

CARLA'S COLUMN



Thoughts on This Week's Unrest

Like many of you, I am disappointed and disturbed after the unrest on Jan. 6. We have the honor and privilege of working on Capitol Hill – the cornerstone of our democracy – as a bastion of knowledge and information to members of Congress and the public.

This was the first time the Capitol was breached since the War of 1812, when the British seized and burned the building, including the collection of the Library of Congress. To rebuild the Library, Thomas Jefferson sold his own collection to the federal government, which became the foundation of our institution.

Throughout history, the Capitol has been the scene of America's most stirring moments. On its steps, Abraham Lincoln appealed for the preservation of the Union; Franklin Roosevelt declared "the only thing we have to fear is fear itself"; and John F. Kennedy called the nation to service.

In the hallowed grounds of the Capitol, we have also honored the lives of prominent selfless Americans who lay in state under its

CARLA'S COLUMN, CONTINUED ON 7



Shawn Miller

Dr. Sandra Charles, the Library's chief medical officer, works from her office in the Health Services Division in December.

Health Services Division Fends Off a Deadly Disease

Over the past year, the division's small staff has worked tirelessly to keep the Library safe.

BY WENDI A. MALONEY

Joe Nadzady had been working in the Health Services Division for just a few weeks in October 2019 when, scrolling through online medical news, he read about a novel respiratory virus affecting Wuhan, China. At first, the Library's new emergency medical coordinator didn't think too much about it. But as more and more information appeared, Nadzady's attention deepened.

Within two months, credible sources were reporting sustained person-to-person transmission of the virus, thought to have originated in animals. Some saw similarities to the 2003 out-

break of SARS (severe acute respiratory syndrome), which eventually spread around the world. Nadzady became truly worried – he had treated SARS patients earlier in his career. Trained as a registered nurse and paramedic, he worked for decades in hospitals and trauma centers and in public-health emergency preparedness.

Nadzady went to his boss, Dr. Sandra Charles, the Library's chief medical officer, who supervises HSD. He discovered that she, too, had been reading about the mysterious and highly contagious virus now known to cause COVID-19. Charles was equally concerned

HSD, CONTINUED ON 6

DONATED TIME

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

Sharif Adenan
Craig Andrews
Lynette Brown
Sharron Jones
Marion Latta

William Mahannah
Paul Sayers
Terri Wandix
Eric Wolfson
Donna Williams

COVID-19 UPDATE

The Health Services Division (HSD) continues to monitor Library staff members with symptoms, clinical diagnoses or positive test results associated with COVID-19. On Dec. 17, the division announced that 12 employees reported symptoms of COVID-19 or confirmed cases in the previous week. On Jan. 7, the division announced 28 new reports of symptoms or cases since Dec. 17, including 13 positive COVID test results.

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

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

INAUGURATION DAY FEDERAL HOLIDAY

Inauguration Day, Jan. 20, is a federal holiday only for employees who work in the "Inauguration Day area," defined by law as the District of Columbia, Montgomery and Prince George's counties in Maryland; Arlington and Fairfax counties in Virginia; and the cities of Alexandria and Falls Church in Virginia. The city of Fairfax is considered to be part of Fairfax County for this purpose.

Eligible employees are entitled to federal holiday leave on Jan. 20. Eligible employees who are ordered to work within the Inauguration Day area on Jan. 20 are eligible for holiday premium pay.

Whether employees are entitled to federal holiday leave on Inauguration Day depends on their official worksite and, for teleworkers, their telework location.

Employees are entitled to the Inauguration Day holiday if their official worksite is in the Inauguration Day area and (a) they are scheduled to work at the official worksite on Inauguration Day or (b) they are scheduled to telework on Inauguration Day and

- They regularly commuted to their official worksite from their current telework location before the COVID-19 emergency, or
- Their current telework location is within a realistic commuting distance from the official worksite (generally, no more than 2.5 hours commuting time or 125 miles in distance). Therefore, distant teleworkers who are more than 2.5 hours or 125 miles from the Inauguration Day area are not entitled to the holiday.

Nor are employees entitled to the holiday if they are on official travel outside the Inauguration Day area on Jan. 20 or if their official worksite is not in the Inauguration Day area. This includes employees whose official worksites are in Culpeper, Virginia, or Fort Meade, Maryland.

Contact your timekeeper with questions.

GAZETTE LIBRARY OF CONGRESS

loc.gov/staff/gazette

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MISSION OF THE LIBRARY OF CONGRESS

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

ABOUT THE GAZETTE

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

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

GAZETTE WELCOMES LETTERS FROM STAFF

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

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GAZETTE DEADLINES

The deadline for editorial copy for the Jan. 22 Gazette is Wednesday, Jan. 13.

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

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

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

Library to Connect Virtually with New Congress

The 117th Congress convened this week, welcoming nearly 70 new members.

BY SARAH BOLIEK

In a typical election year, the Library hosts new members of Congress for orientation activities in November, followed by ceremonial events in the Jefferson and Madison buildings in January connected to congressional swearings-in. But the past year has been anything but typical. Given the COVID-19 pandemic, and the current closure of Library, new strategies are called for.

In the Library’s Congressional Relations Office (CRO), we are planning a vigorous outreach campaign to develop connections to new members and staff and introduce them to the resources and services that are available at the Library to assist them in performing their jobs.

For example, in lieu of the in-person meetings CRO usually seeks with each new office to outline the services the Library offers to congressional users and their constituents, CRO is planning a virtual “Library 101” briefing open to all members and congressional staff of the new 117th Congress. Structured to reach far more people than is permitted by in-person meetings, the briefing will be available to new staff in state and district offices for the first time.

Additionally, CRO is hoping to virtually connect the likely nine new senators (pending certification of Georgia runoff election results) and 60 new representatives with Librarian of Congress Carla Hayden early into their tenures so she can promote our resources and share how the Library can assist members with policy issues as well as services for their constituents.

Since the Library closed its doors in March in response to the pan-

dem, CRO has used several strategies to communicate to members and staff that, now more than ever, the Library is here to support Congress, congressional staff and constituents.

The Librarian and other Library staff, for example, have participated in virtual public events arranged by members of Congress with their constituents. These events have shared information on how the public can benefit from offerings on the families, Engage and teachers pages of loc.gov; how history buffs can contribute to the By the People project; and how music lovers can create their own content using Citizen DJ. The education-focused offerings have been especially popular, as teachers and parents around the country are looking for digital materials to incorporate into instructional plans.

In partnership with divisions across the Library, CRO has also created new digital presentations and virtual visits connecting members, staff and constituents with resources, collections and expertise throughout the Library. These digital offerings have expanded our reach far past Capitol Hill to staff and constituents across the country.

Congressional outreach in 2021 will continue to focus heavily on these digital services, and CRO will be working to expand and strengthen offerings in anticipation that virtual programming may be desired by congressional offices long after pandemic-related restrictions have lifted.

CRO welcomes new ideas for programming or services of interest to Congress and how to best communicate programming. Contact us at cro@loc.gov. ■

NEW WORKS ENTER PUBLIC DOMAIN



On Jan. 1, 2021, thousands of historical and cultural works from 1925 entered the public domain in the United States – meaning their copyright term has expired and anyone can now use them without having to secure permission. Newly free-to-use works include literary classics like “The Great Gatsby” and “Mrs. Dalloway”; music by Duke Ellington and the Gershwins; and motion pictures, including a comedy with a strikingly apt title for the current moment: “Lovers in Quarantine.” Learn more about copyright: [copyright.gov](https://www.loc.gov/copyright).

U.S. ISSN Center Launches Online Application

BY REGINA REYNOLDS

Have phone, will apply for ISSN! Late last fall, ISSN Uplink opened its virtual doors at the Library. It's the first online application system for those seeking international standard serial numbers (ISSN) from U.S. ISSN Center at the Library.

Part of a global network of more than 90 country-based ISSN centers, the U.S. center assigns ISSNs to serials and other continuing publications published in the U.S. – journals, magazines, databases, newsletters and certain web pages.

Now, instead of attaching an application form to an email, as has been the practice for many years, requesters can apply online using a web form or complete the application on a mobile device.

Day No. 1 was marked by a steady stream of ISSN applications, including one from Puerto Rico, a U.S. territory under the jurisdiction of the U.S. ISSN Center, and another from Texas for a publication written almost entirely in Telugu, a Dravidian language from India. ISSN Uplink includes a feature that converts data supplied on ISSN applications into draft catalog records, and the system was able to successfully incorporate the script used in the Telugu publication into a catalog record.

Esther Simpson Beauchamp, a longtime ISSN librarian commented, "I was really impressed at how smoothly Uplink worked on the very first day. It is going to save us so much time."

LIBRARY OF CONGRESS ISSN Uplink!

By the end of December, 267 ISSN applications had been received. Because applications can contain requests for multiple formats – online and print for the same title, for example – ISSNs for more than 300 separate formats were requested.

For applicants, the benefits of ISSN Uplink are many compared with the paper- and email-based application process it replaces. Publishers, database providers and users such as members of the online serials cataloging program of the Program for Cooperative Cataloging not only can apply online for ISSNs, but they can also create accounts that include team members, track the status of their applications, communicate with ISSN staff and view a history of all their applications, communications and ISSNs assigned.

For ISSN staff, the history that Uplink retains will enable them to provide better service to users during the ISSN assignment process and for future inquiries. The system also allows staff to edit communication templates as needed, track ISSN requests and send automated

reminders to applicants when published issues the Library wishes to collect are overdue.

Although the ISSN Uplink application process is electronic, ISSN librarians need to examine sample issues of print publications to determine whether they should be added to the Library's collections. In these cases, applicants can download a shipping label and packing slip to simplify sending print issues to the Library.

ISSN Uplink was created by members of the business analysis team in Library Services' Digital Services Directorate, aided by U.S. ISSN Center staff. Staff members used their deep experience with the existing workflow and their knowledge of the customer service aspects of ISSN work to provide input for each aspect of the system during the development process.

The Library's ISSN program started in 1972, so we are approaching our 50-year anniversary. What better early anniversary present than ISSN Uplink!

More information about ISSN Uplink and ISSN: page <https://loc.gov/issn> ■

OIG WOULD LIKE TO KNOW

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

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

2021 FEDERAL PAY RAISE

The Office of Personnel Management has updated 2021 federal salaries to incorporate a 1 percent increase in pay. There are no additional locality pay adjustments this year. The raise went into effect on Jan. 1.



Shawn Miller

Shannon Gorrell is senior clinical manager in the Health Services Division.

Tell us a little about your background.

I grew up mostly in San Diego but went to high school in Charlotte, North Carolina, and attended the University of North Carolina (UNC) at Chapel Hill, where I majored in biology and chemistry. I joined the Marine Corps after graduation and served on active duty as an intelligence officer for eight years, including a deployment in support of Operation Iraqi Freedom.

Afterward, I returned to UNC-Chapel Hill and completed a Bachelor of Science in nursing. During that time, I was activated by the Marine Corps and deployed to Afghanistan for Operation Enduring Freedom. Upon graduation in 2007, I moved to Washington, D.C., and worked in the emergency departments of Georgetown University Hospital and Bethesda Naval Hospital.

In 2014, I earned a Master of Science in nursing from George Washington University as a family nurse practitioner and started working for Medical Faculty Associates as an urgent care and primary care nurse practitioner in downtown Washington, D.C.

I was recalled back to active duty again in 2017 and spent three

years at the Pentagon developing intelligence strategy and policy for the Marine Corps.

What brought you to the Library, and what is your role?

I was excited to see the senior clinical manager job advertised – I saw it as a great opportunity to combine my leadership, policy and clinical experiences. I started in spring 2020 and supervise the clinical staff and operations of the Health Services Office under the direction of Dr. Sandra Charles, the Library's chief medical officer.

What have you been focusing on during the pandemic?

Since I was hired in the middle of the Library's pandemic response, I have been learning the ropes and trying to make sure we keep the Library a safe and healthy place for our employees. I am very proud of the great team we have in the Health Services Division and what we have been able to accomplish.

What do you enjoy doing outside work?

I currently command the Marine Corps Reserve detachment at the Marine Corps Intelligence Activity in Quantico, Virginia. When I am not fulfilling those responsibilities, I enjoy taking advantage of all the great indoor and outdoor activities D.C. has to offer, traveling and hanging out with my 10-year-old miniature Australian shepherd dog, Angie. Also, every year, my father and I raise money for the National Multiple Sclerosis Society by riding 100 miles in a cycling event in North Carolina.

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

In 2010, I was selected for a congressional fellowship through the Department of Defense. I worked in the office of Sen. Dianne Feinstein on defense and veterans' issues. It was a great opportunity to learn about Congress and the legislative branch. I was also fortunate to have access to and benefit from the great work that the Congressional Research Service does – it definitely made my job easier and more fulfilling! ■

Press Club Honors Communications Office Staffer



Deanna McCray James

Deanna McCray James, a public access officer in the Library's Communications Office, has received a 2020 Vivian Award from the National Press Club. Named after Vivian Vahlberg, the club's first woman president, the award honors outstanding volunteers.

A longtime National Press Club volunteer, McCray James was appointed in 2020 to serve on the club's Headliners Team, which decides on speakers for club events. She also participated during the year on a scholarship review committee and on the club's communicators team.

The National Press Club presented its 2020 awards virtually during a Dec. 18 ceremony. McCray James received a Vivian Award in 2017 for leading the club's events team that year. ■

BUILDING ACCESS

The C Street West doors are closed at the request of the U.S. Capitol Police to support its workforce during the pandemic. Staff should enter and exit Library buildings through the Independence Avenue doors or the Madison Building garage.

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even though, as far as anyone then knew, the virus remained contained within China's borders.

"Our antennas went up and stayed up," Charles said. "There are no illnesses anymore that are limited to any part of the globe."

But little did she or Nadzady suspect what those early reports would lead to – not only for HSD, but also for everyone else at the Library and throughout the world. "It's been both a year to remember and a year no one ever envisioned," Charles said.

For Charles and her staff, the experience has been one of intense focus and near-constant activity to help the Library community stay as safe and healthy as possible while staff continue to support the institution's mission during a history-making pandemic.

Born in Jamaica, Charles earned a degree in chemistry from the City University of New York and worked briefly as a lab technician to a perfumist before getting her M.D. from Howard University's medical school and completing a residency in internal medicine. She joined the Library's staff in 1988.

During normal times, on a typical day, Charles and her small staff juggle multiple duties: They treat Library employees for routine illnesses in HSD's Madison Building clinic, conduct health screenings, educate staff about healthy practices, address worker compensation claims and review requests for accommodations under the Americans with Disabilities Act.

At the start of 2019, HSD was understaffed. The previous year, the division's supervisory nurse practitioner died, and another nurse practitioner left the Library. The position of medical emergency response coordinator was on the books but had remained vacant for nearly a decade. Besides Charles, the staff consisted of a medical technician (Daisy Barrett), an office manager (Barbara Williams), an automation specialist (Shawn Barringer) and a work-

ers' compensation specialist.

By September 2019 – in what now looks like fortunate timing – Arlene Klauber, a recently retired nurse practitioner, had returned to HSD, and two new nurse practitioners, Katherine Boyle and Amanda Schmitt, had joined the staff, as had Nadzady.

As part of his job, Nadzady started monitoring medical news and participating in routine advisory calls organized by the Centers for Disease Control and Prevention (CDC), something Charles had done for several years as well.

Based on the trends emerging, Charles decided in early January 2020 that HSD needed to educate Library staff about the virus. She asked Nadzady to prepare a travel warning for the Gazette alerting overseas travelers to consult the CDC website to learn about symptoms and preventive measures. She also asked him to begin revising plans HSD had prepared to address earlier pandemics: H1N1 swine flu and Ebola.

When the first known U.S. cases of COVID-19 were reported in Washington State in January, Charles and Nadzady started conferring with Library leaders about the seriousness of the outbreak while continuing to inform staff about developments through the Gazette and the staff news email list. At that point, Nadzady also approached the Library's Security and Emergency Preparedness Directorate about establishing a working group to upgrade the Library's Pandemic Continuity of Operations Plan.

"By February, it was obvious that we needed to be very much aware and to start taking all precautions," Charles said. "I realized it was a force to be reckoned with."

Soon, the Library assembled a Pandemic Task Force that ultimately made a series of hard decisions as the pandemic worsened, including closing the Library to the public, canceling public events and, in March, introducing maximum telework.

By then, it was "all COVID, all the time" for HSD, Nadzady said. He continued reviewing medical news and guidance from the CDC, the World Health Organization (WHO), Johns Hopkins University, the University of Minnesota Center for Infectious Disease Research and Policy and elsewhere. He also monitored local conditions, reporting his findings to Charles, who was also reading voluminous information from the CDC, the WHO and the National Academies and developing guidance to protect the health and safety of Library staff.

The Pandemic Task Force met daily in the spring and sometimes on weekends, taking into account Charles' recommendations – she is a task force member. When the Library prepared its three-phase plan to gradually restore on-site Library operations, the guidance was translated by the Library's Operations Committee into concrete measures to protect staff: social distancing and mask wearing within Library buildings, enhanced cleaning of facilities and health self-assessments by staff prior to coming to the Library.

Throughout, the task force and HSD communicated with staff about the pandemic by email and through a special public-facing staff webpage for teleworkers who did not have off-site access to the Library's network. Transparency is key to achieving positive outcomes in public health, Charles said. "The more people understand what is going on, the more likely they are to comply with health guidance and to feel in control of their circumstances."

In the late spring, Shannon Gorrill joined the staff as senior clinical manager, just in time for the monumental task of starting to bring staff back into Library buildings safely.

On June 15, when phase one, part one, of operations restoration launched, about 200 staff members whose work requires their presence on-site returned to a reconfigured workplace. Even entering the Library was different.

HSD set up tables outside the Independence Avenue entrance and the garage entrance – the only two places staff could come into the Library. From 5:45 a.m. through late afternoon, HSD nurse practitioners and contractors took staff members' temperatures and questioned them about any potential COVID-19 symptoms.

Once cleared to enter, staff were reminded to follow health and safety measures, such as mask wearing and social distancing. As more staff have returned – the Library is now in phase two of operations restoration – these procedures remain in place.

Supervising check-in tables in the Madison Building is but one of the pandemic tasks assigned to HSD's nurse practitioners. Since March, they have also tracked reports of COVID exposure or symptoms among staff, most recently through a special email address staff can write to. The nurses inquire into details of symptoms or exposure and whether or when staff have last been in a Library building, communicating their evaluations so Library protocols, such as quarantine and cleaning of work spaces, can be implemented when necessary.

From March 13, when tracking began, to Dec. 31, 263 employees reported symptoms or exposure, and 57 tested positive.

On top of tracking, the nurse practitioners have also managed high-risk certification of hundreds of staff members – those at risk of severe illness from COVID-19 because of underlying health conditions can apply for workplace accommodations. And they organized the Library's seasonal flu clinic, administering shots to staff by appointment,

including at a drive-in location in the Jefferson Building's carriage entrance to ease social distancing.

Charles likens the enormity of HSD's undertakings to a battle. "I feel like that's what we have here, a war effort," she said.

Although she understood the seriousness of the pandemic early on, she underestimated its devastation. "I just did not think we would be talking about so many people dying or so many infections," Charles said. "I never envisioned that, not initially."

She is heartened by the arrival of vaccines and anticipates administering shots to staff should a vaccine be made available to the Library, as it was for the H1N1 pandemic.

In the meantime, she urges staff to stay vigilant, especially during the flu season. "Now more than ever, we need people to be increasingly diligent about proper mask wearing, frequent hand washing and social distancing," Charles said.

She also worries about the pandemic's toll on mental health. "This pandemic is not just an infectious disease, it is also becoming a mental health pandemic," she said.

Staff should care for themselves, she said, and seek help from a medical professional or the Library's Employee Assistance Program if they experience severe anxiety or depression. "Seeking assistance is vital."

As for HSD staff during this unprecedented year, Charles said she could not be prouder. "They have stepped up to the plate and just given their all," she said. "They have demonstrated both their caring and their competence – they've made it work, and it's not easy." ■

CARLA'S COLUMN, CONTINUED FROM 1

glorious rotunda, including civil rights pioneers Rosa Parks and Rep. John Lewis and war heroes like Sen. John McCain.

For generations, Americans have elected representatives and sent them to Washington to speak for their states and communities. Today, these representatives come from differing backgrounds in terms of race, gender, sexual preference and religion. Together, they exemplify the beautiful tapestry of the American people.

For 220 years, the Library of Congress has served the House of Representatives and the United States Senate with authoritative and nonpartisan information, resources and services. This mission allows us to connect to their constituents back home and share the nation's treasures. It allows them to see a photo of Lincoln on the Capitol steps, read George Washington's inaugural address and ensconce themselves within Thomas Jefferson's circular library.

I'm relieved to say that neither Jefferson's library nor any of our other collections or facilities on Capitol Hill were breached, and they remain secure. The police and other safety officers took effective measures to allow our on-site staff to safely evacuate our buildings.

As I have said before, our number one priority is the safety and wellness of the Library staff. Everyone on-site on Jan. 6 was evacuated and unharmed. I want to thank the Capitol Police and the Library's security and operations personnel for safeguarding them and our buildings. We will keep everyone posted on any developments.

This is an unsettling time in our history. But we can overcome this together and come out stronger as we continue to serve Congress and the American public. ■

REMINDER: HCD SERVICES PORTAL

During this period of remote work, the Human Capital Directorate (HCD) services portal (<https://bit.ly/31fqIKw>) is there to help. Ask questions of HCD professionals; submit documents related to benefits, retirement and payroll matters; and track requests.

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