure that the Library and the Congress have perpetual access to key governmental documentation and data emanating from these twenty countries. The project will also supplement or complement the print materials from the South Pacific Islands that the Library currently acquires, and will greatly improve the quality and quantity of government or agency documentation from the South Pacific Islands.

Web archiving was also a high priority in the overseas offices. The Rio de Janeiro Office added to its collection of *Brazil Cordel Literature Online*, preserving 34 blogs and sites since its inception in 2011. The Islamabad Office preserved 22 web sites harvested to cover the presidential election in Iran held on May 19, 2017.

The New Delhi and Jakarta overseas offices reformatted 2,264,386 pages of newspapers, periodicals and gazettes and produced 2,572 master microfilm negatives, 2,243 positives, and 2,211 printing negatives. These offices provided microform and digital reformatting services for all overseas offices and some other government agencies. For instance, the Jakarta Preservation Section digitally reformatted nineteen titles for a USAID Clearinghouse Project. The Nairobi overseas office collated and shipped approximately 590,000 newspaper pages to the Library, the New Delhi Office, and the Center for Research Libraries (Cooperative Africana Materials Project) for preservation microfilming.

Creating, Managing, and Distributing National Collection Metadata

Produce metadata for Library use

In fiscal 2017, ABA cataloged 301,619 new works on 288,062 new bibliographic records, including 1,395 archival records for the National Union Catalog of Manuscript Collections. The number of bibliographic records was more than one third higher than in fiscal 2016, when ABA cataloged 251,946 items on 214,845 new bibliographic records. In fiscal 2017 the ABA Directorate achieved its highest level of cataloging production since the directorate was formed in October 2008 by merging the former Acquisitions and Cataloging directorates. Several factors contributed to this success, in addition to the usual staff sharing arrangements and details: Many of the 45 staff who were hired in fiscal 2016 had gained enough experience that reviewing time could be reduced, freeing reviewers to produce their own cataloging. Additionally, most divisions began assigning some original descriptive cataloging to technicians, as specified in

their position descriptions, after they received training provided by the Cooperative and Instructional Programs Division (COIN) and USASH. Two generous overtime opportunities, from March through May and from June through mid-August, supported high production in all categories of ABA's work. Contracts funded core-level cataloging of 735 U.S. publications in technology and thousands of publications in foreign languages. Finally, several workplace flexibilities and special projects enabled staff to concentrate on increasing their production. For example, compensatory time was authorized for several intensive cataloging projects, and the ECIP Episodic Telework Project enabled teleworkers to spend a full day each week processing ECIP electronic manuscripts.

Original cataloging, the category of most interest to other libraries that depend on the Library for much of their cataloging data, accounted for 179,946 records, 24 percent more than the production of 145,138 the previous year. Of the 288,062 completed records, copy cataloging accounted for 81,807, compared to 69,707 in fiscal 2016. More than 58 percent of ABA's copy cataloging--47,879 records--was for foreign publications as divisions handling these materials sought cataloging efficiencies; forty percent of ASME's completed bibliographic records were copy-cataloged. The cataloging metadata that ABA produced are available everywhere in the Library of Congress Catalog on the World Wide Web and are distributed via the Library's Cataloging Distribution Service and bibliographic utilities for the benefit of the entire library community.

The directorate improved the Library of Congress catalog in several important ways this year. Staff produced 72,991 new name authority records to support searching with standardized search terms, an increase of three percent from the 70,852 created in fiscal 2016. An additional 74,639 name authority records were modified, generally by adding cross-references—nine percent more than the 68,330 modified in fiscal 2016. The directorate added 3,716 new authorized Library of Congress Subject Headings or genre-form terms, compared to 3,084 in fiscal 2016.

The continued expansion of cataloging in the Library's overseas offices helped the directorate maintain its high production levels. By year's end, all six overseas offices had been declared independent for cataloging. In future they will send their materials to the Library in shelf-ready condition—with fiscal processing, cataloging, and shelf preparation completed. Their independence will free valuable staff resources in the ABA divisions on Capitol Hill, which will no longer have to review the offices' catalog records; and will move the materials into the Library's collection storage areas much more quickly.

Effectively purchase or license metadata to ensure availability of metadata for all languages, subjects, and formats in the collection

The USPRLL Division continued to use publisher-supplied metadata to enhance bibliographic records and provide additional access points for users to retrieve information. These publisher-supplied metadata are freely available to the Library. The CIP Program continued to use ONIX metadata provided by publishers, when available; however, the quantity of titles submitted with ONIX metadata decreased by 24 percent from the previous year, and only 7,089 ECIP titles were processed using ONIX metadata. The CIP/DEWEY program manager and the chief of USPRLL undertook extensive efforts to increase the supply of available ONIX data, including outreach to publishers and work on new internal processes that hopefully would bear fruit the following year.

The CIP Program began a collaboration with Harvard University Library to implement Harvard's Online Author Questionnaire (OAQ), a web application that automates the way publishers gather author data prior to publication of a title and then enables libraries to use that information to create and update name authority metadata. As an ECIP Cataloging Partnership Program member institution, Harvard University Library is working with Harvard University Press (HUP), a CIP publisher, to implement OAQ in its cataloging of forthcoming HUP titles, and as part of the pilot, HUP will add links to OAQ in the applications for CIP data. In late September 2017, Harvard University Library created the first NACO name authority record for a CIP title using data from an OAQ author questionnaire. The CIP program planned to expand the pilot to several other ECIP Cataloging Partnership Program members in the next fiscal year.

The ALAWE Division purchased bibliographic records from its vendors for Italy, France, and Spain, including 4,495 records from its Italian book vendor and 1,625 from its vendor for Argentina. The records accompanied materials purchased in shelf-ready condition with most physical processing completed. ALAWE also had a similar agreement with its vendor for Spain. After a successful test project in fiscal 2017, ALAWE decided to purchase cataloging and shelf-ready services from its primary French vendor in fiscal 2018. The ASME Division purchased cataloging for some Chinese and Japanese materials and some metadata in spreadsheet form that was then loaded into the Library's ILS for Korean titles.

The ABA Directorate licensed metadata from Serials Solutions, Inc., to provide access to most of its electronic resources represented in the Electronic Resources Management System, the technical processing layer of the Electronic Resources Online Catalog that is managed primarily by USAN with the ILS Program Office. The Library licensed 1,269,102 bibliographic and holdings records for the ERMS, while ABA staff provided additional bibliographic and inventory metadata and resource records for trial subscriptions.

*Contribute to the production of metadata for use outside the Library
Maintain and participate in cooperative cataloging programs*

The Children's and Young Adults' Cataloging (CYAC) Program, managed in the USPRLL Literature Section, is one of the Library's oldest programs and one of the few that focus specifically on the needs of school and public libraries, an important constituency for the Library and members of Congress. In fiscal 2017, USPRLL revitalized the program by hiring a new section head and two new catalogers for the Literature Section. This year 3,385 new titles received CYAC subject headings, an increase of 19 percent over the 2,856 that received CYAC cataloging in fiscal 2016. Efforts also continued on the automation of a file of decisions made about CYAC policies and procedures, some dating back to the 1970s.

The CIP Program advanced in several ways in fiscal 2017, improving the quality and quantity of metadata for titles most likely to be acquired by the nation's 115,000 libraries. The total number of ECIP galleys cataloged by the Library and its ECIP Cataloging Partner institutions increased by 7 percent, to 59,650 compared to 55,807 the previous fiscal year. This includes 15,576 e-book records generated from print applications, which saw a 29 percent increase from the previous fiscal year. The ECIP Cataloging Partners collectively cataloged 7,505 titles in fiscal 2017, for a slight decrease of 180 titles from the fiscal 2016 production of 7,685 titles.

New ECIP publisher accounts totaled 47 this fiscal year, bringing the grand total to 5,470 imprints that included all major trade houses, university, medical and scientific presses in the U.S., and a number of the multinational publishing houses.

There was a notable increase in the quantity of CIP e-books received this fiscal year--10,951 compared to 2,478 in fiscal 2016. This marked increase resulted primarily from actions by Nova Science Publishers and Lerner Books to submit their complete e-book back files to the CIP Program, even if no e-book metadata had been created. Because the CIP Program received these e-books without corresponding bibliographic records, the e-book work on hand at the end of fiscal 2017 was significantly higher than for fiscal 2016. As of September 2017, there remained 8,368 CIP e-books in the Library's Content Transfer Service (CTS), as compared to the 281 in fiscal 2016. During overtime offered in fiscal 2017, a CIP program specialist created bibliographic records for all the e-book titles received from John Wiley & Sons in fiscal 2015 and 2016 that lacked them. The number of e-books accepted, verified, and moved to the "dark archive" in fiscal 2017 was 2,697, an increase of 14 percent from the 2,367 in fiscal 2016.

Throughput time for CIP data production is measured from the date the application is submitted in the Traffic Manager and when the CIP data are returned to the publisher. The average number of calendar days for completing ECIPs was 57.5 days, 12.2 days slower than last year's throughput time of 45.6 days. The average number of calendar days for completing juvenile literature ECIPs was 89, compared to 43.4 the previous year. Several steps were taken this fiscal year to address the delays in processing and the growing backlog of ECIPs. These include approval of an ECIP Episodic Telework day for the period from May through September 2017, award of a contract for \$100,000 to process older ECIPs, and formation of an ECIP Backlog Working Group to develop recommendations to reduce the backlog.

The Law Section of USPRLL launched the Quarterly Legal Cataloging Discussion Forum. The first forum on March 1, 2017, had participants from local law school libraries as well as the USAN Division Rare Materials Section, Law Library of Congress, and Policy and Standards Division. The second quarterly forum on May 3 attracted colleagues outside of metropolitan Washington, including representatives from Harvard Law Library, Columbia University Law Library, and New York University Law Library. Representatives from the SACO Law Funnel Liaison of the American Association of Law Libraries participated via skype. At the third forum on Sept. 14, the University of California Berkeley participated via skype and the Finnegan Law Firm participated via telephone. At year's end the American Association of Law Libraries was considering how it could assist in expanding the reach of the series to its members.

The Cooperative and Instructional Programs Division (COIN) provided the secretariat for the Program for Cooperative Cataloging (PCC), an international consortium of institutions that catalog to mutually agreed standards and provide standards and training. In fiscal 2017, the PCC grew to include 995 institutional members at year's end compared to 959 the previous year. The four components of the PCC were the Monographic Bibliographic Record Program (BIBCO), Cooperative Program for Serials Cataloging (CONSER), Name Authority Cooperative Program (NACO), and Subject Authority Cooperative Program (SACO). BIBCO institutions contributed 76,327 monographic records in fiscal 2017, a dramatic 34 percent increase over the 57,003 records reported in fiscal 2016. CONSER institutions contributed 15,049 bibliographic records

in 2017, a 14 percent decrease from the number reported the previous year. The number of CONSER maintenance transactions also declined to 22,121, a decrease of 4 percent from the previous year. NACO contributions showed variability this year. Although new name authority records totaled 202,930, an increase of 2 percent over the previous year, changed name authority records totaled only 118,283, a decrease of almost 42 percent. New and changed NACO series authority records fell to 9,213 and 5,101 respectively, representing decreases of six percent and seven percent from last year. In SACO, contributions of new subject authority records totaled 1,711, a decrease of less than one percent from fiscal 2016, while changed subject records totaled 566, a 21 percent increase. New Library of Congress Classification numbers totaled 346, a 60 percent increase, and changed classification numbers totaled 73, an increase of 356 percent. Continuing the trend of the past several years, new NACO authority records exceeded Library of Congress contributions by 186 percent, or 131,922 records, in fiscal 2017.

Professional training continued to be a major focus of the PCC, as PCC trainers conducted 28 live webinars and two face-to-face workshops, providing training to 425 participants in the four programs. Two series of online NACO Training Workshops were provided by the PCC Secretariat, in January and September 2017, to accommodate the 36 new NACO members and provide refresher training for existing members. One workshop included supplementary sessions customized for Chinese/Japanese/Korean script (CJK) NACO Funnel participants. The PCC Secretariat also arranged for PCC trainers to conduct a “face-to-face” NACO Training Workshop at the U.S. Army Heritage and Education Center and in-person RDA training at the Universidad Nacional Autónoma de México. The BIBCO and CONSER programs relied exclusively on online webinars to conduct their training sessions. Finally, participants in the two subgroups of the PCC BIBFRAME Task Group received training in Linked Data Basics from a PCC member via an online webinar hosted by the PCC Secretariat.

In cooperative standards development, two COIN staff members participated on both the PCC URI Task Group and the PCC BIBFRAME Task Group, which mapped the CONSER Standard Record and BIBCO Standard Record to BIBFRAME 2.0. With participation by COIN staff, the PCC Task Group on Identity Management, Standing Committee on Standards, and Standing Committee on Training released revised the *BIBCO Standard Record*, *CONSER Standard Record*, *PCC Guidelines for Creating Records in Multiple Character Sets*, *Provider-Neutral E-Resource MARC Record Guide* and three NACO FAQ lists; and issued *NACO Training Module 6a (Describing Series)*, a condensed version of the full NACO series training.

Staff in ASME’s Northeast Asia Section continued to update and maintain the CJK Compatibility Database. This included updates and maintenance to the Korean Online Romanization Dictionary. The section provided NACO reviewers for both Japanese and Korean language headings proposed by outside libraries.

The National Union Catalog of Manuscript Collections (NUCMC) provides archival cataloging in OCLC for manuscript repositories that do not have the resources to do their own cataloging, thus exposing “hidden collections” to the American public. Supported by less than 1.5 full-time equivalent staff in the COIN Division and the USPRLL Literature Section, the NUCMC program this year created 1,395 archival records, fully supported by authority work, and accessioned 677 collections from 27 repositories in 17 states and the District of Columbia. The NUCMC

production represented an increase of eleven percent over the previous year's production. NUCMC continued to provide the Senate Historical Office and the House Office of Art and Archives with copies of bibliographic records describing new or improved access to papers of Members of Congress. The program also continued its HBCU Project that catalogs archival material held at Historically Black Colleges and Universities in the U.S.

Participate in international networks

The Dewey Program supported libraries worldwide by assigning Dewey Decimal Classification (DDC) numbers to 115,748 titles in fiscal 2017, a decrease of six percent from 123,367 the previous year. The AutoDewey software, which automatically assigns the DDC number from Library of Congress Classification through use of a correlation tool, was expanded to include coverage of sports biographies. The USPRLL Division continued to provide support to the Dewey Editorial Team of OCLC, as it updated data for WebDewey 2.0 and assisted translation partners in completing the Spanish translation of DDC Edition 22. The Library's Dewey classifiers and the Dewey Editorial Team prepared 31 exhibits for discussion at the international Dewey Editorial Policy Committee Meeting 140, which the Library hosted on June 12-13, 2017.

The Policy and Standards Division continue to contribute to the Virtual International Authority File (VIAF) and provided maintenance and quality assurance to the name authority records contributed monthly to the VIAF as needed. The VIAF permits users to retrieve authority data in the languages and scripts they prefer and to compare authorized terms in various libraries throughout the world.

The U.S. ISSN Center in USPRLL continued to provide service to the nation's publishers by assigning ISSN to 5,195 new publications, a decrease of twelve percent from the previous year's 5,893, as the Center took on more physical preparation work and fewer newspapers and comic books were processed in the Serial and Government Publications Division. Forty-four percent of the assignments were made to online resources, essentially the same level as in previous years, indicating that the ratio of print to e-serials may have stabilized.

There was a continued decline in the percentage of ISSN assignments made at the pre-publication stage; only eleven percent of the total ISSNs assigned was to pre-publication titles, compared to seventeen percent in fiscal 2016. The U.S. ISSN Center implemented the ISSN International Centre's *[sic]* stated policy of not assigning prepublication ISSN to online scholarly open access publications. The U.S. Center tried to restrict ISSN assignment to only those publishers who have a demonstrated need for a prepublication ISSN, since prepublication assignments essentially require double work.

The initiative to develop a consolidated traffic manager for both ISSN and ECIP was discontinued at the end of fiscal 2016, and a new ISSN application form was developed this year. The new one-page ISSN application form contains all essential publisher-supplied information and has been mapped to the MARC Format to become an initial bibliographic control in the LC ILS and a draft record to be edited and augmented with ISSN elements in OCLC WorldCat. The new form would be implemented early in fiscal 2018 after staff training.

Work resumed on a project to provide records for ISSN that have been allocated to the U.S. ISSN Center since its inception in 1972 but are still listed as unassigned in the central ISSN

Register in Paris, France, largely because for many decades the ISSN Register in Paris was unable to accept prepublication records. At the end of the fiscal year, 4,026 ISSN had been identified of the original project total of 13,733.

The U.S. ISSN Center completed the Independent Voices Project, which began in fiscal 2015 and encompasses digitized versions of alternative press titles from the 1950s through the 1970s. The Center also assigned ISSN to key publications from the International Federation of Film Archives indexing project. The project to assign ISSN to Institute of Electrical and Electronics Engineers (IEEE) conference proceedings became part of ongoing ISSN work, and a project that began in September 2017 to assign ISSN to requests from ABES (Agence bibliographique de l'enseignement supérieur, the French union catalog of higher educational institutions) will be part of regular ISSN workflows in fiscal 2018.

Contribute to metadata standards

Develop and maintain content standards for library metadata

The Policy and Standards Division (PSD) develops and disseminates policy for various components of bibliographic, authority, and inventory control of all bibliographic materials for the Library of Congress; it produces documentation covering such policy and any workflow aspects. *Library of Congress Subject Headings (LCSH)*, *Library of Congress Classification (LCC)*, *Library of Congress Genre/Form Terms for Library and Archival Materials (LCGFT)*, *Library of Congress Medium of Performance Thesaurus for Music (LCMPT)*, and *Library of Congress Demographic Group Terms (LCDGT)* and their by-products are developed and maintained in PSD. The Division provides training, information, guidance, and advice regarding cataloging and related matters to other units of the Library, Program for Cooperative Cataloging (PCC) participants, bibliographic utilities, and other libraries and interested parties nationally and internationally. PSD also provides overall management and general quality control of the Library of Congress Online Catalog in consultation with the director for ABA, the Integrated Library System Program Office, and the Business Enterprises Directorate that together manage the distribution of records to bibliographic utilities and other subscribers to the Library's MARC Distribution Services. In fiscal 2017 PSD staff contributed significantly to the Library's leadership and national library roles.

Product development for the two subscription databases, *Classification Web* and *Cataloger's Desktop*, continued in PSD. *Classification Web* maintained a steady level of subscriptions with 2,482 accounts at the end of fiscal 2017. Updates to the user interface included a redesign of all modules, the public version of *Classification Web*, the internal version (*LCCOnline*) and the customer management module (CMS) that give greater resources to account managers as well as a more modern appearance and functionality.

Cataloger's Desktop is a web-based subscription service that provides cataloging and metadata documentation, incorporating more than 300 resources, multi-language interfaces, up-to-date searching and navigation and quarterly updates. Extensive free online learning aids and practical tips are also provided. Work on *Cataloger's Desktop* during fiscal 2017 focused on enhancing search capabilities, implementing an alert service, and enhancing *Desktop's* interoperability with *Classification Web*. The emphasis was on enhancing search functionality, tying classification-

related resources to descriptive and subject cataloging resources, and making catalogers aware of changes in cataloging documentation resources.

Many members of ABA contributed to the development of *RDA: Resource Description & Access*, the cataloging instructions that have been implemented by the PCC and most Anglo-heritage libraries. The director for ABA served on the RDA Board, which sets strategic direction for RDA. A PSD policy specialist was the Library of Congress representative to the RDA Steering Committee (RSC, formerly called the Joint Steering Committee for Development of RDA (JSC)). Another served as RSC Examples Editor and was a member of the RSC Places and RSC Translations working groups; this year she also served on the 3R Project “core team” working on the design and structure of the revised *Toolkit* along with the RSC chair, RSC secretary, and the publisher. Several Library staff served on the RSC Music Working Group at some point during the year. Indicative of the heavy workload of RDA development, the *RDA Toolkit* and *Cataloger’s Desktop* releases during fiscal 2017 included 129 changed, new, or deleted Library of Congress-Program for Cooperative Cataloging Policy Statements developed by PSD staff in conjunction with the PCC Standing Committee on Standards. Another PSD policy specialist presented a workshop, conducted in Spanish, on RDA and BIBFRAME, as well as introductory presentations on LCDGT and LCGFT, at the Universidad de San Luis Potosí in San Luis Potosí, México, in March.

In 2014 and again in early 2016, the Library of Congress was asked to change the LC subject heading **Illegal aliens** to **Undocumented immigrants**. The proposal was not accepted in 2014. When the Library was asked in 2016, PSD cataloging policy specialists again examined the ways that illegal activities and objects are represented in LCSH. The 2016 examination initially led ABA to propose that the heading **Aliens** be changed to **Noncitizens** and the heading **Illegal aliens** become two headings: **Noncitizens** and **Unauthorized immigration**. Other headings that include the word *aliens* or the phrase *illegal aliens* (e.g., **Church work with aliens**; **Children of illegal aliens**) would be changed accordingly. As a result of public feedback obtained through a formal survey and consultation of additional scholarly and popular resources, however, policy specialists changed the proposed replacement heading **Unauthorized immigration** to **Illegal immigration**.

The decision to cancel the heading **Illegal aliens** is responsive to concerns that that phrase is offensive to some residents of the U.S., and is supported by the general policy to avoid objectionable headings in LCSH. The proposed replacement heading **Illegal immigration** labels the act, not the people, as illegal, while retaining that terminology. In December 2016, the subject policy specialists wrote a paper supporting and explaining that decision; the paper was forwarded to the Librarian of Congress. Final disposition of the proposals is expected to be announced in fiscal 2018.

These proposals have generated interest in the Congress. The fiscal 2017 House Legislative Branch Appropriations Act (H.R. 5325) report included the following instruction: *To the extent practicable, the Committee instructs the Library to maintain certain subject headings that reflect terminology used in title 8, United States Code.* The terms “illegal” and “alien” are frequently used together in title 8.

The development of LCC for Indigenous law in North America was completed this year, with the KI schedule (Law of indigenous peoples in general) released in the first quarter and the KIL (Indigenous Law: Mexico) schedule in January. New schedules for Indigenous law of Central America (KIM-KIP) were drafted and ready for final editing at year's end: KIM (El Salvador), KIN (Guatemala), KIN (Honduras), and KIP (Nicaragua).

The PSD law classification specialist continued work with staff of the Law Library on the online Indigenous Law Portal, a component of the Law Library's Guide to Law online, a cooperative effort of ABA and the Law Library. According to the LC WebMetrics, the Portal had 11,433 page views in the first quarter of 2017 alone, with 414 downloads of KI + classifications and Indian constitutions. The Portal was visited 6,680 times, with users in the U.S. and Canada having the highest number of visits, 4,945.

PSD continued to collaborate with the Art Libraries Society of North America (ARLIS-NA) to develop genre/form terms (LCGFT) in the discipline of art. The project was almost finished, and the terms would be approved early in fiscal 2018. The companion LCDGT is intended to describe the creators of, and contributors to, resources, and also the intended audience of resources began to be tested in a production environment, including proposals for terms that were needed in new cataloging.

Following a series of International Organization for Standardization (ISO) votes that remove the clause in the 2007 edition of the ISSN standard that states ISSN are assigned free of charge, ISO Working Group 5 began its systematic revision of the standard, ISO3297. The U.S. ISSN Center in the USPRLL Division participated in discussions of creating a new ISSN to identify serial "families" (a meta-ISSN); determining ISSN policy for digital editions (assigning different ISSN to different digital formats); aligning mandatory ISSN metadata with ONIX and other standards; dealing with ISSN as both a product identifier and a content identifier; equipping ISSN to function in a linked data environment; and assessing current rules for when to assign a new ISSN to changed titles. The revision work was expected to take approximately three years.

The ISSN International Centre publicized plans to free some data from the subscription paywall, a first step in making ISSN more useful in the linked data environment. The U.S. ISSN Center Director helped to publicize PRESSoo, the serials model and ontology that was endorsed as an International Federation of Library Associations and Institutions (IFLA) standard.

Develop and maintain carrier standards for library metadata to enable collection discovery

The Network Development & MARC Standards Office (NDMSO) in the ABA Directorate is the focal point for technical standards, linked data exploration, and related planning in Library Services. In fiscal 2017, NDMSO continued development of the Bibliographic Framework model and vocabulary to replace MARC 21 as a cataloging metadata standard in order to reap the benefits of newer technology, particularly data linking. The Library built on the work and tools developed in the BIBFRAME pilot in fiscal 2016 to begin a new BIBFRAME 2.0 Pilot that enabled input of native BIBFRAME descriptions by 65 catalogers starting in June 2017. The second pilot offered a much better simulation of an actual cataloging workflow than the first pilot did. Participants cataloged using both the existing MARC-based LC ILS and the BIBFRAME Editor, creating their BIBFRAME descriptions first. Use of the BIBFRAME Editor

will provide the designers with valuable feedback on the new approach to creating bibliographic metadata. The second pilot would continue until June 2018.

A BIBFRAME Profile Editor, which was needed to make the BIBFRAME Editor flexible for use with different formats of material, was used with the BFE to support the BIBFRAME 2.0 Pilot. In BIBFRAME 2.0, nine separate profiles are in use: monographs, serials, rare materials, notated music, cartographic resources, BluRay DVD audio visual resources, 35 mm audio visual resources, sound recording resources, and print and photographic resources.

This year NDMSO continued upgrading servers and systems to handle new traffic loads anticipated for linked data resolution, label lookup, and other services related to the BIBFRAME project and the Linked Data Service, LDS/ID. An upgrade to the MarkLogic datastore server software to Version 8 with a semantic module was installed and moved to production. This upgrade included native handling of Resource Description Framework (RDF) triples in the database as well as security updates. This effort will continue into fiscal 2018 as load-balancing front end servers are added and the systems are tuned. The staging server for LDS/ID was also upgraded and expanded to support the BIBFRAME 2.0 Pilot, and 16 vocabularies were added that allowed pilot participants to choose authority terms from dropdown lists in the BIBFRAME Editor.

Outreach to the community about BIBFRAME continued via listservs and conference presentations. The BIBFRAME model, vocabulary, and other tools were made available for download on the software sharing site, GitHub, to encourage experimentation with BIBFRAME by the library community. At the 2017 conference of the Committee on Research Materials on Southeast Asia (CORMOSEA), the ASME chief gave a presentation on BIBFRAME and the Library's efforts to address the need for bibliographic data in the original script for the languages of interest to CORMOSEA members.

At the request of the COIN division chief, each of the divisions involved in the BIBFRAME Pilot set up informal groups to work through issues together.

The Library of Congress Linked Data Service (LDS/ID) provides a web service interface for developers—whether local or external to the Library of Congress—to interact programmatically with data values commonly found in standards promulgated by the Library, including LCSH and the LC Name Authority File of nine million records. In fiscal 2017, NDMSO's major upgrade of LDS/ID's computing infrastructure improved the performance of LDS/ID application and significantly reduced service time-out errors for end users. NDMSO replaced the front end web server with a new virtual server with upgraded software and hardware, and as a result increased caching from 30 percent of requests to 70 percent, which improved reliability and reduced errors. Work began to upgrade the pre-processing environment to improve the processes for data transformation, conversion, ingestion and export. This effort will continue in the next year.

The Library of Congress is a member of the World Wide Web Consortium (W3C), the group responsible for Web standards. The Network Development and MARC Standards Office in ABA provided the membership representation, coordinated the Library's participation, and kept a broad group of Library staff informed of activities and documents via internal web sites. The

Library of Congress representative reported on 27 new W3C standards (“Recommendations”) published during fiscal 2017, as well as 30 Candidate and Proposed Recommendations, and several new activities; informed Library staff about W3C workshops that occurred during the year; and appointed Library staff to W3C activities. Via the internal web site, NDMSO staff solicited review of ballots, proposed activities, and draft charters for new W3C activities. Staff maintained contacts among W3C members from the library community in an effort to increase awareness of library community needs within these organizations.

NDMSO continued as the maintenance agency working with the international PREMIS Editorial Committee to develop that international standard for preservation metadata in digital preservation systems. NDMSO staff and a consultant helped the PREMIS Editorial Committee plan the ninth PREMIS Implementation Fair, held in Kyoto, Japan, in September 2017, in conjunction with the International Conference on the Preservation of Digital Objects (iPres2017), including a half-day tutorial. A PREMIS Data Dictionary subgroup began research and testing to reformat the data dictionary to facilitate future use and maintenance.

The Encoded Archival Description (EAD) schema is used throughout the Library and nationally and internationally as the standard XML format for archival finding aids. The standard is jointly maintained by the Society of American Archivists and NDMSO. In fiscal 2017, NDMSO staff continued maintaining the Library of Congress EAD markup manual for tagging finding aids using the Oxygen XML editor, as well as a WordPerfect/Word-to-EAD conversion document, and made them freely available to Library staff online and to users outside the Library on request.

The following technical metadata standards are used extensively in the library community. They most commonly serve as extension schema within the Metadata Object Description Standard (METS), but can also exist as standalone specifications in other digital library metadata formats. In fiscal 2017, NDMSO served as the maintenance agency for: ALTO (Analyzed Layout and Text Object), an XML schema that details technical metadata for describing the layout and content of physical text resources; MIX (Metadata for Images in XML); TextMD, an XML schema for a set of technical data elements required to convey technical information for text material comparable to the MIX schema for image material; and audioMD and videoMD.

Manage metadata

Develop ways to increase use of metadata

CIP Program staff continued to work with their colleagues in the ILS Program Office and the Office of the Chief Information Officer in the continued development of workflows to ingest new e-book content from the nation's most significant publishers for the Library's permanent collections.

The CIP Program enhanced records through the inclusion of publisher provided summaries, subject terms and annotations for children's literature, and tables of contents within 36,996 bibliographic records for newly published U.S. titles this year. The overseas offices also included digital tables of contents in 812 catalog records, and the USPRLL Law Section created 3,292, bringing total catalog enhancements to more than 41,000. On Sept. 5, 2017, the CIP Program announced that publishers would now be required to submit summaries of titles when

they submit applications for ECIP cataloging. This change should increase the number of publisher-provided summaries added to the Library's catalog in future years.

The USAN Rare Materials Section regularly reported incunabula holdings and copy-specific information to the editors of the *Incunabula Short-Title Catalogue* (ISTC) and *Gesamtkatalog der Wiegendrucke* (GW). In August, GW began linking directly from its database to Library of Congress catalog records.

Migrate, remediate, and enhance metadata to improve intellectual control and access

The Collections and Loan Management Division (CALM) and the Binding and Collections Care Division (BCCD) routinely sent materials that had descriptive cataloging, shelving, end-stage processing, and inventory problems to ABA for resolution. Problem resolution was carried out by PSD staff until May, when the ABA divisions that were originally responsible for the cataloging took on this additional task, as a means of improving staff accountability for metadata quality. In August, staff in COIN and PSD began a statistical analysis of errors in authority records, to discover what types of errors were consistently occurring and what kind of training might be needed in the coming year to address them.

An ABA cataloging policy specialist served on an ad hoc group charged with migrating metadata for Library of Congress holdings from legacy systems into the LC ILS. The work involves analysis of source data (MARC data, non-MARC data, spreadsheet data, etc.), conversion to MARC when necessary, clean-up of relevant data, boilerplate additions of specified data (including local data), set-up to create holdings and item records, etc. In this fiscal year, the group migrated files for the American Folklife Center, the Prints & Photographs Division, the Music Division, and the Asian Division. In total, more than 290,000 records were loaded to the LC ILS as part of the Legacy Metadata Conversion Project.

Staff in ABA updated or corrected 506,539 bibliographic records in fiscal 2017 to align them with contemporary standards of terminology or cataloging practice. The work was done chiefly in the PSD Data Integrity Section. The section also assisted with the processing of classification, shelving, editing LCSH heading proposals, and compiling the tentative subject heading and classification lists; and processed error reports from cooperative cataloging partners, resolved complex authority disambiguation cases, and reviewed the work of new NACO members.

The China Section of ASME worked with the PCC and a USASH supervisor to romanize Taiwanese geographic names in the LC Name Authority File in a consistent and up-to-date manner. The library community had adopted the pinyin romanization for Chinese in the 1990s, but Taiwan had retained the older Wade-Giles system. By 2016, the community of East Asian libraries in the U.S. requested that the Library of Congress lead the way in converting romanized place names from Taiwan to pinyin. The project was completed this fiscal year.

The ASME Middle East Section continued work on creating metadata for Old Persian lithographed books and for manuscripts from Afghanistan and India. These items are to be digitized one by one for inclusion in the World Digital Library. Provision of metadata for each item is part of the digitization workstream.

USAN began the conversion of several card catalogs located in the Rare and Special Collections Division (RBSCD) to the Library of Congress Online Catalog to provide access to rare materials held at the Library of Congress to researchers across the world. There has not been a concerted effort to verify that all items in RBSCD card catalogs are represented by online records in the LC ILS. A RECON Project group was organized with representation from Collections & Services, RBSCD, PSD, ILSPD, and USAN. The group created a Request for Information (RFI) for the USAN/RBSCD Retrospective Cataloging Conversion Project, prior to creating a Statement of Work (SOW) for a contract. Working with OCGM, the group organized a vendor site visit on Sept. 26 for the RFI that was posted on FedBizOps. At year's end the SOW was being finalized.

Sharing the National Collection

Provide access to the collection

Several staff in ABA provided reference services in the Young Readers' Center, Rare Book and Special Collections Division, and Manuscript Division during the year. A part-time detail to the Motion Picture, Broadcasting, and Recorded Sound Division enabled a USASH cataloger to select World War I songs for Project One, and to upgrade legacy catalog records for early broadcasts and recordings.

Share collection knowledge

NDMSO continued to support the Internet activities of Library Services through assistance to offices and individual webmasters in the service unit: providing web metrics, maintaining web databases and online forms, offering design and usability assistance, and acting as webmaster for several key Library program areas.

The retirement of RealMedia Player in fiscal 2016 left many Library of Congress webcasts unconverted. Staff in NDMSO worked in fiscal 2017 to locate, convert and reestablish these videos on the Library's web site. This activity continued into the next fiscal year.

As the Library upgraded its infrastructure, the RS7 (the main server housing the Library's public web site) was retired and sites were moved to a new server. In the process, hundreds of symbolic links were converted into static index.html files, creating a large maintenance issue for Library Services. NDMSO spent significant time locating and correcting the issue and communicating with webmasters throughout the Library.

The web site *Experiencing War: Stories from the Veterans History Project*, which features selected stories taken from the thousands contributed to the Library's Veterans History Project (VHP) in various media (video, audio and written), was developed by NDMSO as part of its digital standards program of implementation of new and emerging standards. There were four releases this year: *World War I: Echoes of the Great War*, released in three separate parts; and *PTSD: A Lasting Impact of War*.

The Music Division and Web Services requested the retirement of the *Performing Arts Encyclopedia* (PAE) as most of its content was moved to Project One. NDMSO staff worked to create an archive area for the site, so that it could still be accessed, and converted the site to the new Performing Arts Databases site. Eight searchable databases remained in the PAE framework until they could be converted in later years:

- Chasanoff/Elozua "Amazing Grace" Collection

- It's Showtime! Sheet Music from Stage and Screen
- Jazz on the Screen: A Jazz and Blue Filmography by David Meeker
- Show Music on Record (based on the book by Jack Raymond)
- Silent Feature Film Database
- Tap Dance in America
- Traditional Music & Spoken Word Catalog
- U.S. ISMN Public Archive

As part of the general conversion of the Library's web assets into Project One (P1), NDMSO converted the Librarians and Archivists Audience Page. The Standards portal and the sites for the Library's presence at American Library Association conferences were moved into the new site. The site was advertised on the Library's blog and featured on the Library's home page.

NDMSO staff worked throughout the fiscal year to design and maintain materials hosted by Poet Laureate Juan Felipe Herrera. For his second term, a new interactive site was created called "The Technicolor Adventures of Catalina Neon" <read.gov/catalinaneon> for the interactive children's book that he created with artist Juana Medina, using input from 2nd and 3rd graders throughout the country. NDMSO staff built the site which includes a submission form, and a book with an online page-turner application.

NDMSO took over full maintenance of the John F. Kluge Center for Scholars web site this year.

The Library Services Intranet site provided access to more than 500 web pages pertaining to Library Services activities. New and updated documentation and forms on transit fare subsidies, detail opportunities, informative program videos, and other similar content were added to the site and continually updated and modified, often on very short notice. NDMSO created a new site for Telework and moved the existing FutureBridge site into WordPress.

Several ALAWE sections assisted in the development and distribution of the 71st volume of the *Handbook of Latin American Studies (HLAS)*. The *HLAS*, which is edited in the Hispanic Division, is the world's preeminent annotated bibliography on Latin America. Scores of scholars contribute to each volume of *HLAS*, has been produced annually under the auspices of the Library of Congress since 1934. ALAWE acquired quality research materials for *HLAS*, cataloged those materials promptly, and distributed copies of the new volume to 92 exchange partners in Europe, Japan, and Latin America.

Staff of USAN were consulted for their collection knowledge in advance of a special exhibit in Thailand honoring the 200 years of relations between Thailand and the U.S. The Interpretive Programs Office senior registrar met with USAN staff and the Jakarta field director to discuss selections meeting State Department requests, collaborations with the Smithsonian Institution and the National Archives and Records Administration, and logistical concerns.

The USAN Division hosted a presentation of 19th-century teaching tools from the RBSCD collections to 50 members of the Teaching with Primary Sources Consortium; presented the Juvenile National Calendar (1824) in its digitized and analog forms to 5th- and 6th- grade students from the Maret School during their visit to the Young Readers' Center; gave an illustrated lecture on early American children's books to the Wednesday Morning Group, Bethesda, Md.;

participated in the May 11th Library of Congress Archives Forum “Personal Connections to the Library of Congress”; prepared an exhibit of materials from the RBSCD Kipling collections; and later suggested related material for the Library’s teacher training institute.

The chiefs of ALAWE and COIN continued to lead the *LC’s Digital Future and You!* series of lectures for Library staff and external colleagues about digital collections, processing, and usage. A notable session was devoted to “The Library and Social Media.” A new librarian in the Germanic and Slavic Division worked collaboratively with the head of the European Reading Room to successfully organize a book presentation by the Serbian-American film producer Milena Trobozic Garfield, held in February. In ALAWE, an Africa Section librarian and his section head collaborated with the African and Middle East Division in sponsoring a documentary film screening on the life and work of Ousmane Sembène, considered the father of African cinema. The staff of the Africa Section worked with the Library’s West African vendor to fill gaps in the Library’s film collections. A section head served on the steering committee of the Library’s Archives Forum, where she conceived the program theme for September, “For Your Eyes, Maybe: Collection Restrictions at the Library of Congress.” The coordinator for Library Services’ Librarians-in-Residence Pilot Program was also an ABA section head. Other ABA members worked on agile displays, volunteered for the National Book Festival, and contributed to sharing the Library’s collections in countless other ways.

Enabling Infrastructure

Align organizational structure and staff resources with strategic priorities

In July 2016, the director for ABA announced intentions to merge PSD and COIN, two divisions that carry out related and often overlapping tasks, with a shared focus on standards, cataloging policy and documentation, training, and interaction with the internal and external cataloging communities. This fiscal year, work continued to refine the merger proposal. Many staff participated in the development of workflows for current processes that will supplement the reorganization package at the time it is submitted. The director also announced plans to establish a new unit that would combine the Acquisitions Fiscal and Support Office with the Washington staff of the Overseas Operations Division, since both concentrate on fiscal operations.

The US/Anglo Division merged its Government Documents Section and U.S. Serials and Microforms Section to form the U.S. Serials & Government Documents Section. The merger ensured that every staff member had a permanent supervisor and that functions were not duplicated in more than one section.

The COIN Division continued its central role in providing professional training for Library Services. The division filled 1,304 classroom training slots compared to only 857 the previous year, an increase of more than 50 percent. Library Services staff occupied 1,182 of the 1,304 training slots, with the remainder taken by other service units. Instructors in COIN taught 312 unique staff from all Library Services directorates. In addition, 102 Library Services staff attended training courses offered outside the Library, bringing the total number of service unit staff who received professional training in the classroom to one-third. When online classes are considered, the percentage of staff who received professional training was far higher. The ABA Directorate was the largest consumer of COIN courses, taking 601 seats in the classes. The three COIN instructors developed 25 new courses and refreshers and revised thirteen others,

as two new instructors had backgrounds that permitted them to develop courses for digital materials, cataloging, and reference service. The instructors spent 1,345 hours in course development time for non-web and web classes, more than double the 575 hours spent the previous year.

Other divisions in ABA also provided professional training. COIN staff joined forces with NDMSO and PSD to design and develop BIBFRAME training materials for the 65 participants in the LC BIBFRAME 2.0 pilot.

In cooperation with Daniel N. Joudrey of the Simmons College School of Library and Information Science, a PSD policy specialist continued to develop free online training in LCSH. The training was developed primarily to meet internal training needs of the Library of Congress, but it was also made freely available through the Cataloger's Learning Workshop (CLW) on the Library's web site as a service to the library community. Training units were divided into two or more modules, each consisting of a lecture and one or more exercises or quizzes. Fifty modules, representing over thirteen hours of instructional time, were mounted on the CLW by September 2017; additional modules will be added as they are completed.

A PSD cataloging policy specialist worked with ALAWE and ASME to develop a training plan for full shelf-ready cataloging by the overseas offices. The USAN Division provided extensive training to detailees from other ABA divisions on acquisitions work in the ERMS and on other ERMS processing, in order to mainstream ERMS work in all the production divisions. The USAN and USASH divisions each offered career enhancement or learning opportunities for technicians to learn or observe librarians' work. The USPRLL Division shifted some descriptive cataloging of ECIPs to technicians, freeing librarians' time for more complex cataloging. The training that was developed in fiscal 2017 would be in demand again in 2018, as ABA was authorized to fill more than 25 positions this year.

In the second half of the fiscal year, ABA's Staff Skills Survey database was modified to allow for updating to remove staff no longer at the Library, add new personnel, and update data for remaining staff updated. The revised Staff Skills Database was tested in late fiscal 2017 by supervisors and managers, for input by all ABA staff in fiscal 2018. After the database is brought up to date, ABA managers will consider where and how staff resources might be balanced with current workload across the directorate.

Create and maintain infrastructure to meet strategic priorities

Fiscal 2017 marked the ninth year since the former Acquisitions and Cataloging directorates merged to form ABA in October 2008. The final component of the reorganization was the multiyear renovation of ABA work spaces to upgrade staff cubicles, allow space for acquisitions and cataloging tasks in the same sections, and improve ergonomics. With the renovation of spaces for COIN, NDMSO, USAN Rare Materials Section, USASH, and USPRLL this year, the ABA space renovation was essentially complete.

The overseas offices continued to improve their technical infrastructure and align their management practices with those in ABA-Washington. At the end of July, the director for ABA convened a week-long field directors' conference on Capitol Hill that included discussion of shared concerns and a presentation about the overseas offices for the Library's recommending

officers. At this conference the ABA director and the chiefs of ASME and ALAWE discussed how the offices should proceed to attain complete cataloging independence, a goal that was achieved in all offices by the end of the fiscal year. In 2017, ABA rotated three field directors to various overseas offices. The field director of the Rio Office reached the end of her tour of duty and requested reassignment to Capitol Hill. As the outgoing Rio field director returned to LC-Washington, in September the former Islamabad field director rotated to become the Rio field director, and the New Delhi deputy field director was detailed as interim field director of the Islamabad Office. The resulting vacancy for a deputy field director for the New Delhi office would be filled early in fiscal 2018. The rotation of field directors ensured that ABA met Dept. of State requirements for full supervision in the offices. Toward the end of the fiscal year, an information technology specialist was reassigned from the Automation Planning and Liaison Office to the Office of the Director for ABA, to ensure that ABA had an automated operations coordinator for the overseas offices.

Fiscal 2017 saw improvements to the new Overseas Field Office Replacement System (OFORS), which had been installed in all overseas offices by the end of fiscal 2015. OFORS replaces numerous siloed, outdated systems with a single system that supports initial bibliographic control, ordering, payment functions, order fulfillment, binding functions, and inventory control for the Library and for Cooperative Acquisitions Program participants. The OFORS system, a customization of an off-the-shelf integrated library system, meets up-to-date information technology security requirements and enforces the separation of duties that is the basis of accountability in library acquisitions. The New Delhi overseas office continued to serve as headquarters for OFORS testing, involving seven system upgrades during the year. Since the system vendor had not yet delivered the desired functionalities, local staff in all offices created ad hoc functionality to the binding and shipping modules.

The Authorization to Operate (ATO) for OFORS was due to expire on Aug. 25, 2017. Therefore the Assessment and Authorization (A&A) process was initiated in the New Delhi Office in fiscal 2016 and continued through fiscal 2017. Under this process various OFORS related security controls were identified, and implementation statements were created and uploaded to Archer, the Library's IT security risk management software. Using these documents, security experts in Washington performed an audit of OFORS software and identified 3 high, 24 moderate, and 15 low security findings. The security findings were presented during the field directors' conference in July. Subsequently, the Deputy Chief Information Officer (DCIO) signed a new ATO for only six months because three high vulnerabilities had been identified, with the strict requirement that all high priority findings must be resolved during these six months. Later the backup OFORS Information System Security Officer (ISSO) in Washington created the plan of action and milestone (POAM) in Archer for each of the 42 findings. The primary ISSO in New Delhi instructed local system administrators in all the overseas offices in how to address the high priority findings. The three high priority findings were addressed in a timely manner before the expiration of the deadline.

The ECIP Traffic Manager, the system used to route and process both CIP and EPCN work, will be replaced on contract. The current ECIP Traffic Manager was developed in 2003 and is inadequate for the Library's current system and security infrastructures. After a previous contract was terminated for the government's convenience, a new contract was awarded in September 2017 with a period of performance through June 1, 2018. Using the ServiceNow

platform and Agile methodology, the contract will completely replace the Traffic Manager with new functionality and features that will improve the user experience and will reduce the amount of time required to process and track applications for CIP/EPCN metadata.

At the start of the fiscal year, the Office of the Chief Information Officer (OCIO) awarded a contract to build a PCC web-based directory system for the division to use with the PCC membership. A design document for the system had been completed the previous fiscal year. It was May 2017 before the contractor chosen to build the system started meeting with stakeholders in OCIO and COIN. Testing began two months later, and the directory was not finished by the close of the fiscal year.

Smaller contracts also supported the BIBFRAME development and some cataloging of backlogged materials. To augment NDMSO's staff resources for BIBFRAME, the directorate used four contracts for expertise in the use and installation of the MarkLogic platform, conversion of MARC data to BIBFRAME 2.0, work on migrating and reprogramming of LDS/ID to the MarkLogic 8 platform, and for BIBFRAME and PREMIS expertise.

The head of the US Monographs Section in USAN coordinated, planned, and provided initial web development to a joint DC3 (Digital Collections Coordinating Committee)/Technology Policy Directorate initiative that provided a single online resource for digital materials processing, project prioritization, and collaboration across the Library. The resulting "Confluence" web site was initially implemented in November 2016 and upgraded to the enterprise version a few months later. The software was utilized heavily throughout the Library this year. The same section, in concert with the Development Office and the office of the Associate Librarian for Library Services, began a pilot for donor relations management software as a tool (Raiser's Edge) to coordinate pertinent data and records associated with major gifts.

Perform budget planning and execution to achieve service-unit goals

The ABA director, his special assistant, the Acquisitions Fiscal and Support Office, and ABA's chiefs and administrative staff all were vigilant to ensure that the directorate met budgeting and planning requirements throughout the year, during which the Library operated under continuing resolutions from October through April.

As contracts played a larger role in ABA's mission, the workload of contract management also increased. The Library Services Budget Team turned over the role of contracting officer's representative (COR) for the FEDLINK task order for services from OCLC, Inc., to ABA in June 2016. The chief of USASH, as the new COR, worked intensively throughout fiscal 2017 to ensure that the service unit's needs for OCLC services were correctly identified, funded, and addressed. The Library's Contracting Officer's Representative (COR) and the Office of the Director for ABA worked with the Library Services budget team, the Office of Contracts and Grants Management, and the Office of General Counsel to ensure contract compliance and adequate funding for Phase Two of the OFORS contract. Three ABA supervisors qualified as CORs at Level 3, the most advanced level, enabling them to manage highly complex contracts.