

Library of Congress New Employee Orientation Guide

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- [see all divisional intranets](#)

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About the Library of Congress

The Library of Congress is the nation's oldest federal cultural institution and serves as the research arm of Congress. It is also the largest library in the world, with millions of items in its vast collections.

The Library's mission is to support the Congress in fulfilling its constitutional duties and to further the progress of knowledge and creativity for the benefit of the American people.

Organizational Structure

The Library is comprised of seven Service Units (SUs), which work together to enact the mission of the Library: to support the Congress in fulfilling its Constitutional duties and to further the progress of knowledge and creativity for the benefit of the American people.

Service Units

Office of the Librarian (LIBN) sets policy, directs, and supports programs and activities to accomplish the Library's mission. It is the administrative branch of the Library and has overall management responsibility for the Library. Included within this office are the Librarian of Congress, Deputy Librarian, Congressional Relations Office, Development Office, Office of Communications, Office of the General Counsel, Office of Special Events and Public Programs, Office of the Chief Financial Officer, and the Office of Contracts and Grants Management

Congressional Research Service (CRS) analysts and legislative attorneys work directly with Congress on a daily basis to help the Congress identify, analyze, and formulate legislative proposals. CRS provides Congress with authoritative, confidential, objective research and analysis on all legislatively relevant issues. Congress first established the Legislative Reference Service as a division of the Library in 1914 and, with the enactment of the Legislative Reorganization Act of 1970, expanded its mission and renamed it the Congressional Research Service. CRS is organized into five interdisciplinary research divisions: American Law; Domestic Social Policy; Foreign Affairs, Defense and Trade; Government and Finance; and Resources, Science and Industry.

Copyright Office (COP) is the office of public record for copyright registration and deposit of copyright materials. The office was designed to carry out a provision in the U.S. Constitution found in Article 1, Section 8: "To promote the progress of science and useful arts, by securing for limited times to authors and inventors the exclusive right to their respective writings and discoveries." The office processes claims for copyright registration, documents for recordation, and works deposited under the mandatory deposit provisions of the law. It creates public records of these actions and provides copies of deposited works for the Library's collections. Since 1870, copyright deposits have been a primary source of collections materials for the Library, especially works by American authors. The Copyright Office also plays a leadership role in addressing the increasingly important and complex copyright issues arising from the expanding use of digital technology in creative works.

Law Library of Congress (LLC) was created by an Act of Congress in 1832, and today houses the world's largest and most complete collections of legal materials in the world. Through its staff of attorneys, librarians, and other research, reference, and information management professionals, the Law Library supports the legislative work on the United States Congress, while providing research and reference support to other branches of the government, the bar and the general public. The Law Library was a catalyst in creating and maintaining the Global Legal Information Network (GLIN), a global consortium of nations, including the United States, which works together to provide access to authoritative laws, statutes, regulations and other legal materials in their original language.

Library Services (LS) includes five directorates. Its employees comprise more than half of the Library's staff. LS performs "conventional" library functions, such as acquisitions, classification, cataloging, reference services, and preservation of the collections. It also administers numerous unique programs, including the National Film Preservation Board, the Cataloging Distribution Service, the Veterans History Project, and the National Library Service for the Blind and Physically Handicapped. LS is responsible for the Library's general and special collections and serves the public through reading rooms that specialize in materials organized by world geographic region, subject matter, or format.

Office of Strategic Initiatives (OSI) oversees Library-wide digital initiatives and leads the National Digital Information Infrastructure and Preservation Program to build a preservation network and infrastructure for the nation's important digital cultural and historical assets. OSI also oversees the National Digital Library, which makes available more than 22 million primary sources on the Library's website. Its Educational Outreach initiative is making these primary sources useful to teachers and their students nationwide. OSI also includes Information Technology Services, which supports the technology needs of the entire Library by providing a flexible, sustainable and secure information technology environment.

Office of Support Operations (OSO) supports the activities of the other Service Units and assists in meeting the needs of Library customers and employees. OSO is comprised of the following five functional divisions:

Human Resources Services (HRS) helps cultivate, develop, and manage the Library's workforce through such functions as staffing and position classification, pay and benefits administration, employee assistance, retirement counseling, training and development guidance, performance management, labor relations counseling, and employee-management relations counseling.

Integrated Support Services (ISS) performs infrastructure support functions such as facility maintenance, employee wellness care, office systems, and safety services that facilitate the Library's day-to-day conduct of business.

Office of Security and Emergency Preparedness (OSEP) provides for and maintains the physical security of Library staff and visitors, safeguards Library facilities and assets, oversees personnel security, and manages the Library's Emergency Preparedness Program.

Office of Opportunity, Inclusiveness and Compliance (OIC) promotes fairness by providing Equal Employment Opportunity (EEO) services and advising the Library on diversity management programs, instituting measures to gauge the success of diversity management, and initiating analytic reviews to identify trends and proactively address issues for successful diversity management.

Independently of the seven Service Units, the **Office of the Inspector General** (OIG) serves as an advisor to the Librarian of Congress in the promotion of economy, efficiency, and effectiveness and reports the results of its reviews semi-annually to Congress. To contact the confidential OIG Hotline to report suspected fraud, waste, abuse or mismanagement in Library programs and operations, call (202) 707-6306 or email oi hotline@loc.gov.

Using Your Telephone and Voice Mail

Calling within the Library

When making an internal call, you only need to dial the last five digits of the telephone number. Note that all Library of Congress extensions begin with "7."

Calling outside of the Library

When making an external call, you must first dial "9." Note that the permissions assigned to your telephone determine whether you may make long distance calls.

Setting Up Your Voice Mail

1. Dial 70694 to enter the Voice Mail System. (Audix)
2. Enter your extension (last 5 digits of your phone number)
3. Enter your password. (1 followed by the #) for the first login.
4. Audix will prompt you to press 1 and speak your name after the tone. (This is a header for your mailbox. Not a greeting).
5. Audix will prompt you to create and re-enter a new password of at least 4 digits.
6. After creating a new password, select option 3 from the main menu to create a personal greeting. Follow the voice instructions.

Note: Press *4 at anytime for Help

To find out how to use your phone and voice systems, visit www.loc.gov/staff/its/phones/

Facilities Information

Building Entry and Exit Procedures

Entry procedures

All employees and visitors are required to pass through a metal detector and surrender all bags, purses, and other carried items for scanning by an x-ray machine when entering any Library building. Library employees may use public entrances or entrances designated for staff only. (Note that waiting lines form at entrances during commuting hours.) For building access information, visit <http://www.loc.gov/staff/buildings/buildingaccess.html>

Upon entering a Library building, you must display your employee identification badge and keep it visible at all times by clipping it to an outer garment or wearing it on a chain around your neck.

You can facilitate the entry inspection process by following these procedures:

- Display your employee ID badge
- Remove all metal items from your pockets and place them in a provided container before passing through the metal detector
- Do not attempt to bring prohibited items into Library buildings. These include weapons of any kind (e.g., firearms, explosives, knives, razors, box cutters) and oversized bags that will not fit through the x-ray machine.
- Enter the buildings through staff-only inspection lanes, where available, at the designated entrances

Food items

All food and drink items in non-spillable containers (such as cans or bags) must be sent through the x-ray machine for inspection. Carry any items that might spill (such as drinks in paper cups) through the metal detector. If an alert is signaled, be prepared to open the containers for inspection.

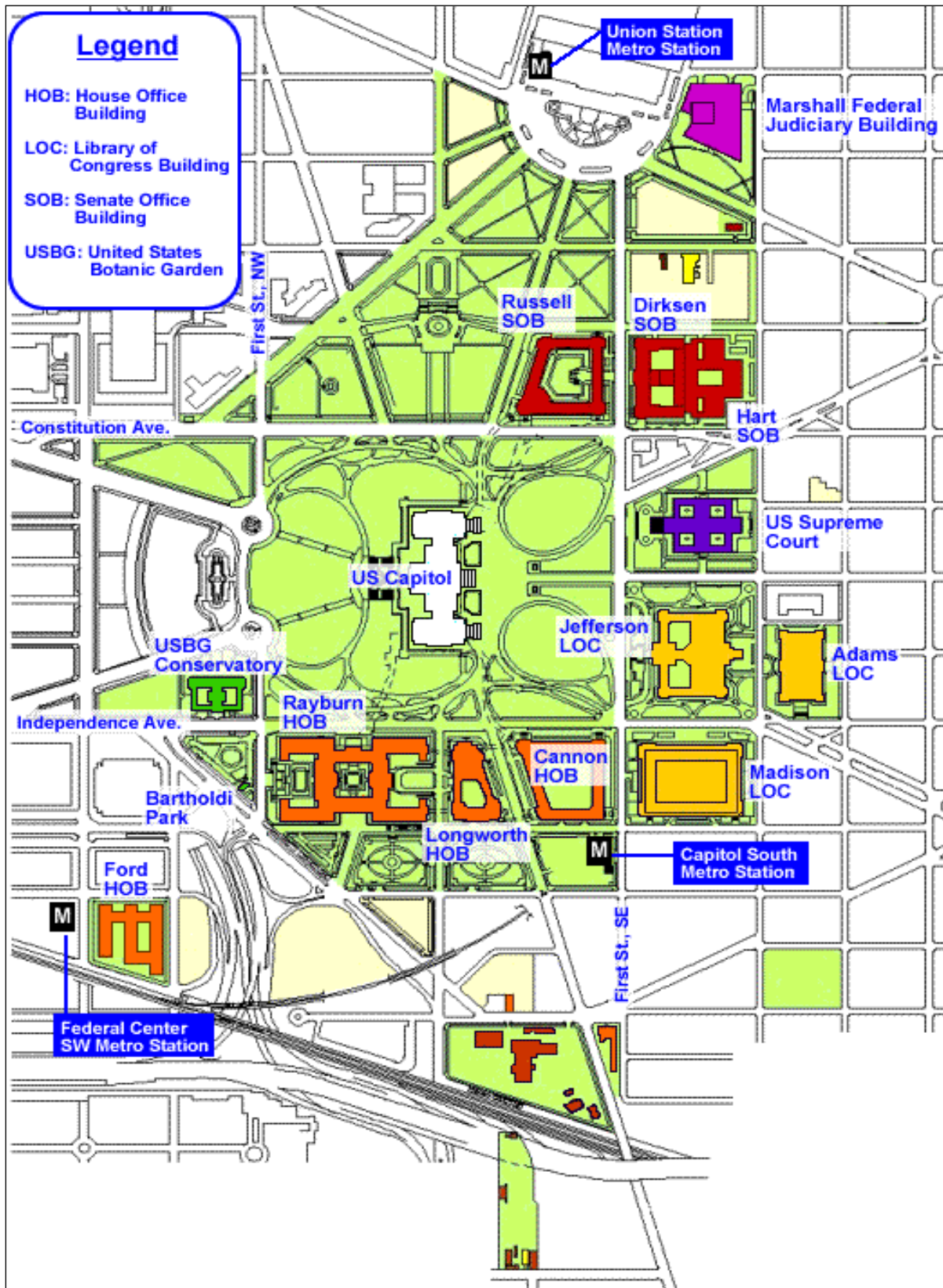
Exit procedures

Upon exiting a Library building, employees and visitors are required to open all containers and packages (including handbags, backpacks, luggage, boxes, bags, and other such personal items) for inspection by a Police officer.

Maps: Library of Congress Campus



Maps: Capitol Hill Complex



Emergency Instructions

Working on Capitol Hill means you must always be prepared for emergencies and unexpected evacuations of facilities. The Library has a well-organized Emergency Preparedness Program and published an Internal Emergency Action Guide which provides critical information you need to know in advance of an emergency, such as evacuation maps, contact information, and instructions specific to your work area. Be sure you are familiar with this information before an emergency happens. Click on **Emergency Action Plans** on the LOC Staff Intranet:



Emergency dismissal/closure procedures

In the event of inclement weather or other unexpected events that may close Library facilities, call the Library's Emergency Information Line at (202) 707-0972 for instructions on reporting to work.

Employee Services

The Library of Congress offers many valuable and convenient services to its employees, including the following:

Credit Union

The Library of Congress Federal Credit Union (LCFCU), located in LM 634, is a member-owned, full-service financial institution dedicated to providing high-quality financial services and serving the diverse financial needs of its members. The LCFCU's many services include savings and investment accounts, loan services (e.g., auto, mortgage, home equity line of credit, personal), and credit card accounts. For more information, call 7-5852.

Health Services Office

The Library of Congress Health Services Office, located in LM G-40, serves as the employee health and occupational medical center for the Library. Staffed with a physician, nurses, and other medical professionals, the Health Services Office is committed to promoting and maintaining optimal health and wellness of all Library employees.

A Fitness/Wellness Associate is on duty part time in the Wellness Center, located in the Adams building in rooms LA SB-35, SB-36 and SB-37. The Associate provides orientations to the center and equipment, monitors the use and condition of

equipment, and provides basic recommendations on low to moderate exercise programs. For schedule and additional information, call 7-8035.

Employee Assistance Program (EAP)

The Employee Assistance Program is a free confidential service that can assist you and eligible family members with any personal problems, large or small. For example, you can receive assistance with concerns such as marital conflict, depression or anxiety, stress management, career changes, alcohol or drug abuse, personal decision making, and more. You may choose to receive assistance over the telephone or in person. Currently, an on-site counselor is available to schedule in-person appointments on Mondays, Tuesdays, and Thursdays, between 9:30 a.m. and 2 p.m.

To schedule an in-person appointment, call 7-6389. For phone counseling, call GuidanceResources®, at 1-888-290-4EAP or via TDD at 1-800-697-0353; 24-hour assistance is available.

Interpretive Services

The Interpretive Services Program provides interpreting services for Library employees, applicants, and visitors who are Deaf, Deaf Blind, or hard of hearing, so that they may fully participate in the Library's work environment and programs. For more information, call 7-6362 or email ISP@loc.gov.

Disability Accommodations

The Library provides accessibility and accommodation services to employees in need of special assistance, in accordance with the Americans with Disabilities Act (ADA). For more information, call 7-0698 or send an email to ADA@loc.gov.

Childcare Center

The Library of Congress Child Care Association, a non-profit affiliate of the Library, operates a full-time childcare center. Located on Capitol Hill near Eastern Market, the "Little Scholars Child Development Center" provides children of Library other federal employees with an environment that fosters love of learning and curiosity about the world around them. "Little Scholars" provides care for children ages 3 months to 5 years. For information, call 202-547-5222.

Book Borrowing

Library of Congress employees may borrow books from the Library's vast general collections. To take advantage of this exclusive benefit, set up a Borrower's Account with the Collections Access, Loan and Management (CALM) division office located in LM G39, LA 5244, LJ G24, or in Alcove 1 inside the Main Reading Room of the Jefferson Building. For more information, call 7-5348.

Travel Service

SatoTravel books and manages all Library travel reservations. If you travel on Library business, make your reservations through SatoTravel. Call (866) 575-7286 during business hours or (800) 827-7777 after business hours.

Sales Shop

The Library operates a full-service gift shop on the ground floor of the Jefferson Building. Store hours are Monday–Saturday 8:30 a.m.–4:30 p.m. Employees receive a 10 % discount on all purchases, with a Library of Congress employee identification badge. For more information, call (888) 682-3557.

Parking Program

Library employees are encouraged to use Metro for their commute to Capitol Hill facilities. The Library also has a limited number of on-site garage parking spaces, which are assigned to permanent staff based on priority:

- Permanent handicap (tag required)
- Special work schedule
- Carpool
- Length of service

For information on whether you qualify for on-site parking and how to apply for a space, contact the Parking Program Office at 7-5822 or visit the Parking Program website at www.loc.gov/staff/iss/parking.html

Transit Subsidy

Library employees who use public mass transit to commute to work are eligible for a federally funded transit subsidy. The subsidy covers employees who commute via Metrorail, MARC, VRE, Metrobus, county commuter buses, and/or qualified vanpools. Eligible employees will receive a subsidy for their public mass transit expense. The subsidy allotments ("SmartBenefits") are used in conjunction with SmartTrip fare cards. NOTE: The transit subsidy does not cover parking expenses, including parking at Metro stations.

Information on how to apply for and use SmartBenefits can be found on the Human Resources Services website:

<http://staff.loc.gov/sites/hrs/worklife-services>

For assistance or additional information, contact the Customer Service Center (LM 107) @ 7-5627.

Food Services

Several food service areas are available in the Library of Congress buildings on Capitol Hill. Two dining and food service areas are located in the James Madison Memorial Building, one in the John Adams Building. Information and public hours are listed below.

Key: LM=Madison Building; LA=Adams Building; LJ=Jefferson Building

Madison Café (LM 625)

Monday through Friday

Breakfast, 8:30 a.m. to 10:30 a.m.

Lunch, 11 a.m. to 2 p.m.

Limited Service, 10:30 a.m. to 11:00 a.m. & 2-3:30 p.m. Limited service is hot and cold beverages, made to order grill items and cold grab and go items

Madison Snack Bar (LM G47)

Subway, Monday through Friday, 10:00 a.m. to 4:00 p.m.

Dunkin Donuts, Monday through Friday, 8:30 a.m. to 4:00 p.m.

Seating, microwave and WiFi are available.

Adams Snack Bar (LA 110)

Monday through Friday, 8:30 a.m. to 3:30 p.m.

Jefferson Coffee Shop (LJ Cellar Level)

Monday through Friday, 8:30 a.m. to 4:00 p.m.

Saturday, 8:30 a.m. to 2:00 p.m.

Jefferson Southwest Courtyard (LJ Cellar level)

Seating is available in the courtyard April through September from 9:30 a.m. to 3:00 p.m.

Vending Machines (LM G47, LM-216, LM-440, LJ-C25 & LA-115)

Monday through Friday, 8:30 a.m. to 9:30 p.m.

Saturday, 8:30 a.m. to 5:00 p.m. [LJ-C25 Vending Room has seating and a microwave and is open on federal holidays when the Great Hall is open to the public.]

Employee Performance and Development

Your Service Unit will help you with training and professional development opportunities, and guide you in your performance expectations and achievements. The Human Resources Services/Office of Workforce Performance and Development (HRS/WPD) is also here to help you in those areas.

HRS/WPD works with all Service Units to provide Library-wide leadership, guidance, training, and support in performance management and employee training and development.

Required Training

Required courses for Library staff are mandated for Library of Congress staff based on legislation, regulations, and directives to ensure employees are aware of their roles and responsibilities. Additional courses may be required by individual Service Units based upon job responsibilities (e.g., Basic Emergency Care for Health Services Staff). For more information, visit the Office of Workforce Performance and Development website (<https://olc.loc.gov>) and click on “Required Training” or call HRS/WPD at 7-6348.



The screenshot shows the Human Resources Services website. The main heading is "Required Training". Below the heading, there is a paragraph explaining that the website identifies required training for all LOC staff and/or subgroups per legislation, regulations, and directives. It also mentions that representatives on the Training and Development Advisory Board (TDAB) have reviewed the required training curricula. Below this, there is a link to click on the applicable staff category to view training. A list of categories is provided, including "New Library of Congress Staff", "All Library of Congress Staff", "Senior-Level Executives", "Supervisors and Managers, GS-15 and Below", "Staff Serving on Selection Panels", "Staff with Security Clearances", "Contracting Specialists (OCGM only)", "Contracting Officer's Representatives", "Purchase Card Holders", and "Health, Safety and Security Training for Specific Duties". On the left side, there is a navigation menu with "Required Training" circled in red. Below the menu, there is a "Contact WPD" section with contact information for Workforce Performance and Development: 7-6348 and Email: cld@loc.gov.

Training and Professional Development

HRS/WPD manages the Center for Learning and Development, which provides Library employees with a variety of training opportunities. You are encouraged to shape your career by learning new skills and seeking new challenges and work experiences. Talk to your supervisor about your career goals and explore the training opportunities available to you at the Library.

The Center for Learning and Development hosts two online training systems:

- LOC SkillPort
- Online Learning Center

LOC SkillPort

LOC SkillPort is the Library's rich online catalog of SkillSoft™ e-learning resources for professional development and skills improvement. It contains thousands of learning assets that provide training and performance support across a wide range of business and IT competencies. LOC SkillPort includes over 2,500 online courses, 14,000 online books, and many additional assets such as videos, interactive simulations, expert live learning sessions, condensed summary briefs, curricula-based learning portals, and job aids. All of these resources are available 24/7 to all Library employees from work or home. It also includes all of the mandatory online courses you are required to complete as a Library employee (e.g., Information Security Awareness and Ethics Briefing).

Welcome to the Library of Congress (LOC) SkillPort site

Contents: This site contains thousands of online courses, books, and other online learning assets. For access to instructor-led courses or the LOC mandatory online courses, please use the Online Learning Center (OLC).

Logging in:

1. Go to the Center for Learning and Development homepage (<https://olc.loc.gov>) and click on the LOC SkillPort Login link (on the right hand side of the screen).
2. When the Login Page displays, enter your LOC e-mail address as both the LOC e-mail and as your initial password. You will be requested to change your password on login.
3. Then select **Login to SkillPort**.
Result: The Home page displays summary information to help you develop an individualized learning plan and track your progress.



The LOC SkillPort e-learning site

SEE RECENTLY VIEWED:

You can find a list of your most recently viewed content items by clicking **Recently Viewed**.

FIND CONTENT: Find content of interest to you by using **Browse** or **Search**, or by selecting content presented on the page.

VIEW UPCOMING EVENTS:

Find out about upcoming Live Events and Instructor Led Training sessions under **Upcoming Events**.

CHECK YOUR TO DO LIST:

Click the **To Do List** to find out if you have upcoming or overdue items in your learning plan.



SAVE CONTENT: Found some great learning content? Click **Save** to save it to your learning plan so that you can easily return to it later. You can also create sets in your learning plan to help organize your content.

Online Learning Center

The Online Learning Center (OLC) is the Library's web-based learning management system, which manages classroom training for all Library employees. Use the OLC to register for classroom training or other scheduled learning events you would like to attend.

To get to the OLC:

1. Go to the LOC Staff Intranet (www.loc.gov/staff).
2. Select "Center for Learning and Development" (under **Training and Career Development**)

Note: You can also get to the OLC from any Internet-enabled computer by typing in <https://olc.loc.gov>.

3. Sign in with your LOC e-mail address and OLC password (Note: Your OLC password will be given to you at Orientation or emailed to you shortly thereafter. It is different from your LOC network login password).

Online Learning Center Sign On

If this is your first time visiting the Online Learning Center, please click on the [First Time User?](#) link to receive a password and learn more about the OLC. If you have forgotten your password, click on the [Forgot Your Password?](#) link to have it reset.

Please sign on:

LOC E-Mail Address: Example: jdoe@loc.gov

Password: [Sign-On Help](#)

[First Time User?](#)
[Can't Sign On?](#)
[Forgot Your Password?](#)

Once you sign on for the first time, you will be asked to change your OLC password. Your new password must conform to the following specifications:

Minimum of 8 characters long, including **at least three** of the following:

- Uppercase alpha characters
- Lowercase alpha characters
- Numbers
- Special characters (such as !, @, #)

Getting Help

You can view tutorials on how to use the OLC to search for training, manage your development plan, or view your transcript. Click on "Need Help?" to view the tutorials or get additional assistance.



Welcome to the Online Learning Center

Your Professional Learning and Development Resource Site

- [Search for Training](#)
- [My Development Plan](#)
- [My Transcript](#)
- [Change Password](#)
- [Need Help?](#)
- [Sign Off](#)

Search for Training

- [Upcoming Classes](#)
- [Most Popular Courses](#)

Career Development

The Library offers a Career Development Program (CDP) to help staff members enhance their professional development, leadership skills, and knowledge of the Library's operational structure and major programs and initiatives. It is designed for eligible staff in grades GS-2 through GS-9 (excluding those in career ladder positions that exceed GS-9) and/or WG-2 through WG-9. While not a placement or promotion program, the CDP is intended to provide focused development opportunities that help staff members increase the knowledge, proficiencies, skills, and qualifications needed to help them improve performance in their current jobs and prepare them for future opportunities.

For more information, visit the Office of Workforce Performance and Development website (<https://olc.loc.gov>) and click on "Development Programs" or call HRS/WPD at 7-6348.

Human Resources Services

Development Programs

Supervisor Development Program

The Supervisor Development Program (SDP) has been designed for supervisors in grades up to and including GS-15. The program will enhance the professional supervisory skills, leadership skills, and skills required to hire and cultivate a diverse workforce at the Library. The SDP provides focused staff development that specifically supports the Workforce, Outreach and Organization goals of the Library's Strategic Plan.
[More about the Supervisor Development Program >](#)

Leadership Development Program

The Leadership Development Program (LDP) is a 15 month competency-based training program for high potential employees from diverse backgrounds who are interested in broadening their knowledge and developing the skills that are the foundation of effective leadership. Participants will be given opportunities to obtain education, training and experiences needed to improve their current performance, enhance their leadership skills and increase their knowledge of the Library's operations.
[More about the Leadership Development Program >](#)

Career Development Program

The Career Development Program (CDP) is designed to enhance employees' professional development, leadership skills, knowledge of the Library's Service Units, and knowledge of major programs and initiatives. Library of Congress permanent and indefinite staff in grades GS-2 through GS-9 and WG-2 through WG-9 are encouraged to apply.
[More about the Career Development Program >](#)

New Employee Orientation Program

As a new employee of the Library of Congress, you join a team of dedicated people who work to serve the Congress and the American people. We hope that this orientation will be a valuable resource in helping you to get started in understanding work rules and procedures, provide you with the resources you need, as well as guide you through the orientation process.
[More about the New Employee Orientation Program >](#)

Contact WPD

- Workforce Performance and Development
7-6348
Email: cld@loc.gov

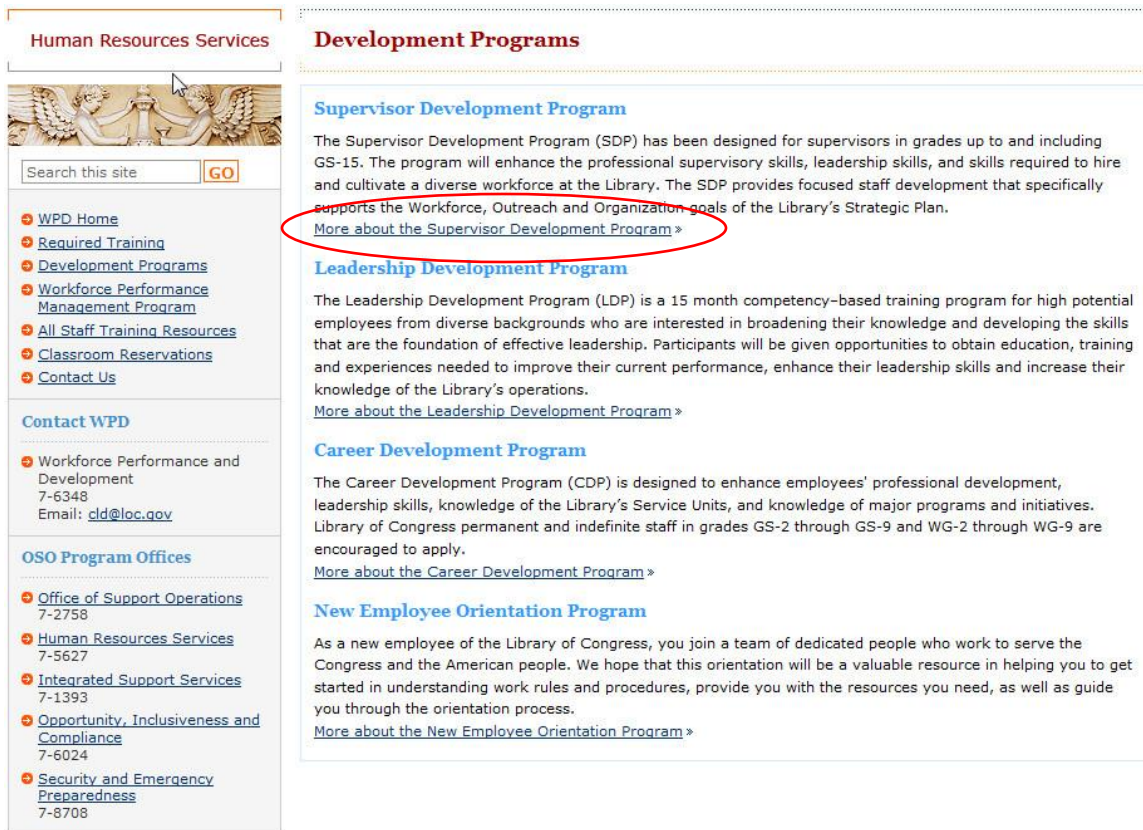
OSO Program Offices

- Office of Support Operations
7-2758
- Human Resources Services
7-5627
- Integrated Support Services
7-1393
- Opportunity, Inclusiveness and Compliance
7-6024
- Security and Emergency Preparedness
7-8708

Supervisor Development

The Supervisor Development Program (SDP) was designed for supervisors in grades up to and including GS-15, to help them develop and maintain the professional and leadership skills needed to hire and cultivate a high performing, diverse workforce at the Library. The SDP helps supervisors provide focused staff development that specifically supports the "Manage proactively for demonstrable results" goal of the Library's Strategic Plan.

The SDP is comprised of several required training courses and many optional, cyclical learning events such as Supervisory Forums, Brown Bags, and training courses targeted at helping supervisors meet the challenges of developing and managing Library staff. All supervisors up to and including GS-15 are required to take the mandatory courses. For more information, visit the Office of Workforce Performance and Development website (<https://olc.loc.gov>) and click on "Development Programs" or call HRS/WPD at 7-6348.



The screenshot shows the Human Resources Services website. The main navigation menu includes: WPD Home, Required Training, Development Programs, Workforce Performance Management Program, All Staff Training Resources, Classroom Reservations, and Contact Us. The Development Programs section is highlighted, listing: Supervisor Development Program, Leadership Development Program, Career Development Program, and New Employee Orientation Program. The Supervisor Development Program description is circled in red.

Human Resources Services

Development Programs

Supervisor Development Program

The Supervisor Development Program (SDP) has been designed for supervisors in grades up to and including GS-15. The program will enhance the professional supervisory skills, leadership skills, and skills required to hire and cultivate a diverse workforce at the Library. The SDP provides focused staff development that specifically supports the Workforce, Outreach and Organization goals of the Library's Strategic Plan.

[More about the Supervisor Development Program >](#)

Leadership Development Program

The Leadership Development Program (LDP) is a 15 month competency-based training program for high potential employees from diverse backgrounds who are interested in broadening their knowledge and developing the skills that are the foundation of effective leadership. Participants will be given opportunities to obtain education, training and experiences needed to improve their current performance, enhance their leadership skills and increase their knowledge of the Library's operations.

[More about the Leadership Development Program >](#)

Career Development Program

The Career Development Program (CDP) is designed to enhance employees' professional development, leadership skills, knowledge of the Library's Service Units, and knowledge of major programs and initiatives. Library of Congress permanent and indefinite staff in grades GS-2 through GS-9 and WG-2 through WG-9 are encouraged to apply.

[More about the Career Development Program >](#)

New Employee Orientation Program

As a new employee of the Library of Congress, you join a team of dedicated people who work to serve the Congress and the American people. We hope that this orientation will be a valuable resource in helping you to get started in understanding work rules and procedures, provide you with the resources you need, as well as guide you through the orientation process.

[More about the New Employee Orientation Program >](#)

Contact WPD

Workforce Performance and Development
7-6348
Email: old@loc.gov

OSO Program Offices

- Office of Support Operations
7-2758
- Human Resources Services
7-5627
- Integrated Support Services
7-1393
- Opportunity, Inclusiveness and Compliance
7-6024
- Security and Emergency Preparedness
7-8708

Leadership Development

The Leadership Development Program (LDP) is a competency-based training program for high potential employees from diverse backgrounds who are interested in broadening their knowledge and developing the skills that are the foundation of effective leadership. Selected participants are given opportunities to obtain education, training, and experience needed to improve their current performance and enhance their leadership skills, knowledge of the Library's operations, and ability to serve in future leadership roles. Current full time staff members in GS-11 through GS-13 positions with a minimum of two years of employment with the Library of Congress are eligible to apply for selection.

The LDP provides focused staff development opportunities that support the Library's mission and strategic goals. While not a placement program, the LDP supports the agency-wide succession management strategy that ensures that the Library is staffed to meet current and future business needs. For more information, visit the Office of Workforce Performance and Development website (<https://olc.loc.gov>) and click on "Development Programs" or call HRS/WPD at 7-6348.

The screenshot shows the Human Resources Services website. The main content area is titled "Development Programs" and lists several programs: Supervisor Development Program, Leadership Development Program, Career Development Program, and New Employee Orientation Program. The Leadership Development Program description is circled in red. The left sidebar contains navigation links for WPD Home, Required Training, Development Programs, Workforce Performance Management Program, All Staff Training Resources, Classroom Reservations, and Contact Us. Below these are sections for Contact WPD and OSO Program Offices.

Human Resources Services

Development Programs

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[More about the Supervisor Development Program >](#)

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[More about the New Employee Orientation Program >](#)

Contact WPD

- Workforce Performance and Development
7-6348
Email: cld@loc.gov

OSO Program Offices

- Office of Support Operations
7-2758
- Human Resources Services
7-5627
- Integrated Support Services
7-1393
- Opportunity, Inclusiveness and Compliance
7-6024
- Security and Emergency Preparedness
7-8708

Workforce Performance Management

Workforce Performance Management (WPM) is the cyclical process by which the Library cultivates a results-oriented, high-performing staff that has a direct impact on the achievement of the Library's mission and strategic goals.

WPM is designed to:

- Engage and inspire employees to build long-lived careers at the Library
- Set clear goal-aligned performance expectations
- Provide employees with timely, constructive feedback about performance
- Conduct performance appraisals that acknowledge key accomplishments
- Provide "rewards" based on well-defined, distinct levels of performance
- Support professional growth, awareness, and skill-building

You should expect to participate actively in the WPM process by:

- Engaging in effective two-way discussions with your supervisor
- Providing input on what measures should be used to describe a successful level of performance (meets all/most goals)
- Suggesting what outcomes should be expected as a result of your doing your job at a successful level and above
- Seeking opportunities to learn and grow in your worklife and career

For more information on WPM at the Library, visit the Office of Workforce Performance and Development website (<https://olc.loc.gov>) and click on "Workforce Performance Management Program."

The screenshot shows the Human Resources Services website. The main heading is "Workforce Performance Management (WPM)". Below the heading, there is a paragraph describing the WPM program's purpose: "The Workforce Performance Management (WPM) Program exists to serve the Library of Congress managers and supervisors by developing and advising on innovative performance management strategies, best practices, and techniques and by partnering with the Library's Service Units to manage the workforce that enables the Library to fulfill its mission. Through WPM, managers and supervisors encourage and guide staff to high-performance that aligns their daily work with the accomplishment of the strategic goals of the Library and its Service Units." Another paragraph states: "The Workforce Performance Management web page provides links, tools, and guidance designed to assist managers and supervisors in implementing a comprehensive performance management process. The WPM process includes: performance planning, monitoring, documentation, feedback, coaching, development, and regular performance review and appraisal." A third paragraph notes: "This site is dynamic in nature, changing to provide you the latest information and resources, so please reference it often. We hope that you will familiarize yourself with these resources and call on us when you need assistance. We encourage managers and supervisors to share thoughts about the usefulness of this site as well as suggestions for improvement by clicking on the Feedback link. We look forward to hearing from you!" Below this text is a section titled "Regulations and Contract Provisions" with a sub-heading "Collective Bargaining Agreement (CBA) Provisions for Performance Management" and three bullet points: "AFSCME Local 2477, Article 18, Performance Management Process", "AFSCME Local 2910, Article 15, Performance Evaluation", and "CREA, Article 9, Performance Appraisal and Within Grade Determination". On the left side of the screenshot, there is a navigation menu under "Human Resources Services" with a search bar and a "GO" button. The menu items are: "WPD Home", "Required Training", "Development Programs", "Workforce Performance Management Program" (circled in red), "All Staff Training Resources", "Classroom Reservations", and "Contact Us". Below the menu is a "Contact WPD" section with the text: "Workforce Performance and Development 7-6348 Email: cld@loc.gov".

Employee Organizations

Labor Unions (Bargaining Units)

Three separate labor unions represent the interests of specific populations of non-supervisory staff at the Library of Congress. Each union negotiates its own collective bargaining agreement with the Library's senior management. Library staff who are eligible for a specific labor union are covered by the terms of the applicable bargaining agreement whether or not they officially become members. The three labor unions are described below.

AFSCME Local 2477

Local 2477 of the American Federation of State, County, and Municipal Employees (AFSCME) is affiliated with the AFL-CIO. This union represents the interests of all employees of the Library of Congress, including regular part-time employees, but excluding all "professional" employees as defined in 5 USC 7103(a) (15): management officials, supervisors, temporary employees with appointments of ninety (90) days or less, employees of the Federal Research Division, Congressional Research Service, and all employees excluded from the definition of employees by 5 USC 7103 and 7112.

For more information, call 7-6291 or visit <http://www.afscme.org/>.

AFSCME Local 2910

Local 2910 of the AFSCME is affiliated with the AFL-CIO as well, and is commonly referred to as "The Guild." This union represents the interests of all professional employees of the Library, including permanent and indefinite part-time employees, but excluding temporary employees with appointments of ninety (90) days or less, employees of the Congressional Research Service, Human Resources Services, and the Federal Research Division, and all persons excluded from the definition of employees by 5 USC 7103.

For more information, call 7-6493 or visit <http://www.guild2910.org/>.

Congressional Research Employees Association

The Congressional Research Employees Association is affiliated with the International Federation of Professional and Technical Engineers (IFPTE) Local 75, and is commonly referred to as "CREA." This union represents the interests of all employees in professional and non-professional positions within the Congressional Research Service, except for persons excluded from appropriate units by 5 USC 7112(b).

For more information, call 7-7636 or visit <http://creaunion.org/>.

Employee Associations and Clubs

Employee associations and clubs represent a range of interests across the Library's diverse staff. Membership is open to all who are interested in participating. Brief descriptions of each organization follow. Detailed information can be found on the Library's Staff Intranet (www.loc.gov/staff). Employee associations at the Library of Congress include:

Blacks in Government (BIG), LC Chapter

Blacks In Government (BIG) is a national grass roots organization that promotes and supports the well-being, education, and professional development of African Americans in the Federal, State, County and municipal sectors. BIG is a national response to the need for African Americans in public service to organize around issues of mutual concern and to use their collective strength to confront workplace and community problems. BIG's goals essentially are to promote Equity in all aspects of American life, Excellence in public service, and Opportunity for all Americans. For more information, visit www.bigloc.org/.

Daniel A. P. Murray African American Culture Association

Established in 1979, the mission of this association is to "increase awareness and appreciation of African American culture, through educational, scholarly, cultural, benevolent, civic and nonprofit social activities." For more information, visit www.loc.gov/staff/dapmurray/.

LC Childcare Association (Little Scholars)

Operated by the Library of Congress Child Care Association, a non-profit affiliate of the Library of Congress, Little Scholars is dedicated to providing high quality childcare for employees of the Library of Congress, other legislative branch offices, other Federal departments and agencies, and children in the community. For more information, visit www.loc.gov/staff/childcare/board.html.

LC Cooking Club (LCCC)

Established in 1949, the Library of Congress Cooking Club is the Library's oldest recognized employee organization. LCCC is "a gathering of LC employees and retirees who sponsor noontime talks on the cultural aspects of food, nutrition, and good eating." For more information, visit www.loc.gov/staff/lccc/.

LC Professional Association (LCPA)

Established in 1969, the mission of the LCPA is to "help foster communication in the Library, to promote staff interaction, to create an independent platform for discussion of Library issues, and to improve the knowledge and skills of LC employees." For more information, visit www.loc.gov/staff/lcpa/.

LC Asian American Association (LCAAA)

This association is "organized exclusively for charitable, educational, and literary purposes, with an emphasis on those focused on Asians and Asian-Americans." For more information, visit www.loc.gov/staff/lcaaa/.

LC Gay, Lesbian, or Bisexual Employees (LC-GLOBE)

LC-GLOBE serves as “an educational, recreational, and cultural forum that endeavors to provide information to assist in eliminating prejudice and discrimination against gay men, lesbians, bisexuals, and transgender persons; educate Library of Congress employees at all levels about the issues of concern to their lesbian, gay, transgender, and bisexual colleagues, children, relatives and friends; and more.” For more information, visit www.loc.gov/staff/globe/.

LC Recreation Association (LCRA)

The mission of the LCRA is to “promote recreational activities, offer services, and provide benefits for its members.” For more information, visit www.recgov.org/lcra/.

LC Hispanic Cultural Society

The purpose of this Society is “to preserve, promote, and share all aspects of Hispanic culture among Library of Congress employees through sponsorship of scholarly, educational and cultural activities in the arts, humanities and social sciences; and through its publications.”

LC Deaf Association

The purpose of LCDA is to serve as a resource in support of efforts by the Library and labor organizations to identify and eliminate discriminatory policies affecting Deaf and Hard of Hearing employees; increase awareness of Deaf and Hard of Hearing issues; encourage employment at all levels within the Library; promote more career related opportunities for Deaf or Hard of Hearing federal employees; and support the Library in pursuing its objectives toward work force diversity. For more information, visit www.loc.gov/staff/lcda/.

LC Toastmasters

The Library of Congress Toastmasters Club is a Toastmasters International chartered club and is a recognized employee's group of the Library of Congress. It was founded in 2000 to help individuals improve their communication and leadership skills in a supportive, friendly environment. For more information, visit loctoastmasters.atspace.com/.

Organization of Employees with Disabilities (OED)

The mission of the Library of Congress Organization of Employees with Disabilities (OED) is to assist those with present and future disabilities to have a clearinghouse for information on workplace accommodations, universal design, programs, and services at the Library of Congress.

Neighborhood Services

<p>Banks</p> <p>Bank of America 201 Pennsylvania Avenue, SE 202.624.4600</p> <p>Capital One Bank 336 Pennsylvania Avenue, SE 202.543.2534</p> <p>Citibank 600 Pennsylvania Ave. SE 202.857.4182</p> <p>Wachovia/Wells Fargo Bank 215 Pennsylvania Avenue, SE 202.628.3365</p> <p>Restaurants and Cafes</p> <p>Bullfeathers 410 1st Street, SE 202.543.5005</p> <p>Burrito Brothers 205 Pennsylvania Avenue, SE 202.543.6835</p> <p>Café Recess 209 Pennsylvania Avenue, SE 202.544.3049</p> <p>Pret A Manger 202-547-1025 301 Pennsylvania Ave SE</p> <p>Firehook Bakery 215 Pennsylvania Avenue, SE 202.544.7003</p> <p>Good Stuff Eatery 303 Pennsylvania Ave SE 202.543.8222</p> <p>Hawk 'n' Dove 329 Pennsylvania Avenue, SE 202.543.3300</p>	<p>Le Bon Café 210 2nd Street, SE 202.547.7200</p> <p>Pete's Diner 212 2nd Street, SE 202.544.7335</p> <p>Sonoma 223 Pennsylvania Avenue, SE 202.544.8088</p> <p>Starbucks 237 Pennsylvania Avenue, SE 202.544.9783</p> <p>Subway 406 1st Street, SE 202.547.7827</p> <p>Sweetgreen 221 Pennsylvania Ave. SE 202.547.9338</p> <p>Talay Thai 406 1st Street, SE 202.546.5100</p> <p>Tortilla Coast 400 1st Street, SE 202.546.2607</p> <p>Tune Inn 331 1/2 Pennsylvania Ave SE 202.543.2725</p> <p>We the Pizza 305 Pennsylvania Ave SE 202.544.4008</p> <p>Young Chow 312 Pennsylvania Ave SE 202.544.3030</p>
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Useful Contact Information

Function	Who	Phone	Location
Book Borrowing			
Registration	Collections Access, Loan and Management (CALM)	7-7400	LM G39, LA 5244, LJ G24
Building Services			
Facilities management	Integrated Support Services (ISS)	7-7512	loc.gov/staff/iss/facility.html
Closures due to emergency or inclement weather	Emergency Information Line	7-0972	
Electrical, heating, or plumbing	Architect of the Capitol	7-5157	
Housekeeping	CHIMES Services	7-7163	
Keys	Physical Security	7-9410	
Credit Union			
Credit Union	LCFCU	7-5852	LM 634
Automated Teller Machines	LCFCU	7-5852	LM – ground and sixth floors (near 625)
Food Services			
Cafeteria (Madison)		7-8300	LM 625
Starbucks			LM 625
Subway Sandwich Shop			LM G47
Dunkin Doughnuts			LM G47
Cafe (Adams)		7-8300	LA 110
Coffee shop (Madison)		7-8300	LM G47
Health Maintenance			
Medical Services	Health Services Office	7-8115	LM G40
Fitness/Wellness Center	Wellness Associate	7-8035	LA SB-35
Human Resources Services			
Payroll and compensation Employee benefits Leave administration Time and attendance Transit subsidy Official personnel records	Customer Service Center	7-5627	LM 107
Training and development Performance management	Workforce Performance and Development (WPD)	7-6348	LM 654
Employee-Mgmt Relations Labor-Mgmt Relations	Workforce Management (WFM)	7-2536	LM 653

Function	Who	Phone	Location
Employee Assistance Program			
On-site counseling	Customer Service Center	7-6389	LM 107
Telephone counseling (available 24 hours)	GuidanceResources®	(888) 290-4EAP	guidanceresources.com
Labor Unions			
AFSCME Local 2477	Union representative	7-6291	LM G41
AFSCME Local 2910 (The Guild)	Union representative	7-6493	LM G41
Congressional Research Employees Association (CREA)	Union representative	7-7636	LM 412
Security			
Background investigations Public Trust positions National Security positions Security clearances	Personnel Security	7-5618	LM B15
Employee ID badge	Badging Station	7-6361	LM G11
Fingerprinting	Physical Security	7-9410	LM G10
Police	Capitol Police	7-1000	
Technology support			
Computer help Telephone help Computer security issues	ITS Help Desk	7-7727	
Travel			
Reservations	SatoTravel	(877) 698-2472 (after hours)	
Reimbursement	Travel Office	7-5183	LM 613

Acronyms and Abbreviations

As is true with other federal agencies, the Library of Congress uses many acronyms. While the following list is not exhaustive, it does include many of the acronyms you are likely to encounter at the Library.

AFSCME	American Federation of State, County, and Municipal Employees
AOC	Architect of the Capitol
CALM	Collections Access, Loan and Management
CFC	Combined Federal Campaign
CLD	Center for Learning and Development
COP	Copyright
COR	Contracting Officer's Representative
CREA	Congressional Research Employees Association
CRS	Congressional Research Service
CSRS	Civil Service Retirement System
EAP	Employee Assistance Program
FERS	Federal Employees Retirement System
FLICC	Federal Library Information Center Committee
GLIN	Global Legal Information Network
HRS	Human Resources Services
ISS	Integrated Support Services
ITS	Information Technology Services
KSAs	Knowledge, Skills, and Abilities
LC or LOC	Library of Congress
LCFCU	Library of Congress Federal Credit Union
LCR	Library of Congress Regulation
LIBN	(Office of the) Librarian of Congress
LA	Library – Adams (building)
LJ	Library – Jefferson (building)
LLC	Law Library of Congress
LM	Library – Madison (building)
LS	Library Services
NDIIP	National Digital Information Infrastructure and Preservation Program
NDL	National Digital Library
NFC	National Finance Center
OCFO	Office of Chief Financial Officer
OCGM	Office of Contracts and Grants Management
OIG	Office of the Inspector General
OGC	Office of the General Counsel
OIC	Office of Opportunity, Inclusiveness and Compliance
OLC	Online Learning Center
OSEP	Office of Security and Emergency Preparedness
OSI	Office of Strategic Initiatives
OSO	Office of Support Operations
PAO	Public Affairs Office
PAR	Personnel Action Recommendation
SU	Service Unit
TSP	Thrift Savings Plan

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