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# Presenting the Fiscal Year 2012 Budget Request

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Office of the  
Secretary of the  
Senate

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May 12, 2011

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Mister Chairman, Senator Hoeven, and Members of the Subcommittee, thank you for your invitation to present testimony in support of the budget request of the Office of the Secretary of the Senate for Fiscal Year 2012.

It is a pleasure to have this opportunity to draw attention to the accomplishments of the dedicated and outstanding employees of the Office of the Secretary. The annual reports which follow provide detailed information about the work of each department of the office, their recent achievements, and their plans for the upcoming fiscal year.

My statement includes: Presenting the Fiscal Year 2012 budget request; implementing mandated systems, financial management information system (FMIS) and legislative information system (LIS); continuity of operations planning; and maintaining and improving current and historic legislative, financial and administrative services.

**PRESENTING THE FISCAL YEAR 2012 BUDGET REQUEST**

I am requesting a total Fiscal Year 2012 budget of \$31,990,000. The request includes \$25,790,000 in salary costs and \$6,200,000 for the operating budget of the Office of the Secretary. This request has been kept at 2011 levels and represents a flat budget. No increase has been requested for salaries or operating expenses. In addition, the operating budget for the administration of Senate Information Services Program (SIS) that was assumed by this office last year has not been increased.

My total budget request for 2012 is the same as last year. The balance of our request is consistent with the amounts requested and received in 2011 through the Legislative Branch Appropriations process.

**OFFICE OF THE SECRETARY APPORTIONMENT SCHEDULE**

Items	Amount available fiscal year 2011 (pending)	Budget estimates fiscal year 2012	Difference
Departmental operating budget:			
Executive office .....	\$550,000	\$550,000	.....
Administrative services.....	\$5,590,000	\$5,590,000	.....
Legislative services.....	\$60,000	\$60,000	.....
Total operating budget.....	\$6,200,000	\$6,200,000	\$0

**IMPLEMENTING MANDATED SYSTEMS**

Two systems critical to our operation are mandated by law, and I would like to spend a few moments on each to highlight recent progress, and to thank the committee for your ongoing support of both.



**Financial Management Information System (FMIS)**

The Financial Management Information System, or FMIS, is used by approximately 140 Senate offices. Consistent with our strategic plan, the Disbursing Office continues to modernize processes and applications to meet the continued demand by Senate offices for efficiency, accountability and ease of use. Our goals are to move to an integrated, paperless voucher system, improve the Web FMIS system, and make payroll and accounting system improvements.

During Fiscal Year 2010 and the beginning of Fiscal Year 2011, specific progress made on the FMIS project included:

- Web FMIS was upgraded three times this year: in January 2010, August 2010 and November 2010. This system is used by administrative managers, committee clerks, staff in the Sergeant at Arms Office (SAA) and the Secretary's office to create vouchers and manage their office funds, by the Disbursing Office to review vouchers and by the Committee on Rules and Administration to sanction vouchers. Additionally, it is used by staff who incur official expenses, primarily staff who travel, to prepare their expense summary reports (ESRs). The releases provided both technical and functional changes.
  - FMIS 2010-1 was implemented in January 2010. This release included a small number of enhancements for Web FMIS users including an automated password reset feature, a warning to the expense summary report (ESR) user when their document violates the 60-day election rule limitations, adding graphs to the Web FMIS summary reports, and implementing a pilot of electronic invoice (EI) functionality, which allows a user to easily create credit card reimbursement vouchers based on invoices received electronically from the Senate's credit card vendor. A pilot of the EI functionality began in January and was offered to all offices in June 2010. By the end of 2010, thirty-three offices were using the EI functionality.
  - FMIS 2010-2 was implemented in August 2010. This release included a small number of enhancements for ESR users, but was focused on implementing new functionality for the SAA Accounts Payable process. Processes were simplified by automated retrieval of data from existing purchase orders. An application, WebPICS provides pop-up windows where users enter the required data which the system uses to retrieve information from the purchase order. The users verifies retrieved data and adds information necessary to complete the process to create receiving reports, invoices and vouchers for payments against purchase orders.
  - FMIS 2011-1 was implemented in November 2010 and included two new fields (invoice date and invoice receipt date) on the Web FMIS document create page and the document search criteria page for all users; it gives SAA users the ability to search by project code and job code using the document search criteria page and users using the EI functionality, the ability to search by traveler's name. A new version of ESR, "Line Item Entry" was also introduced to a pilot group. This enables users to select from one of three travel types of ESR; single trip, multiple trips, or interdepartmental travel, requiring different types of information based on

the type selected. It is anticipated that this new version of ESR will reduce rekeying by staff and reduce the corrections to itineraries made by administrative managers, chief clerks and Disbursing's accounts payable staff. A pilot of 10 offices and committees began in November 2010. This version was given to all new senators of the 112<sup>th</sup> Congress.

- The computing infrastructure for FMIS is provided by the SAA. Each year the SAA staff upgrades the infrastructure hardware and software. During 2010 the SAA implemented two major upgrades to the FMIS infrastructure. These included upgrading the database, DB2, to version 9 in a two step process, and upgrading the mainframe operating system to version 1, release 11.
- During 2008 Disbursing implemented a prototype imaging system in which paper vouchers and supporting documentation were imaged by Disbursing staff and routed electronically. The hands-on experience of this prototype was especially useful in refining system requirements. In 2009 and completed in 2010, the software for the image database and image viewer was selected, and imaging and electronic signature requirements were finalized. This information was coordinated with a separate SAA smart card ID project to be utilized for electronic signatures. In October 2010, a task order for adding document imaging and electronic signatures to Web FMIS was signed. This task order outlines work to be completed in 2010 through the spring of 2013.
- Finalized the selection of the PeopleSoft payroll system integrator through a competitive bid process, signed the contract and started with the fit gap sessions for the implementation of the new system.
- Implemented state tax remittances via direct deposit for 6 additional states and updated our access to the Federal Reserve Bank (FRB) due to a change in FRB-supplied equipment.

During the remainder of Fiscal Year 2011 the following FMIS activities are anticipated:

- Implementing WebPICS release for phase III which will focus on SAA purchase order creation and approval;
- Coordinating with SAA the timeframes for the implementation of the smart card ID project for electronic signatures;
- Implementing on-line distribution of monthly ledger reports using Reveal via Web FMIS;
- Implementing ACH payment for the 16 remaining state taxes jurisdictions which require a programming change;
- Participating in the yearly disaster recovery test; and
- Implementing FMIS release 2011-2 during the spring 2011. This release is expected to allow the SAA accounts payable group and the Secretary's account administrator the ability to image and attach supporting documentation to the documents created via WebPICS or Web FMIS.

During Fiscal Year 2012 the following FMIS activities are anticipated:

- Continuing the implementation of online financial reports;

- Implementing FMIS 2011-3, which includes the deployment of an imaging and electronic signatures pilot by Senate Office.
- Implementing FMIS 2012-1 to include additional imaging features from the pilot group requirements to support extended pilot office participation.
- Implementing FMIS 2012-2 to provide capacity and stability enhancements to support rollout to all offices and committees, as well as enhancements to the pilot functionality based on feedback gained through user group meeting and training sessions;
- Continuing with the new payroll system implementation, conversion and testing; and
- Reviewing existing systems and developing a long term modification and replacement plan for key financial systems.

A more detailed report on FMIS is included in the departmental report of the Disbursing Office.

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## **LEGISLATIVE OFFICES**

The Legislative Department provides support essential to senators in carrying out their daily chamber activities as well as the constitutional responsibilities of the Senate. The Legislative Clerk sits at the Secretary's desk in the Senate Chamber and reads aloud bills, amendments, the Senate Journal, Presidential messages, and other such materials when so directed by the Presiding Officer of the Senate. The Legislative Clerk calls the roll of members to establish the presence of a quorum and to record and tally all yea and nay votes. The office staff prepares the Senate *Calendar of Business*, published each day that the Senate is in session, and prepares additional publications relating to Senate class membership and committee and subcommittee assignments. The Legislative Clerk maintains the official copy of all measures pending before the Senate and must incorporate into those measures any amendments that are agreed to. This office retains custody of official messages received from the House of Representatives and conference reports awaiting action by the Senate. The office staff is responsible for verifying the accuracy of information entered into the LIS system by the various offices of the Secretary.

Additionally, the Legislative Clerk acts as supervisor for the Legislative Department, responsible for overall coordination, supervision, scheduling, and cross-training. The department consists of eight offices: the Bill Clerk, Captioning Services, Daily Digest, Enrolling Clerk, Executive Clerk, Journal Clerk, Legislative Clerk, and the Official Reporters of Debates.

### *Summary of Activity*

The Senate completed its legislative business and adjourned *sine die* on December 22, 2010. During 2010, the Senate was in session 158 days and conducted 299 roll call votes and 8 live quorum calls. There were 388 measures reported from committees and 6 special reports submitted to the Senate. There were 569 total measures passed or agreed to. In addition, there were 4,924 amendments submitted to the desk.

### *Cross-Training and Continuity of Operations (COOP) Planning*

Recognizing the importance of planning for the continuity of Senate business, under both normal and possibly extenuating circumstances, cross-training continues to be strongly emphasized among the Secretary's legislative staff. To ensure additional staff are trained to perform the basic floor responsibilities of the Legislative Clerk, as well as the various other floor-related responsibilities of the Secretary, approximately half of the legislative staff are currently involved or have recently been involved in cross-training.

Each office and staff within the Legislative Department participated in numerous ongoing COOP discussions and exercises throughout the past year. These discussions and exercises are a joint effort involving the Office of the Secretary, the U.S. Capitol Police, and the Office of the Sergeant at Arms.

### *Succession Planning*

The average number of years of Senate service among the Secretary's Legislative Department supervisors is 19 years. It is critical that the Secretary's Legislative Department attract and keep talented employees, especially the second tier of employees just behind the current supervisors because of the unique nature of the Senate as a legislative institution. The arcane practices and voluminous precedents of the Senate make institutional experience and knowledge extremely valuable.

### **BILL CLERK**

The Office of the Bill Clerk collects and records data on the legislative activity of the Senate, which becomes the historical record of official Senate business. The Bill Clerk's staff keeps this information in its handwritten files and ledgers and also enters it into the Senate's automated retrieval system so that it is available to all House and Senate offices through the Legislative Information System (LIS). The Bill Clerk records actions of the Senate with regard to bills, resolutions, reports, amendments, cosponsors, public law numbers, and recorded votes. The Bill Clerk is responsible for preparing for print all measures introduced, received, submitted, and reported in the Senate. The Bill Clerk also assigns numbers to all Senate bills and resolutions. All the information received in this office comes directly from the Senate floor in written form within moments of the action involved, so the Bill Clerk's office is generally regarded as the most timely and most accurate source of legislative information.

### *Assistance from the Government Printing Office (GPO)*

The Bill Clerk's staff maintains an exceptionally good working relationship with the Government Printing Office (GPO) and seeks to provide the best service possible to meet the needs of the Senate. GPO continues to respond in a timely manner to the Secretary's request, through the Bill Clerk's office, for the printing of bills and reports, including the expedited printing of priority matters for the Senate chamber.

### *Legislative Activity*

The Bill Clerk's staff processed 1,099 fewer legislative items than in the previous congress for an overall decrease of slightly less than 9 percent. For comparative purposes, below is a summary of the second sessions of the 110<sup>th</sup> and 111<sup>th</sup> congresses, and then between the combined sessions of each congress.

	110th Congress, 2 <sup>nd</sup> Session	111th Congress, 2 <sup>nd</sup> Session	% Change
Senate Bills	1,217	1,139	-6.41
Senate Joint Resolutions	19	17	-10.53
Senate Concurrent Resolutions	43	30	-30.23
Senate Resolutions	311	320	2.89
Amendments Submitted	1,812	1,626	-10.26
House Bills	427	333	-22.01
House Joint Resolutions	4	6	50
House Concurrent Resolutions	93	51	-45.16
Measures Reported	452	388	-14.16
Written Reports	274	275	41.61
Total Legislation	4,652	4,298	-7.61
Roll Call Votes	215	299	39.07
House Messages <sup>1</sup>	283	332	17.31
Cosponsor Requests	7,306	4,947	-32.29

	110th Congress	111th Congress	% change
Senate Bills	3,741	4,059	8.5
Senate Joint Resolutions	46	42	-8.7
Senate Concurrent Resolutions	107	78	-27.1
Senate Resolutions	729	707	-3.02
Amendments Submitted	5,704	4,924	-13.67
House Bills	940	715	-23.94
House Joint Resolutions	13	16	23.08
House Concurrent Resolutions	186	118	-36.56
Measures Reported	<u>880</u>	<u>388</u>	-55.91
Total Legislation	12,346	11,047	-10.52

### **CAPTIONING SERVICES**

The Office of Captioning Services provides realtime captioning of Senate floor proceedings for the deaf and hard-of-hearing and unofficial electronic transcripts of Senate floor proceedings to Senate offices on Webster, the Senate Intranet.

#### *General Overview*

Captioning Services strives to provide the highest quality closed captions. For the 17<sup>th</sup> year in a row, the Office has achieved an overall accuracy average above 99%. Overall caption

<sup>1</sup>This number reflects how many messages from the House are typed up by the Bill Clerks for inclusion in the Congressional Record. It excludes additional activity on these bills.

quality is monitored through daily translation data reports, monitoring of captions in real-time, and review of caption files on Webster. In an effort to decrease paper consumption and printing costs, accuracy reviews and reports will be completed and archived in electronic form for the upcoming year.

The real-time searchable closed caption log, available to Senate offices on Webster, continues to be an invaluable tool for all of the Senate community. Legislative floor staff, in particular, continue to depend upon its availability, reliability and contents to help them in the performance of their duties. Additionally, the Senate Recording Studio's complementary video component, Video Vault, adds searchable video to the audio and text and has proven to be a valuable new tool for Senate offices to utilize.

#### *Continuity of Operations (COOP) Planning*

Continuity of operations (COOP) planning and preparation continue to be a top priority to ensure that the office and staff are prepared and confident about the ability to relocate and successfully function from a remote location in the event of an emergency. Continual updates and review of the COOP plan and discussion with staff throughout the year prepare individuals to have confidence if called upon to execute the plan. The office also participates with the Recording Studio in an off-site location exercise of the COOP at least once a year.

#### **DAILY DIGEST**

The Office of the Senate Daily Digest is pleased to transmit its annual report on Senate activities during the second session of the 111<sup>th</sup> Congress. First, a brief summary of a compilation of Senate statistics:

#### *Chamber Activity*

The Senate was in session a total of 158 days, for a total of 1,074 hours and 40 minutes. There were 8 quorum calls and 299 record votes. (See Attachment for 20-Year Comparison of Senate Legislative Activity).

#### *Committee Activity*

Senate committees held a total of 827 meetings during the second session, as contrasted with 1,138 meetings during the first session of the 111<sup>th</sup> Congress.

All hearings and business meetings (including joint meetings and conferences) are scheduled through the Office of the Senate Daily Digest and are published in the *Congressional Record*, on its Web site on Senate.gov, and entered in the Legislative Information System (LIS), the web-based applications system. Meeting outcomes are also published by the Daily Digest in the *Congressional Record* each day and continuously updated on the Web site.

*Computer Activities*

The Digest staff continues to work closely with Senate computer staff to refine the LIS/DMS (document management system), including further refinements to the Senate Committee Scheduling application which will improve the data entry process.

The Digest office continues to electronically transmit the complete publication at the end of each day to the Government Printing Office (GPO).

*Government Printing Office*

The Daily Digest staff work closely with GPO on printing issues and are pleased to report that occurrences of editing corrections or transcript errors are infrequent.

20-YEAR COMPARISON OF SENATE LEGISLATIVE ACTIVITY

	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Senate Convened	1/3	1/3	1/5	1/25	1/4	1/3	1/3	1/27	1/6	1/24	1/3	1/23	1/7	1/20	1/4	1/3	1/4	1/3	1/6	1/5
Senate Adjourned	1/3/92	10/9	11/26	12/01	1/3/96	10/4	11/13	10/21	11/19	12/15	12/20	11/20	12/9	12/8	12/22	12/9	12/31	1/2	12/24	12/22
Days in Session	158	129	153	138	211	132	153	143	162	141	173	149	167	133	159	138	189	184	191	158
Hours in Session	1,200.44	1,091.09	1,269.41	1,243.33	1,839.10	1,036.45	1,093.07	1,095.05	1,183.57	1,017.51	1,236.15	1,043.23	1,454.05	1,031.31	1,222.26	1,027.48	1,375.54	988.31	1,420.39	1,074.40
Average Hours per Day	7.6	8.5	8.3	9.0	8.7	7.8	7.1	7.7	7.3	7.2	7.1	7.0	8.7	7.7	7.7	7.4	7.2	5.37	7.44	6.8
Total Measures Passed	626	651	473	465	346	476	386	506	549	696	425	523	590	663	624	635	621	589	478	569
Roll Call Votes	280	270	395	329	613	306	298	314	374	298	380	253	459	216	366	279	442	215	397	299
Quorum Calls	3	5	2	6	3	2	6	4	7	6	3	2	3	1	3	1	6	3	3	8
Public Laws	243	347	210	255	88	245	153	241	170	410	136	241	198	300	169	313	180	280	125	258
Treaties Ratified	15	32	20	8	10	28	15	53	13	39	3	17	11	15	6	14	8	30	1	6
Nominations Confirmed	45,369	30,619	38,676	37,446	40,535	33,176	25,576	20,302	22,468	22,512	25,091	23,633	21,580	24,420	25,942	29,603	22,892	21,785	23,051	23,327
Average Voting Attendance	97.16	95.4	97.6	97.02	98.07	98.22	98.68	97.47	98.02	96.99	98.29	96.36	96.07	95.54	97.41	97.13	94.99	94.36	96.99	95.88
Sessions Convened Before 12 Noon	126	112	128	120	184	113	115	109	118	107	140	119	133	104	121	110	156	147	148	116
Sessions Convened at 12 Noon	9	6	6	9	2	15	12	31	17	25	10	12	4	9	1	4	4	4	2	6
Sessions Convened after 12 Noon	23	10	15	17	12	7	7	2	19	24	21	23	23	21	36	24	32	33	41	36
Sessions Continued after 6 p.m.	102	91	100	100	158	88	96	93	113	94	108	103	134	129	120	129	144	110	152	116
Sessions Continued after 12 Midnight	4	9	7	3	1	0	0	0	0	2	3	8	2	3	3	4	4	2	2	1
Saturday Sessions	2	2	2	3	5	1	1	1	3	1	3	0	1	2	2	2	1	3	5	2
Sunday Sessions	0	0	0	0	3	0	1	0	0	1	0	0	1	1	2	0	1	1	1	4

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## **ENROLLING CLERK**

The Enrolling Clerk prepares, proofreads, corrects, and prints all legislation passed by the Senate prior to its transmittal to the Secretary of the Senate, House of Representatives, the White House, the National Archives and the United States Claims Court.

During the second session of the 111<sup>th</sup> Congress the Enrolling Clerk's office prepared the enrollment of 78 Senate bills (transmitted to the President), 4 Senate enrolled joint resolutions (transmitted to the President), 7 Senate concurrent resolutions (transmitted to the National Archives) and 40 Senate appointments (transmitted to the House of Representatives). In addition, approximately 177 House of Representatives bills, 30 House Concurrent Resolutions, 5 House Joint Resolutions and 2 conference reports, were either amended, passed or acted on by the Senate requiring the Enrolling Clerk's office staff to work hundreds of amendments in a tightly managed schedule. In all there were 61 messages delivered to the Clerk's office and 84 to the House Chamber by the Enrolling Clerk's office relative to Senate action and passage of legislation. The office also handled the appropriate delivery to the House Clerk's office of approximately 248 House enrolled bills and 11 House joint resolutions (1 vetoed) after they had been signed by the *President pro tempore*.

During the second session, the enrolling clerk's office was also involved in preparing and proofreading documents and taking messages to the House of Representatives relative to the impeachment of Judge Gabriel Thomas Porteous, Jr. of Louisiana. The Enrolling Clerk also assisted the Executive Clerk in putting together the official copy of the START Treaty agreement and helped organize Treaty amendments, in addition to proofreading the document. The office performance was successful, and all deadlines were met.

A total of 569 pieces of legislation were passed or agreed to during the second session of the 111<sup>th</sup> Congress. Many other Senate bills were placed in the calendar, all of which were processed in the Enrolling Clerk's office including approximately 99 engrossed Senate bills, 4 joint resolutions, 15 concurrent resolutions and 244 Senate resolutions. The office is also responsible for keeping the original official copies of bills, resolutions and appointments from the Senate floor through the end of each Congress. At the end of the second session, the Enrolling Clerk's office places all official papers in archives boxes where they are sent to the Senate Archivist for storage at the National Archives.

The Senate Enrolling Clerk's is also responsible for transmitting to the Government Printing Office (GPO) electronically, for overnight printing, copies of the original files of engrossed and enrolled legislation proofread and formatted accordingly in our office.

### *Continuity of Operations (COOP)*

In the second quarter 2010 the Enrolling Clerk attended two continuity of operations (COOP) exercises at GPO to test a number of printers for the COOP fly-away kit designated to be available for the enrolling clerks in the event of a COOP situation. In addition to testing the

printers, the exercise encompassed the important details of our operations necessary for the engrossment and enrollment of legislation involving the use of printers and specific paper stock supplied by GPO.

#### *Cost Savings*

The Enrolling Clerk has reduced printing requests by one-third over the past few years in addition to reducing its distribution of bills from GPO by half.

### **EXECUTIVE CLERK**

The Executive Clerk prepares an accurate record of actions taken by the Senate during executive sessions (proceedings on nominations and treaties) which is published as the *Journal of the Executive Proceedings of the Senate* at the end of each session of Congress. The Executive Clerk also prepares daily the *Executive Calendar* as well as all nomination and treaty resolutions for transmittal to the President. Additionally, the Executive Clerk's office processes all executive communications, presidential messages and petitions and memorials.

#### *Nominations*

During the second session of the 111th Congress, there were 1,077 nomination messages sent to the Senate by the President, transmitting 21,836 nominations to positions requiring Senate confirmation and 21 messages withdrawing nominations sent to the Senate during the second session of the 111th Congress. Of the total nominations transmitted, 435 were for civilian positions other than lists in the Foreign Service, Coast Guard, National Oceanic and Atmospheric Administration, and Public Health Service. In addition, there were 2,240 nominees in the "civilian list" categories named above. Military nominations received this session totaled 19,161 (6,600 Air Force; 7,486 Army; 4,448 Navy; and 627 Marine Corps). The Senate confirmed 23,327 nominations this session. Pursuant to the provisions of paragraph six of Senate Rule XXXI, 366 nominations were returned to the President during the second session of the 111th Congress.

#### *Treaties*

There were four treaties transmitted to the Senate by the President during the second session of the 111th Congress for its advice and consent to ratification, which were ordered printed as treaty documents for the use of the Senate (Treaty Doc. 111-5 through 111-8).

The Senate gave its advice and consent to six treaties with various amendments, conditions, declarations, understandings and provisos to the resolutions of advice and consent to ratification.

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### *Executive Reports and Roll Call Votes*

There were six executive reports relating to treaties ordered printed for the use of the Senate during the second session of the 111th Congress (Executive Report 111-2 through 111-7). The Senate conducted 50 roll call votes in executive session, all on or in relation to nominations and treaties.

### *Executive Communications*

For the second session of the 111th<sup>111</sup> Congress, 4,468 executive communications, 62 petitions and memorials and 29 Presidential messages were received and processed.

### *Environmental Impact*

In an effort to save money and eliminate unnecessary paper, the Executive Clerk reduced the copies of nominations printed for the committees by 95% during the 111th Congress, as all committees except one allow the paperwork to be transmitted by e-mail decreasing the need for duplicate paper copies.

## **JOURNAL CLERK**

The Journal Clerk takes notes of the daily legislative proceedings of the Senate in the “Minute Book” and prepares a history of bills and resolutions for the printed *Journal of the Proceedings of the Senate*, or *Senate Journal*, as required by Article I, Section V of the Constitution. The content of the *Senate Journal* is governed by Senate Rule IV, and is approved by the Senate on a daily basis. The *Senate Journal* is published each calendar year.

The *Journal* staff take 90-minute turns at the rostrum in the Senate chamber, noting the following by hand for inclusion in the Minute Book: (i) all orders (entered into by the Senate through unanimous consent agreements), (ii) legislative messages received from the President of the United States, (iii) messages from the House of Representatives, (iv) legislative actions as taken by the Senate (including motions made by Senators, points of order raised, and roll call votes taken), (v) amendments submitted and proposed for consideration, (vi) bills and joint resolutions introduced, and (vii) concurrent and Senate resolutions as submitted. These notes of the proceedings are then compiled in electronic form for eventual publication of the *Senate Journal* at the end of each calendar year. Compilation is efficiently accomplished through utilization of the LIS Senate Journal Authoring System. The *Senate Journal* is published each calendar year, and in 2010, the Journal Clerk completed the production of the 1,125 page 2009 volume. It is anticipated that work on the 2010 volume, including the Impeachment Journal, will conclude by December 2011.

### *Continuity of Operations*

In 2010, in support of the Office of the Secretary’s commitment to continuity of operations programs, the Office of the Journal Clerk participated in the annual Chamber

Protective Actions/Briefing Center exercise in May. Additionally, monthly tests of Blackberry emergency notification and laptop remote access procedures are conducted. The Journal Clerk continued the practice of scanning the daily Minute Book pages into a secure directory. The files are also copied onto a flash drive storage device weekly, and transported off-site each night. Although the actual Minute Books for each session of a Congress are sent to the National Archives a year following the end of a Congress, having easily-accessible files, both on a remote server and on a secure portable storage device, will ensure timely reconstitution of the Minute Book data in the event of damage to, or destruction of, the physical Minute Book.

### **OFFICIAL REPORTERS OF DEBATES**

The Office of the Official Reporters of Debates is responsible for the stenographic reporting, transcribing, and editing of the Senate floor proceedings for publication in the *Congressional Record*. The Chief Reporter acts as the editor-in-chief, and the Coordinator functions as the technical production manager of the Senate portion of the *Record*. The office interacts with Senate personnel on additional materials to be included in the *Record*.

On a continuing basis, all materials to be printed in the next day's edition of the *Record* are transmitted electronically and on paper to the Government Printing Office (GPO). Much of the transcript of Senate floor proceedings and Morning Business is sent to GPO electronically to allow for production of the *Record* in a cost conscious and timely manner. In most instances, the paper copy of the *Record* is delivered by GPO within two to three hours of its content being placed on the Internet at approximately 7 a.m. every day.

The Chief Reporter, in conjunction with senate office and committee staff, works to ensure compliance with the "2-page rule" to cut down on the printing costs of the *Record* by controlling the amount of extraneous printing to be done by GPO. As a result, these materials are often condensed so as not to exceed the rule and/or are cited and printed on Web sites with referencing so that they are available to the interested public.

The Official Reporters of Debate completed the upgrade of its stenotype machines this year, enabling This past year, the office purchased five additional Pro Cat Stylus stenotype machines, complementing the three machines that were purchased last fiscal year, resulting in the most efficient and up-to-date method of paperless recording of Senate debate. All reporters' stenographic notes are now saved to electronic files and are held for five years or more, saving the cost of storage and purchase of bundled stenotype paper that was used in the older machines.

### **PARLIAMENTARIAN**

The Parliamentarian's Office continues to perform its essential institutional responsibilities to act as a neutral arbiter among all parties with an interest in the legislative process. These responsibilities include advising the chair, senators and their staff, committee staff, House members and their staffs, and administration officials on all matters requiring an interpretation of the Standing Rules of the Senate, the precedents of the Senate, and unanimous consent agreements, as well as provisions of public law affecting the proceedings of the Senate.

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The Parliamentarian or one of his assistants is always present on the Senate floor when the Senate is in session, ready to assist the Presiding Officer in his or her official duties, as well as to assist any other senator on procedural matters. The parliamentarians work closely with the staff of the Vice President of the United States and the Vice President himself whenever he performs his duties as President of the Senate.

The parliamentarians serve as the agents of the Senate in coordinating the flow of legislation with the House of Representatives and with the President, and ensure that enrolled bills are signed in a timely manner by duly authorized officers of the Senate for presentation to the President.

The parliamentarians monitor all proceedings on the floor of the Senate, advise the Presiding Officer on the competing rights of the senators on the floor, and advise all senators as to what is appropriate in debate. The parliamentarians keep track of time on the floor of the Senate when time is limited or controlled under the provisions of time agreements, statutes or standing orders. The parliamentarians keep track of the amendments offered to the legislation pending on the Senate floor, and monitor them for points of order. In this respect, the parliamentarians reviewed more than 1,600 amendments during 2010 to determine if they met various procedural requirements, such as germaneness. The parliamentarians also reviewed thousands of pages of conference reports to determine what provisions could appropriately be included therein.

The Office of the Parliamentarian is responsible for the referral to the appropriate committees of all legislation introduced in the Senate, all legislation received from the House, as well as all communications received from the executive branch, state and local governments, and private citizens. In order to perform this responsibility, the parliamentarians do extensive legal and legislative research. During 2010, the Parliamentarian and his assistants referred 2,623 measures and 4,559 communications to the appropriate Senate committees. The office worked extensively with senators and their staffs to advise them of the jurisdictional consequences of countless drafts of legislation, and evaluated the jurisdictional effect of proposed modifications in drafting. In 2010, as in the past, the parliamentarians conducted several briefings on Senate procedure to various groups of Senate staff and visiting international parliamentary staff, on a non-partisan basis.

During 2010, as has been the case in the past, the staff of the Parliamentarian's Office was frequently called on to analyze and advise senators on a great number of issues arising under the Congressional Budget Act of 1974, the Trade Act of 1974, the Congressional Review Act, and many other provisions of law that authorize special procedural consideration of measures.

During all of 2010, the parliamentarians were involved in interpreting the ethics reform proposals adopted in 2007, especially the language dealing with earmark accountability and scope of conference.

Throughout 2010 until the convening of the 112<sup>th</sup> Congress, the parliamentarians reviewed all of the Senators' certificates of election for sufficiency and accuracy, returning those that were defective and reviewing their replacements.

Since the election in 2010, all of the parliamentarians have participated in the orientation sessions for the newly elected senators and have assisted each of them in their initial hours as Presiding Officers. The parliamentarians also participated in an orientation session on the Senate floor for Senate staff.

#### *Continuity of Operations (COOP)*

The parliamentarians have each been trained on and successfully remotely access the office's computers and hard drives, facilitating communications, research, and other work after hours, and enabling them to have the office function during possible emergencies. The Parliamentarian's Office continues to participate extensively in emergency preparedness training for the Senate Chamber and has been heavily involved with the Sergeant at Arms Office of Police Operations, Security and Emergency Preparedness for years in the planning phases of the Senate's evacuation and shelter-in-place procedures.

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## **FINANCIAL OPERATIONS**

### **DISBURSING OFFICE**

The mission of the Senate Disbursing Office is to provide efficient and effective central financial and human resource data management, information and advice to the offices of the United States Senate and to members and employees of the Senate. The Senate Disbursing Office manages the collection of information from the distributed accounting locations within the Senate to formulate and consolidate the agency level budget, disburse the payroll, pay the Senate's bills, and provide appropriate counseling and advice. The Senate Disbursing Office collects information from members and employees that is necessary to maintain and administer the retirement, health insurance, life insurance, and other central human resource programs and provides responsive, personal attention to members and employees on an unbiased and confidential basis. The Senate Disbursing Office also manages the distribution of central financial and human resource information to the individual member offices, committees, administrative and leadership offices in the Senate while maintaining the confidentiality of information for members and Senate employees.

The organization is structured to enhance its ability to provide quality work, maintain a high level of customer service, promote good internal controls, efficiency and teamwork, and provide for the appropriate levels of supervision and management. The long-term financial needs of the Senate are best served by an organization staffed with highly trained professionals who possess a high degree of institutional knowledge, sound judgment, and interpersonal skills that reflect the unique nature of the United States Senate.

### **Executive Office**

The primary responsibilities, among others, of the Executive Office are to:

- oversee the day to day operations of the Disbursing Office (DO);
- respond to any inquiries or questions;
- maintain fully and properly trained staff;
- ensure that the office is prepared to respond quickly and efficiently to any disaster or unique situation that may arise;
- provide excellent customer service;
- assist the Secretary of the Senate in the implementation of new legislation affecting any of her departments; and
- handle all information requests from the Committee on Appropriations and the Committee on Rules and Administration

The Disbursing Office, the Committee on Rules and Administration, the House of Representatives and the U.S. Treasury finalized an interagency agreement concerning payments for expenses made on behalf of the Congressional Oversight Panel established by P.L. 110-343, the Emergency Economic Stabilization Act. The Disbursing Office continues to offer administrative support to this office.

The Legislative Branch Appropriations Act for 2010, P.L. 111-68 included an administrative provision requiring the Report of the Secretary of the Senate to be published and publicly posted online, starting with the report covering the first full semi-annual period of the 112<sup>th</sup> Congress. Disbursing met several times with the Government Printing Office (GPO) to start the design of the Web page, and additional meetings will be held with all interested parties in the coming months to finalize the development of the report.

### **Front Office - Administrative and Financial Services**

The Front Office is the main service area for all general Senate business and financial activity. The Front Office staff maintains the Senate's internal accountability of funds used in the groups daily operations. The reconciliation of such funds is executed on a daily basis. The Front Office staff also provides training to newly authorized payroll contacts along with continuing guidance to all contacts in the execution of business operations. It is the receiving point for most incoming expense vouchers, payroll actions, and employee benefits related forms, and is the initial verification point to ensure that paperwork received in the Disbursing Office conforms to all applicable Senate rules, regulations, and statutes. The Front Office is the first line of service provided to senators, officers, and employees. All new Senate employees (permanent and temporary) who will work in the Capitol Hill Senate offices are administered the required Oath of Office and Personnel Affidavit. Staff is also provided verbal and written detailed information regarding pay and benefits. Advances are issued to Senate staff authorized for official Senate travel through the Front Office and cash and check advances are entered and reconciled in Web FMIS. After the processing of certified expenses is complete, cash travel advances are repaid.

Numerous inquiries are handled daily, ranging from pay, benefits, taxes and voucher processing, to reporting, laws, and Senate regulations; and must always be answered accurately and fully to provide the highest degree of customer service. Cash and checks received from Senate entities as part of their daily business are handled through the Front Office and become part of the Senate's accountability of federally appropriated funds and are then processed through the Senate's general ledger system. The Front Office maintains the Official Office Information Authorization Forms that authorize individuals to conduct various types of business with the Disbursing Office.

#### *General Activities*

- Processed approximately 530 cash advances during the year and initialized 920 check/direct deposit advances;
- Received and processed more than 21,600 checks;
- Administered Oath of Office and Personnel Affidavits to more than 1,700 new Senate staff and advised them of their benefits eligibility;
- Maintained brochures for 12 federal health insurance carriers and distributed approximately 3,500 brochures to existing staff during the annual Federal Benefits Open

Season and to new Senate employees during their Federal Employees Health Benefits (FEHB) selection process;

- Provided 22 training sessions to new administrative managers; and
- Administratively guided the three offices of the appointed senators that resulted from the death or resignation of sitting senators, and the 16 new Senate offices through the senator-elect phase

The Front Office continues its daily reconciliation of operations and strengthening of internal office controls. Training and guidance to new administrative managers and business contacts continued and was enhanced by the revamping of training materials that were provided to newly authorized personnel. The Front Office initiated a scanning procedure that ensured secure flow of payroll-related documents through the processing phase. Front Office staff continued assisting employees in maximizing their Thrift Savings Plan (TSP) contributions and making sure they are aware of the TSP Catch-Up provisions. The contribution level for the new TSP employee automatic enrollment was emphasized. The Front Office continued to provide the Senate community with prompt, courteous, and informative advice regarding Disbursing Office operations.

### **Payroll Section**

The Payroll Section maintains the Human Resources Management System (HRMS) and is responsible for processing, verifying, and warehousing all payroll information submitted to the Disbursing Office by Senators, committees and other appointing officials for their staff, including appointments of employees, salary changes, title changes, transfers and terminations. It is also responsible for input of all enrollments and elections submitted by Members and employees that affect their pay (e.g. retirement and benefits elections, tax withholding, TSP participation, allotments from pay, address changes, direct deposit elections, levies and garnishments) and for the issuance of accurate salary payments to members and employees. The Payroll Section is responsible for the administration of the Senate Student Loan Repayment Program (SLP) and for the audit and reconciliation of the Flexible Spending Accounts (FSAs) and Federal Employees Dental and Vision Insurance Program (FEDVIP) bill files received each pay period. The Payroll Section jointly maintains the Automated Clearing House (ACH) FedLine facilities with the Accounts Payable Section for the normal transmittal of payroll deposits to the Federal Reserve. Payroll expenditure, projection and allowance reports are distributed electronically to all Senate offices semimonthly. The Payroll Section issues the proper withholding and agency contribution reports to the Accounting Department and transmits the proper TSP information to the National Finance Center. In addition, the Payroll Section maintains earnings records, which are distributed to the Social Security Administration and employees' taxable earnings records, which are used for W-2 statements. This section is also responsible for the payroll expenditure data portion of the *Report of the Secretary of the Senate* and calculates, reconciles and bills the Senate Employees Child Care Center for their staff employee contributions and forwards payment of those contributions to the Accounting Section. The Payroll Section provides guidance and counseling to staff and administrative managers on issues of pay, salaries, allowances and projections.

*General Activities*

In January 2010, the Payroll Section conducted all year-end processing and reconciliation of pay records and produced W-2 forms for employees and federal and state tax agencies. They also facilitated the imaging of those documents to the DIS (document imaging system). The Payroll Section maintained the normal schedule of processing TSP election forms.

In January 2010, an employee COLA of 2.42 percent was authorized and administered. Statutory rates and program caps were updated in HRMS. Required documentation was issued, received, reconciled, input and adjusted as designated by appointing officials.

The Disbursing Office, in tandem with SAA Technical Support, researched and procured a vendor to implement a new payroll system. The proposals of the bidders were diligently assessed and modifications requested. Several demonstrations and technical forums were attended and rated. Specific attention was paid to how the vendors would accommodate the Senate's unique requirements, laws and regulations governing the services and programs administered by the payroll system. After extensive coordination, feedback and assessment, an implementer selection was made. Staff attended week-long training to enhance their ability to participate in system requirements, development, and implementation. The Payroll Section also drafted and edited a complete revision and update of the Payroll Procedures Manual in anticipation of its need as a tool to facilitate the development and implementation of the new payroll system.

As 2010 came to an end, the Disbursing Office and SAA had begun the process of system development and implementation with the new vendor. Fit gap sessions to analyze requirements started in February with an expected completion of Phase I of the project during FY 2012.

As a result of the passage of the Reservist Differential Pay legislation, the office worked with the SAA computer support staff to determine requirements, develop, test and implement programming changes, develop processes and procedures, and implement those within the guidelines set forth by the Office of Personnel Management (OPM) and Defense Financial and Accounting Services (DFAS). Offices and affected employees were notified of the impact of the legislation.

The automatic enrollment provisions of the Thrift Savings Plan (TSP) Enhancement Act of 2009 took effect in August 2010. The office worked in tandem with the SAA computer support staff and the TSP to determine system requirements, develop, test and implement changes and follow through with post-implementation testing and reporting. New procedures were developed and implemented and Senate wide communications were written and distributed.

Other minor changes were made to the human resources management system (HRMS) as the need arose as a result of regulated and policy changes. Changes to the retirement creditability of Federal Employee Retirement System (FERS) sick leave required legislative and procedural interpretation and required interagency cooperation and coordination. The Disbursing Office developed procedures and distributed communications throughout the Senate.

The office procured a new retirement calculator tool that will provide additional functionality to retirement counselors and enhance their ability to provide a greater number of retirement estimates. Procedures, training and usage development will occur in 2011.

In 2010, the Payroll Section implemented a number of system modifications as a result of legislative, regulatory and procedural changes. The Department of the Treasury implemented a new web-based process for purchasing Savings Bonds by payroll deduction, which required changes to existing procedures and required notification to the affected Senate members and employees. Passage of Reservist Differential Pay was handled with coordinated development of requirements, testing, system implementation and procedural development to facilitate the proper payments and tracking. Unusual changes to specific state tax law required system modifications so that residents of that state could remain in compliance with regards to their state tax withholding. This required system development, testing, implementation and notification to the affected members and staff.

As a result of the 2010 expiring terms of several appointed senators, the Payroll Section provided assistance and guidance to the offices of incoming and outgoing members. They also assisted Senator Robert C. Byrd's staff upon his death. In addition, the staff researched the specifics of applicable Senate resolutions to determine their impact, if any, on outgoing and potentially-outgoing staff in order to ensure that current procedures allowed for the proper administration of the resolutions and provided guidance to staff on those resolutions.

The Payroll Section administers the Student Loan Program (SLP), which includes initiation, tracking and transmission of the payments, determination of eligibility, coordination and reconciliation with office administrators and program participants. Because of regulatory changes within the Department of Education, extensive vendor processing changes were necessitated. As a result many payments to vendors were not being routed correctly once received at the designated address. This led to a higher than usual need for payment tracking, reconciliation and check reissue. The SLP Administrator continues to improve processes for administration of the program and documenting procedures. In addition, the SLP administrator developed an extensive list of "frequently asked questions" which were distributed to administrative managers and staff, and which have been published to Webster, the Senate's intranet.

### **Employee Benefits Section (EBS)**

The primary responsibilities of the Employee Benefits Section are administration of health insurance, life insurance, TSP, and all retirement programs for members and employees of the Senate. This includes counseling, processing of paperwork, research, dissemination of information and interpretation of retirement and benefits laws and regulations. EBS staff is also expected to have a working knowledge of the Federal Flexible Spending Account (FSA) Program, the Federal Long Term Care (LTC) Insurance Program and Federal Employees Dental and Vision Insurance Program (FEDVIP). In addition, the sectional work includes research and verification of all prior federal service and prior Senate service for new and returning appointees.

EBS provides this information for payroll input. It also verifies the accuracy of the information provided and reconciles, as necessary, when official personnel folders and transcripts of service from other federal agencies are received. Senate transcripts of service, including all official retirement and benefits documentation, are provided to other federal agencies when Senate members and staff are hired elsewhere in the government. EBS is responsible for the administration and tracking of employees placed in leave without pay to perform military service, including counseling with regard to continued benefits, TSP Make-up contributions and Reservist Differential payments. EBS participates fully in the Centralized Enrollment Clearinghouse System (CLER) Program sponsored by OPM to reconcile all FEHB enrollments with carriers through the National Finance Center. EBS is responsible for its own forms inventory ordering and maintenance, as well as all benefits, TSP, and retirement brochures, for the Disbursing Office. EBS processes employment verifications for loans, bar exams, the Federal Bureau of Investigation, OPM, and the Department of Defense, among others. Unemployment claim forms are completed, and employees are counseled on their eligibility. Department of Labor billings for unemployment compensation paid to Senate employees are reviewed in EBS and submitted by voucher to the Accounting Section for payment, as are the employee fees associated with FSAs. Designations of Beneficiary for Federal Employees' Group Life Insurance (FEGLI), retirement, and unpaid compensation are filed and checked by EBS.

### *General Activities*

The year began with an extended 2009 Benefits Open Season through January 31, 2010, as mandated by OPM.

With the death of Senator Robert C. Byrd, EBS counseled the senator's survivors regarding all benefits payable and assisted with claims processing. EBS also provided benefits transition counseling to all staff employed by Senator Robert C. Byrd, as well as, the processing of the resultant retirement cases. EBS provided incoming benefits counseling to senators who were appointed in 2010. In addition, EBS provided outgoing counseling and retirement case processing to senators who left office in 2010 and to their staff.

The year brought about many benefits changes. OPM issued guidance resulting from P.L. 111-84, which allows for unused sick leave to be credited towards Federal Retirement System (FERS) retirement & the ability to redeposit FERS refunds. The Affordable Care Act of 2010 created important benefits changes that were emphasized in the 2010 Federal Benefits Open Season. FEHB and FSA incurred major changes in dependent eligibility rules. Flexible spending account, health savings accounts and health reimbursement accounts were subject to over the counter over-the-counter drug eligibility and grace period changes. Premium assistance for temporary continuation of health insurance coverage under the American Recovery and Reinvestment Act of 2009 was extended through May 31, 2010.

OPM issued final regulations to expand the definition of "qualified relatives" under the long term care insurance. TSP changes in 2010 included the establishment of Spouse Beneficiary Accounts, the L Fund 2050, and the August 1, 2010 implementation of the TSP

Automatic Enrollment provisions. In addition, the enrollment/change period for the Federal Employees' Group Life Insurance (FEGLI) Program was increased to 60 days.

Many employees changed health plans during the annual Benefits Open Season. These changes were processed and reported to carriers very quickly. The Disbursing Office again offered Senate employees access to the online "Checkbook Guide to Health Plans" to research and compare FEHB plans. The Disbursing Office also hosted an Open Season Benefits Fair, which was informational and well attended. The Benefits Fair included representatives from local and national FEHB plans, as well as representatives from LTC, FSA and FEDVIP.

EBS conducted an agency-wide FERS seminar and attended interagency Benefits Officers and TSP meetings. This was especially important this year due to the many ongoing changes to many of the benefits programs.

EBS coordinated with the Office of Education and Training to provide outgoing offices two sessions with the DC Department of Employment Services and two sessions with OPM to assist with navigation of the federal jobs Web site, USAJobs.

### **Disbursing Office Financial Management**

Headed by the Deputy for Financial Management, the mission of Disbursing Office Financial Management is to coordinate all central financial policies, procedures, and activities; to process and pay expense vouchers within reasonable time frames; and to provide professional customer service, training and confidential financial guidance to all Senate accounting locations. In addition, the Financial Management group is responsible for the compilation of the annual operating budget of the United States Senate for presentation to the Committee on Appropriations, and for the formulation, presentation and execution of the budget for the Senate. On a semiannual basis, this group is also responsible for the compilation, validation and completion of the *Report of the Secretary of the Senate*. Disbursing Office Financial Management is segmented into three functional departments: Accounting, Accounts Payable, and Budget. The Accounts Payable Department is further subdivided into three sections: Vendor Administration, Disbursements, and Audit. The deputy coordinates the activities of the three functional departments, establishes central financial policies and procedures, and carries out the directives of the Financial Clerk and the Secretary of the Senate.

### **Accounting Department**

During 2010, the Accounting Department approved 52,000 expense reimbursement vouchers and vendor uploads including 1,585 deposits for items ranging from receipts received by the Senate operations, such as the Senate's revolving funds, to cancelled subscription refunds from member offices. General ledger maintenance also prompted the entry of thousands of adjustment entries that include the entry of all appropriation and allowance funding limitation transactions, all accounting cycle closing entries, and all non-voucher reimbursement transactions such as payroll adjustments, COLA budget uploads, stop payment requests, travel advances and repayments, and limited payability reimbursements. The department continues to

scan all documentation for journal vouchers, deposits, accounting memos, and letters of certification to facilitate both storage concerns and COOP backup. The section also completed the 2009 year-end process to close and reset revenue, expense, and budgetary general ledger accounts to zero.

The Disbursing Office also started working with a member's office and the Senate Stationery Room to establish and design an online flag ordering system using the Department of the Treasury's Pay.gov system capabilities. The form has been completed and is undergoing review by Treasury. The member's office will serve as a pilot office with other offices joining as the process is refined. Testing is planned for February 2011 with a possibility of other offices joining in March 2011.

The Department of the Treasury's monthly financial reporting requirements includes a "Statement of Accountability" that details all increases and decreases to the accountability of the Secretary of the Senate, such as checks issued during the month and deposits received, as well as a detailed listing of cash on hand. Also, reported to the Department of the Treasury on a monthly basis is the "Statement of Transactions According to Appropriations, Fund and Receipt Accounts," a summary of activity of all monies disbursed by the Secretary of the Senate through the Financial Clerk of the Senate. All activity by appropriation account is reconciled with the Department of the Treasury on a monthly and annual basis. The annual reconciliation of the Treasury Combined Statement is also used in the reporting to the Office of Management and Budget (OMB) as part of the submission of the annual operating budget of the Senate. During 2010, the Accounting Department tested and implemented a FAMIS system report to calculate the Treasury Combined Statement which is used for the OMB budget submissions.

The Accounting Department continues to transmit federal tax payments for Federal, Social Security, and Medicare taxes withheld from payroll expenditures, as well as the Senate's matching contribution for Social Security and Medicare to the Federal Reserve Bank through the IRS Electronic Federal Tax Payment System (EFTPS). EFTPS is also be used to transmit the quarterly 941 reports to the IRS. Payments for employee withholdings for state income taxes were reported and paid on a quarterly basis to each state with applicable state income taxes withheld. System modifications installed in 2008 allow electronic (ACH) payment of quarterly state taxes has resulted in a 64% participation rate by taxing jurisdictions, up from 50% last year. Twenty-seven of 42 tax jurisdictions are receiving their quarterly state tax payments via ACH. Six states were added to the ACH payments for the third quarter payments. System modifications are necessary to transmit the remaining 15 tax jurisdictions via ACH because of the unique state requirements for their transmissions. Monthly reconciliations were performed with the National Finance Center regarding the employee withholdings and agency matching contributions for the TSP.

There are also internal reporting requirements, such as the monthly ledger statements. These ledger statements detail all of the financial activity for the appropriate accounting period with regard to official expenditures in detail and summary form. It is the responsibility of the Accounting Department to review and verify the accuracy of the statements before Senate-wide distribution. During 2010 the Accounting Department worked with the Sergeant at Arms

(SAA) computer staff to test the electronic distribution of these monthly reports. It is hoped that this will be implemented in 2011.

The Accounting Department, in conjunction with the Deputy for Financial Management and the Assistant Financial Clerk, continues to work closely with the SAA Finance Department in creating Senate-wide financial statements in accordance with OMB Bulletin 01-09, "Form and Content of Agency Financial Statements" and any updates required by OMB Circular A-136, "Form and Content of the Performance and Accountability Reports". Work continues toward the implementation of the fixed asset system, and financial management software has been upgraded and the license renewed.

Accounting also has a budget division whose primary responsibility is compiling the annual operating budget of the United States Senate for presentation to the Committee on Appropriations. The Budget division is responsible for the preparation, issuance and distribution of the budget justification worksheets. The budget justification worksheets for FY2012 were mailed to the Senate accounting locations and processed in November 2010. The budget baseline estimates for FY 2012 were reported to OMB by mid-January 2011. The budget analyst is also responsible for the preparation of 1099's and the prompt submission of forms to the IRS before the end of the January.

#### **Accounts Payable: Vendor Administration**

The Vendor Administration Section maintains the accuracy and integrity of the Senate's central vendor (payee) file for the prompt completion of new vendor file requests and service requests related to the Disbursing Office's web-based payment tracking system. This section also assists the information technology (IT) department by performing periodic testing and by monitoring the performance of the vendor system. Currently, more than 17,300 vendor records are stored in the vendor file, in addition to approximately 10,000 employee records. Daily requests for new vendor addresses or updates to existing vendor information are processed within 24 hours of receipt. Besides updating mailing addresses, the section facilitates the use of ACH by switching the mode of vendor payment from paper check to electronic deposit. Whenever a new remittance address is added to the vendor file, a standard letter is mailed to the vendor requesting tax and banking information, as well as contact and e-mail information. If a vendor responds indicating they would like to receive ACH payments in the future, the method of payment is changed.

All Web FMIS users are using the Staffer Functionality exclusively, and new offices are automatically established with it. Senate employees can electronically create, save, and file expense reimbursement forms, track their progress, and get detailed information on payments using this system. The most common service requests are for system user identification and passwords and for the reactivation of accounts. Employees may also request an alternative expense payment method. Employees can choose to have their payroll set up for direct deposit or paper check, but can have their expenses reimbursed by a method that differs from their salary payment method.

The Vendor section works closely with the A/P Disbursements group to resolve returned ACH payments. ACH payments are returned periodically for a variety of reasons, including incorrect account numbers, incorrect routing numbers, and, in rare instances, a nonparticipating financial institution.

The Vendor section electronically scans and stores all supporting documentation of existing vendor records and new vendor file requests. When this section receives replies asking for ACH participation, the vendors are asked if they wish to be notified by e-mail when payments are sent. Currently, over 95% of ACH participants also receive e-mail notification of payment.

During 2010, the Vendor section processed over 2,200 vendor file additions, completed more than 3,200 service requests, mailed approximately 1,100 vendor information letters, and converted more than 450 vendors from check payment to electronic payment.

### **Accounts Payable: *Disbursements Department***

The Disbursements Department is the entry and exit point for voucher payments. The department physically and electronically receives all vouchers submitted for payment. It also pays all of these vouchers, as well as the items submitted by upload and the various certifications and adjustments that are submitted periodically. The department received approximately 107,000 vouchers. All of these items were paid by the department via Treasury check or ACH. Multiple payments to the same payee are often combined. As a result, 18,500 checks were issued, while 71,100 ACH payments were required. The ACH volume increased 13% while the check volume decreased 18% for the year. This is a desired result as the department continues its efforts to substantially reduce reliance on paper checks.

The checkwriter system was upgraded and is now incorporated into Web FMIS. The new functionality allows greater ease of access to payment schedules for continuity of operations (COOP) purposes, but still maintains the security necessary to prevent unauthorized use of the system. Payment schedules may be retrieved, but payments cannot be made without proper authorization. Tests have been conducted to ensure functionality in case of emergency situations.

After vouchers are paid, they are sorted and filed by document number. Vouchers are grouped in six-month "clusters" to accommodate their retrieval for the semi-annual *Report of the Secretary of the Senate*. Files are maintained in-house for the current period and two prior periods, as space is limited. Older documents are stored in the Senate Support Facility (SSF). The inventoried items are sorted and recorded in a database for easy document retrieval. Several document retrieval missions were successfully conducted, and the department continues to work closely with warehouse personnel.

A major function of the department is to prepare adjustment documents. Adjustments are varied, and include re-issuance of items held as accounts receivable collections, re-issuance of payments for which non-receipt is claimed, and various supplemental adjustments received from the Payroll Department. Such adjustments are usually disbursed by check, but an increasing

number are now handled electronically through ACH. The department maintains a spreadsheet that tracks cases of non-receipt of salary checks, including stop payment requests and re-issuance.

The department also prepares the stop payments forms as required by the Department of the Treasury. Stop payments are requested by employees who have not received salary or expense reimbursements, and vendors claiming non-receipt of expense checks. The Treasury Check Information System (TCIS) allows the department to electronically submit stop-payment requests and provides online access to digital images of negotiated checks for viewing and printing. Once a check is viewed, it is printed and may be scanned. Scanned images are then forwarded to the appropriate accounting locations via e-mail. During 2010, approximately 500 digital images of negotiated checks were provided, and an additional 125 requests were received for stop payments. The stop payment volume is a significant reduction (75%) and is attributable to increased ACH payment and TCIS check copy retrieval. TCIS saves the Disbursing Office time, a \$7.50 processing fee for each request, is web-based, and is accessible from multiple workstations in Disbursing.

#### **Accounts Payable: Audit Department**

The Accounts Payable Audit Section is responsible for auditing vouchers and answering questions regarding voucher preparation and the permissibility of expenses and advances. This section provides advice and recommendations on the discretionary use of funds to the various accounting locations; identifies duplicate payments submitted by offices; monitors payments related to contracts; trains new administrative managers and chief clerks about Senate financial practices and the Senate's Financial Management Information System; and assists in the production of the *Report of the Secretary of the Senate*.

The section is organized at three different levels. The first level is the supervisor. In addition to performing managerial tasks, the supervisor also audits and sanctions vouchers as needed, and coordinates testing related to system implementation and upgrades. Eleven auditors process all incoming vouchers and uploads, and three of them have the authority to sanction, on behalf of the Committee on Rules and Administration, vouchers not exceeding \$100.00. They also sanction all travel and petty cash advances as well as non-Contingent Fund items such as Legal Counsel, Legislative Counsel, and the Office of Congressional Accessibility Services, as well as the for the Congressional Oversight Panel.

A major function of the section is monitoring the fund advances for travel and petty cash. Travel advances must be repaid within 30 days of trip completion and petty cash advances must be repaid whenever new funding authority is established. The system accommodates the issuance, tracking, and repayment of advances. It also facilitates the entry and editing of election dates and vouchers for senators-elect. In addition to other functionality, an advance type of petty cash was created and is in use. Regular petty cash audits are performed by the section, and all petty cash accounts were successfully audited in 2010.

The Accounts Payable Audit Section processed over 107,000 expense items in 2010. Audit sanctioned approximately 56,000 vouchers under authority delegated by the Committee on Rules and Administration. This translates to roughly 9,600 vouchers processed per auditor, and 11,000 vouchers posted per certifier. The voucher processing consisted of providing interpretation of Senate rules, regulations and statutes and applying the same to expense claims, monitoring of contracts, and direct involvement with the Senate's central vendor file. On average, vouchers greater than \$100.00 that do not have any issues or questions are received, audited, sanctioned electronically by the Senate Committee on Rules and Administration using Web FMIS, and are expected to be paid within 8 to 10 business days. These vouchers comprised over 40% of all vouchers, and, as in the previous year, Disbursing passed two post-payment audits performed by the Committee on Rules and Administration. In 2010, the average for Committee on Rules and Administration-sanctioned items was 5.45 days, and the average for Disbursing sanctioned items was 3.55 days, roughly 10% faster than the previous year.

Uploaded items are of two varieties: certified expenses and vendor payments. Certified expenses have been around since the 1980s, and include items such as stationery, telecommunications, postage, and equipment. Currently, the certifications include mass mail, franked mail, excess copy charges, Photography Studio, and Recording Studio charges. Expenses incurred by the various Senate offices are certified by SAA to the Disbursing Office on a monthly basis. The expenses are detailed on a spreadsheet which is also electronically uploaded. The physical voucher is audited and appropriate revisions are made. Telecommunications charges excepted, concentrated effort is put forth to ensure certified items appear as paid in the same month they are incurred. Telecommunications charges usually run one month behind as the SAA must wait for the bills from external vendors.

Vendor uploads are used to pay vendors for the Senate Stationery Room, Senate Gift Shop and state office rentals, and refund security deposits for the Senate Page School. The methodology is roughly the same as that for certifications, but the payments rendered are for the individual vendors. Although these items are generally processed and paid quickly, the state office rents are generally paid a few days prior to the month of the rental, which is consistent with the general policy of paying rent in advance.

The Accounts Payable Audit Group provided training sessions in the use of new systems: the process for generation of expense claims and the permissibility of expenses. They also participated in seminars sponsored by the Secretary of the Senate, the SAA, and the Library of Congress. The section trained 10 new administrative managers and chief clerks and conducted four informational sessions for Senate staff through seminars sponsored by the Congressional Research Service (CRS). The Accounts Payable group also routinely assists the IT department and other groups as necessary in the testing and implementation of new hardware, software, and system applications. The implementation of Web FMIS 2010-1 and 2010-2 allowed the SAA to use a web-based system more extensively. Additionally, new functionality was made available for auditors to view the expense summary reports that accompany staff vouchers. A new menu structure was also created for inquiries. Electronic invoicing for the Senate-wide credit card provider, JP Morgan Chase, was also implemented.

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**Disbursing Office Information Technology****Financial Management Information System**

The Disbursing Office Information Technology (IT) department provides both functional and technical assistance for all Senate financial management activities. Activities revolve around support of Web FMIS which is used by staff in 140 Senate accounting locations (i.e., 100 Senate personal offices, 20 committees, 20 leadership and support offices, the Office of the Secretary of the Senate, the SAA, the Senate Committee on Rules and Administration Audit section, and the Disbursing Office).

Responsibilities of the department include:

- supporting current systems;
- testing infrastructure changes;
- maintaining contact with system users to ensure their needs are met;
- managing and testing new system development;
- preparing for the 112<sup>th</sup> Congress;
- planning;
- managing the FMIS project, including contract management;
- administering the Disbursing Office's Local Area Network (LAN); and
- coordinating the Disbursing Office's disaster recovery activities.

The Disbursing Office is the business owner of FMIS and is responsible for making the functional decisions about FMIS. The SAA Technology Services staff is responsible for providing the technical infrastructure, including hardware (e.g., mainframe and servers), operating system software, database software, and telecommunications; technical assistance for these components, including migration management and database administration; and regular batch processing. The office utilizes the support of a contractor, along with the SAA who are responsible for operational support and application development. The three organizations work cooperatively.

Highlights of the year include:

- supporting over 4,000 FMIS users, of which 83% are staff preparing expense summary reports (ESRs);
- implementing three releases of FMIS, including two pilots and moving the SAA onto web-based interfaces:
  - a pilot of electronic invoicing, by which a user can easily create a voucher based on credit card data that the Senate receives electronically;
  - a new version of ESR that builds the traveler's itinerary based on the location of reported expenses. This reduces rekeying of information by staffers and the number of errors corrected by voucher preparers and the DO A/P staff; and
  - WebPICS for SAA requisitioners, approvers, receivers and voucher preparers;

- testing infrastructure changes that included upgrades to the mainframe operating system (Z/OS), the database (DB2), and the mainframe user security module; and
- increasing the number of states to whom Disbursing sends state taxes via direct deposit from 21 to 27; and
- preparing for the 112<sup>th</sup> Congress.

### *Supporting Current Systems*

IT supports Web FMIS users in all 140 accounting locations, the departments in the Disbursing Office (e.g., Accounts Payable (A/P), Accounting, Disbursements, Vendor Administration and Front Office sections), and the Senate Committee on Rules and Administration Audit staff. The activities associated with this responsibility include:

- User support - providing functional and technical support to all Senate FMIS users; staffing the FMIS Ahelp desk@; answering hundreds of questions; and meeting with chiefs of staff, administrative managers, chief clerks, and directors of various Senate offices as requested;
- Technical problem resolution - ensuring that technical problems are resolved;
- Monitor system performance - checking system availability and statistics to identify system problems and coordinate performance tuning activities such as those for database access optimization;
- Security - maintaining user rights for all ADPICS, FAMIS, and Web FMIS users;
- System administration - designing, testing and making entries to tables that are at the core of the system;
- Support of accounting activities – performing functional testing and production validation of the cyclic accounting system activities. This includes rollover, the process by which tables for the new fiscal year are created, and archive/purge, the process by which data for the just lapsed fiscal year are archived for reporting purposes and removed from the current year tables;
- Support of the Senate Committee on Rules and Administration post payment voucher audit process – providing the data from which the Committee on Rules and Administration Audit staff selects a statistically valid sample of vouchers for \$100 or less. In this way, the Committee on Rules and Administration Audit staff review vouchers sanctioned under authority delegated to the Financial Clerk; and
- Training - providing functional training to all Senate FMIS users.

### *Testing Infrastructure Changes*

The SAA provides the infrastructure on which FMIS operates, including the mainframe, the database, security hardware and software, and the telecommunications network. Activities for changes to the infrastructure include testing of all functionality prior to implementation and validating critical functionality post implementation. During 2010, the SAA implemented two major upgrades to the FMIS infrastructure. These included upgrading the database, DB2, to

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version 9 in a two step process, and upgrading the mainframe operating system to version 1, release 11, and at the same time, changing the mainframe security system to RACF.

#### *Maintaining Contact with System Users to Ensure Their Needs are Met*

Communicating with our large user base is critical to provide the excellent service. IT meets on a regularly scheduled basis with representatives from Accounting, A/P, and the SAA. In addition, IT meets with user groups as it gathers requirements for new functionality. Meetings are advertised, and users self-select to participate. This year, IT met with the administrative managers, chief clerks and their staff who prepare expense summary reports (ESRs) to discuss changes to the data entry for the ESRs. Additionally IT met with SAA users who prepare vouchers to discuss voucher and inquiry functionality developed in the second phase of “WebPICS”, a web-based front end to ADPICS with additional functionality developed to address SAA user needs.

#### *Managing and Testing New System Development*

During 2010, IT supervised development, performed extensive integration system testing, and implemented changes to FMIS subsystems. The implementation and production verification activities were completed over a weekend in order to minimize system downtime to users. Since 2006, multiple sub-system upgrades have been consolidated into two or three releases each year. This reduced the amount of regression testing required. In order to accurately reflect the variety of changes in each release, the releases are now numbered by fiscal year. During 2010, Disbursing implemented the following three major releases:

- FMIS r2010-1, implemented in January 2010;
- FMIS r2010-2, implemented in August 2010; and
- FMIS r2011-1, implemented in November 2010.

In addition, IT worked on functionality that will be included in future releases, of which one, the FMIS Imaging Product Analysis is especially important.

#### *FMIS 2010-1*

FMIS 2010-1 was implemented in January 2010. This release included a small number of enhancements for WebFMIS users including an automated password reset feature, a warning to the ESR user when their document violates the 60-day election rule, adding graphs to the Web FMIS summary reports, and implementing a pilot of electronic invoice functionality, which allows a user to easily create credit card vouchers based on invoices received electronically from the Senate’s credit card vendor. A pilot of the electronic invoice (EI) functionality began in January and was offered to all offices in June 2010. By the end of 2010, thirty-three offices were using the EI functionality.

The main focus of this release was implementing WebPICS, which enables SAA users to access ADPICS functionality through a web-based front end, and provides additional functionality, such as a robust search function. The SAA follows a structured procurement

process that includes creating requisitions, creating purchase orders from requisitions, receiving goods, entering invoices, and creating vouchers from purchase orders. For many years, the SAA has used ADPICS, a mainframe system, to perform these activities. This was especially difficult for occasional users. Using a variety of technologies, the WebPICS project replaces use of ADPICS with access to user-friendly web pages. This release, the first of three planned releases, focused on the needs of requisitioners and requisition approvers, who are occasional users, and included:

- a robust requisition search function, through which a user can find a requisition, its related purchase order, any change orders, and the document's history, by entering minimal information, such as the create date, the commodity code used, by whom it was created or the department for whom it was created;
- links to purchase orders via a viewer that formats mainframe data into web pages;
- a streamlined requisition create function that displays data from multiple ADPICS screens on three tabs – basic information on the header tab; what is being requested and who will pay for it (i.e., commodity information, commodity specifications, and the accounting information) on the items tab; and additional information for the vendor on the terms tab;
- a streamlined requisition change order function that shows, on the same page, the old information and the new information;
- look-up tables for selecting, rather than typing, information such as commodity codes and accounting codes when searching for and creating requisitions; and
- use of the existing Web FMIS inbox to identify, check out, view, and approve or reject requisitions.

A pilot of SAA requisitioners and requisition approvers began using WebPICS in early January 2010, and all requisitioners and approvers were trained and began using this functionality by the end of April, three months ahead of schedule.

#### *FMIS 2010-2*

FMIS 2010-2 was implemented in August 2010. This release included a small number of enhancements for ESR users, but was focused on implementing new functionality for the SAA accounts payable process (e.g., receipt of goods, invoice processing and approval, voucher creation, and approval). Processes were simplified by automated retrieval of data from existing purchase orders. WebPICS provides pop-up windows where users enter the required data which the system uses to retrieve information from the purchase order. The user simply verifies retrieved data and adds information necessary to complete the process to create receiving reports, invoices and vouchers for payments against purchase orders.

Four additional new search windows provide ability to easily find original and related documents, including related images stored by SAA Finance in OnBase:

- receiving report search;
- invoice voucher search;

- expenditure search, which provides the ability to search for expenses processed within WebFMIS, WebPICS, and via upload, the combination of which was not previously available in one query; and
- purchase orders search by vendor.

The third WebPICS release, which will focus on purchase order creation and approval is scheduled for implementation in the spring of 2011.

#### *FMIS 2011-1*

FMIS 2011-1 was implemented in November 2010 and included:

- Adding two fields, invoice date and invoice receipt date, to the Web FMIS document create page and to the document search criteria page for all users;
- Ability for SAA users to search by project code and job code using the document search criteria page;
- Ability for users using the electronic invoice functionality to search by traveler's name using the document search criteria page; and
- Introduction to a pilot group a new version of ESR, "Line Item Entry". This version enables users to select one of three travel ESR types: single trip, multiple trips, or interdepartmental travel, which requires different information depending on the type. Users then create an ESR in a more simplified format, entering expenses by date, location and expense type on a line-by-line basis. The locations are selected from a list of cities provided by the U.S. Postal Service. This format enables the itinerary to be built automatically from the locations entered for each expense and is produced in the format that complies with the standards for the *Report of the Secretary*. This version of ESR is expected to reduce rekeying by staff and reduce the corrections to itineraries made by office managers, chief clerks and the Disbursing Office's Accounts Payable staff. A pilot of 10 offices and committees began in November 2010. Additionally, this version has been given to all new senators of the 112<sup>th</sup> Congress.

#### *FMIS Imaging*

During 2008, Disbursing implemented a prototype imaging system in which paper vouchers and supporting documentation were imaged by Disbursing staff and routed electronically. The hands-on experience of this prototype was especially useful in refining system requirements. Under the FMIS Imaging Product Analysis project, begun in 2009 and completed in 2010, software for the image database and image viewer was selected, and imaging and electronic signature requirements were finalized. This information was coordinated with a separate SAA smart card ID project; the smart cards will be used for electronic signatures.

In October 2010, a task order for the adding document imaging and electronic signatures to Web FMIS was signed. This task order outlines work to be completed between now and the spring of 2013 in three phases (6 releases), including:

- Phase 1: imaging only pilot (spring of 2011);

- Phase 2: office imaging and signatures pilot (summer 2011), extended pilot (winter 2012), and full roll-out (summer 2012); and
- Phase 3: staffer imaging and signatures pilot (winter 2012), and rollout (spring 2013).

### *Preparing for the 112<sup>th</sup> Congress*

Using statistical information from FY2009 and FY2010, IT prepared for each new Senator in the 112<sup>th</sup> Congress (including those whose terms began at the end of the 111<sup>th</sup> Congress) budget information based on the spending patterns for the 111<sup>th</sup> Congress. Additionally, IT participated in the planning sessions for the new office manager training at which Disbursing presented an outline for training and a sample quick reference guide regarding Senate financing. The Web FMIS training schedule for the first quarter of 2011 was revamped to include Web FMIS classes every two weeks instead of once a month.

### *Planning*

The Disbursing IT department performs two main planning activities:

- Schedule coordination - planning and coordinating a rolling 18-month schedule; and
- Strategic planning - setting the priorities for further system enhancements.

#### *Schedule Coordination*

In 2010, this department continued to hold two types of meetings between Disbursing and the SAA to coordinate schedules and activities. These were:

- project specific meetings - a useful set of project-specific working meetings, each of which has a weekly set meeting time and meets for the duration of the project (e.g., archive/purge meetings and Web FMIS budget function meetings); and
- technical meetings - a weekly meeting to discuss the active projects, including scheduling activities and resolving issues.

#### *Strategic Planning*

During 2010 Disbursing drafted a 5-year schedule based on earlier meetings to “envision the future.” This is still under discussion and review and will be affected by the schedule for implementing a new payroll system, which will require substantial changes to current systems, including the interface from payroll into the General Ledger (FAMIS) of payroll expenditures and projections, the interface from the payroll system into the master vendor file (in FAMIS), and the payroll reports provided to the offices via Web FMIS.

### *Managing the FMIS Project*

The responsibility for managing the FMIS project was transferred to the Disbursing IT department during the summer of 2003, and includes developing the task orders with contractors, overseeing their work and reviewing invoices. In 2010, the following two new task orders were executed:

- Service Year 2011 Extended Operational Support, which covers activities from September 2010 to August 2011; and
- FMIS Imaging Pilot, which covers tasks for adding document imaging and electronic signatures to Web FMIS. This task order outlines work to be completed between now and the Spring of 2013 (6 releases in 3 phases), and provides functionality for the Secretary and the SAA, office managers/chief clerks, the Disbursing Office Accounts Payable and Accounting staff, and Senate staff who prepare expense summary reports (e.g., staff who travel).

In addition, work continued under two task orders executed in prior years:

- Service year 2010 Extended Operational Support (covered activities from September 2009 to August 2010); and
- FMIS Imaging Product Analysis, which analyzed what software will be used for paperless voucher processing, including managing images, viewing images, annotating images and reading smart cards, which will have a component of the electronic signature.

#### *Administering the Disbursing Office's Local Area Network (LAN)*

The Disbursing Office continued to administer its own local area network (LAN), which is separate from the network used by the rest of the Secretary's Office. It is used by over 50 staff. Upkeep of the LAN infrastructure, including performing routine daily tasks and replacing equipment regularly, is critical to providing services. In addition, there are a number of specialized administrative applications that are housed on the Disbursing Office LAN. During 2010, LAN administration activities included:

- maintaining and upgrading the Disbursing Office's LAN;
- installing specialized software; and
- maintaining projects for the payroll and benefits section.

#### *Maintaining and Upgrading the Disbursing Office LAN*

Disbursing maintained the existing workstations with appropriate upgrades including:

- installing OnWeb, a Web-based 3270 emulation software;
- imaging critical PCs for easy recovery from hard disk crash or other PC failure;
- replacing SNAP servers with Buffalo Terra stations; and
- installing a video teleconferencing (VTC) unit in the Disbursing Office conference room.

#### *Installing Specialized Software*

Disbursing is responsible for sending direct deposit payments to the Federal Reserve Bank (FRB). During 2010, IT updated Disbursing's access to the FRB, due to a change in FRB-supplied equipment and ensured that access was functioning from the Alternate Computing Facility.

*Maintaining Projects for Payroll and Employee Benefits Sections*

During 2010, Disbursing supported three specialized applications for the Payroll and Employee Benefits Sections:

- IT continued to support the imaging system developed by SAA staff. This system electronically captures and indexes payroll documents submitted at the front counter, and is critical for the Payroll and Employee Benefits sections. At the end of 2009, a new version of this software was installed and only minor updates were needed in 2010 .
- In addition, the systems administrator moved the CLER application, a health insurance benefits validation service, to a new standalone personal computer and worked with the SAA Network Operations staff to establish point-to-point security for access to the U.S. Department of Agriculture.
- The Government Retirement Benefits (GRB) software, which enables benefits counselors to easily estimate retirement benefits based on different scenarios, is now available to Disbursing staff.

*Coordinating the Disbursing Office=s Disaster Recovery Activities*

Disbursing anticipates testing in 2011 to include fail-over of its systems to the ACF, activity at the ACF, and a new activity: fail-back of the changed production data.

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## **ADMINISTRATIVE OFFICES**

### **CHIEF COUNSEL FOR EMPLOYMENT**

The Office of the Senate Chief Counsel for Employment (SCCE) is a non-partisan office established at the direction of the Joint Leadership in 1993 after enactment of the Government Employee Rights Act (GERA), which allowed Senate employees to file claims of employment discrimination against Senate offices. With the enactment of the Congressional Accountability Act of 1995 (CAA), as amended, Senate offices became subject to the requirements, responsibilities and obligations of twelve employment laws. The CAA also established the Office of Compliance (OC). Among other things, the OC accepts and processes legislative employees' complaints that their employer has violated the CAA.

The SCCE is charged with the legal defense of Senate offices in all employment law cases at both the administrative and court levels. The SCCE attorneys also provide legal advice to Senate offices about their obligations under employment laws. Accordingly, each of the 140 offices of the Senate is an individual client of the SCCE, and each office maintains an attorney-client relationship with the SCCE.

The areas of responsibilities of the SCCE can be divided into the following categories:

- Litigation (defending Senate offices in courts and at administrative hearings)
- Mediations to resolve lawsuits
- Court-ordered alternative dispute resolutions
- Occupational Safety and Health Act (OSHA) compliance
- Union drives, negotiations, and unfair labor practice charges
- Americans with Disabilities Act (ADA) compliance
- Layoffs and office closings in compliance with the law
- Management training regarding legal responsibilities
- Preventive legal advice

#### *Litigation; Mediations; Alternative Dispute Resolutions*

The SCCE defends each of the Senate employing offices in all court actions, hearings, proceedings, investigations and negotiations relating to labor and employment laws. The SCCE handles cases filed in the District of Columbia and cases filed in any of the 50 states.

#### *Compliance with the OSHA and the ADA*

The CAA mandates that, at least once each Congress, the OC shall inspect each Senate office to determine whether each office is in compliance with the OSHA and the public accommodation portion of the ADA. The CAA authorizes the OC to issue a public citation to any office that is not in compliance.

The SCCE provides legal assistance and advice to each Senate office to ensure that it is complying with the OSHA and the ADA. The SCCE also represents each Senate office during the OC inspections and advises and represents each Senate office when a complaint of an OSHA or ADA violation is filed against the office or when a citation is issued.

In 2010, the SCCE pre-inspected 1,225 Senate rooms to ensure that Senate offices are complying with the OSHA and the ADA. Inspections included all member offices, leadership and committee offices, offices of the Sergeant at Arms, offices of the Secretary of the Senate in the Capitol and the Capitol Visitor Center, as well as the Hart, Dirksen, and Russell Buildings and offsite buildings used by the Senate.

During 2010, the enthusiasm and participation of Senate offices in the SCCE's pre-inspection safety program resulted in perfect safety records for 64 member offices and 13 committees. At the conclusion of the inspections, no Senate office had any significant safety problem, and no citations were issued during the 111<sup>th</sup> Congress.

#### *Training Regarding Legal Responsibilities and Employee Rights*

An important part of the legal services the SCCE offers is educating Senate managers of their obligations and employees' rights under the employment laws that govern Senate offices. The SCCE regularly conducts legal training for senators, senators-elect and their staff, Senate employees and Senate interns.

In 2010, the lawyers of the SCCE gave 69 legal seminars to Senate offices, including, among others:

- The Congressional Accountability Act of 1995: Management's Rights and Obligations
- Senators-Elect Orientation: Managing Your Offices in Compliance with Employment Laws
- Staff of Senators-Elect: How to Set Up and Manage a Senate Office in Compliance with the Law
- Hiring the Right Employee: Advertising, Interviewing and Conducting Background Checks without Violating the Law
- How to Conduct I-9 and E-Verify Checks on New Hires
- Common Employment Law Mistakes Managers Make
- Evaluating, Disciplining and Terminating Employees without Violating the Law
- Sexual Harassment in the Workplace: What is Prohibited and What Are Employees' Rights and Obligations
- A Manager's Guide to Preventing and Addressing Harassment in the Workplace
- Diversity in the WorkplaceThe Americans with Disabilities Act: What Managers Must Know about Complying with the Law
- Military Service Academies Interviewing in Compliance with the Law
- The Requirements of the Family and Medical Leave Act
- The Requirements of the Equal Pay Act.

In addition to the above 69 seminars, the SCCE conducted a series of monthly seminars covering all major employment laws that govern Senate offices. The purpose of the seminars was to educate Senate management staff about their responsibility to ensure that their respective offices comply with the CAA. The series was open to all chiefs of staff, staff directors, administrative directors, chief clerks and office managers. Individuals who completed the series received a certificate of completion from the Secretary of the Senate.

The SCCE, working with the Senate Radio and TV Studio, now streams its seminars to all Senate state offices so that the managers in state offices can participate electronically in all SCCE live seminars. In addition, the SCCE electronically stores SCCE seminars to allow Senate managers who were unable to attend a seminar to review it electronically from their desk monitors at a later date. Finally, to ensure that all Senate managers, whether in Washington, DC or a state office, can easily learn about and register for SCCE's seminars, the SCCE added an online seminar registration process to its website.

### *Legal Advice*

The SCCE meets daily with members, chiefs of staff, administrative directors, office managers, staff directors, chief clerks and counsel at their request to provide legal advice. For example, on a daily basis, the SCCE advises Senate offices on matters such as interviewing, hiring, counseling, disciplining and terminating employees in compliance with the law; handling and investigating sexual harassment complaints; accommodating the disabled; determining wage law requirements; meeting the requirements of the Family and Medical Leave Act; management's rights and obligations under union laws and the OSHA; and management's obligation to give leave to employees for military service. In 2010, the SCCE had over 1,695 client legal advice meetings.

Also, the SCCE provides legal assistance to Senate offices to ensure that their office policies, job descriptions, interviewing guidelines and performance evaluation forms comply with the law and are updated as employment laws change. In 2010, the SCCE prepared 229 policy manuals for member offices and committees.

### *Union Drives, Negotiations and Unfair Labor Practice Charges*

In 2010, the SCCE provided guidance to managers and supervisors regarding their legal and contractual obligations under union contracts.

### *Environmental, Cost and Space Savings*

It has now been 10 years since the SCCE became the first Senate office to convert to a "paperless" office. By doing this, the SCCE has benefited the environment, cuts costs, cleared office space, reduced storage needs, and become more efficient. Having accomplished that project, the SCCE turned its attention to eliminating hard copy legal books in its office. To this end, in 2009 the SCCE eliminated 50% of its hard copy legal library. In 2010, the SCCE further reduced its book inventory by 20%. The SCCE achieved this through a combination of scanning

and converting to electronic books. In addition to the above-mentioned benefits, this project saves the office over \$6,000 annually, has freed approximately 288 square feet of office space, and has saved time by eliminating the need for staff members to update legal books on a weekly basis with new paper inserts.

### **CONSERVATION AND PRESERVATION**

The Office of Conservation and Preservation develops and coordinates programs directly related to the conservation and preservation of Senate records and materials for which the Secretary of the Senate has statutory and other authority. Initiatives include: deacidification of paper and prints, phased conservation for books and documents, collection surveys, exhibits, and matting and framing for the Senate Leadership.

#### *Senate Library*

As mandated in the 1990 *Senate Library Collection Condition Survey*, the office continued to conduct an annual treatment of books identified by the survey as needing conservation or repair. In 2010 conservation treatments were completed for 173 volumes of a 7,000 volume collection of House hearings. Specifically, treatment involved recasing each volume as required, using alkaline end sheets, replacing acidic tab sheets with alkaline paper, cleaning the cloth cases, and replacing black spine title labels of each volume as necessary. The Office of Conservation and Preservation will continue preservation of the remaining 3,410 volumes.

#### *Preservation*

The Office of Conservation and Preservation completed 106 volumes of House and Senate hearings and *Congressional Records* for the Senate Library. These books were rebound with new end sheets and new covers using the old spines when possible.

#### *Committees*

Conservation and Preservation assisted the Committee on the Budget, Select Committee on Ethics, and the Joint Economic Committee with their books being sent to the Government Printing Office for binding.

#### *Exhibition*

Conservation and Preservation assisted the Senate Historical and Curator's offices in the installation of a new exhibition to mark the 150th anniversary of the Civil War. The exhibition replaced the Inauguration exhibit in the Senate wing's first floor connecting corridor.

### **CURATOR**

The Office of Senate Curator, on behalf of the Senate Commission on Art, develops and implements the museum and preservation programs for the United States Senate. The Curator

collects, preserves, and interprets the Senate's fine and decorative arts, historic objects, and specific architectural features; and the Curator exercises supervisory responsibility for the historic chambers in the Capitol under the jurisdiction of the Commission. Through exhibitions, publications, and other programs, the Curator educates the public about the Senate and its collections.

*Collections: Commissions, Acquisitions, and Management*

This year 294 objects were accessioned into the Senate Collection. Many of these historic objects were deposited with the Curator's Office to ensure their safekeeping. These included a ticket from the 1945 Presidential Address to Congress; 13 artifacts from the 1939 Congressional welcome of King George VI and Queen Elizabeth; 10 items from the 1941 visit of Prime Minister Winston Churchill; 17 artifacts from the 1943 visit of Madame Chiang Kai-Shek; various tickets, programs, badges, passes, and other objects from 10 different inaugural ceremonies held between 1925 and 1989; 25 objects from funerals held in the Senate Chamber; items from the 1953 memorial service for Senator Robert Taft held in the Rotunda; and tickets from the Senate nomination hearing for Elena Kagan as Associate Justice of the Supreme Court of the United States.

A painting of Senator Bill Frist by artist Michael Shane Neal was completed as part of the Senate Leadership Portrait Collection. It will be unveiled in March 2011.

The most significant addition to the collection was the acquisition of four small paintings by 19th century artist Constantino Brumidi, created in preparation for frescoes in the Senate Reception Room (S-213) and the Senate Committee on Military Affairs and Militia (S-128). The Senate had long been aware of these historic oil sketches, which formed the largest known private collection of Brumidi's Capitol works.

Thirty-nine new foreign gifts were reported in 2010 to the Select Committee on Ethics and deposited with the Senate Curator's office on behalf of the Secretary of the Senate. The office currently is responsible for 211 foreign gifts, which are catalogued and maintained in accordance with the Foreign Gifts and Decorations Act. Appropriate disposition of 80 foreign gifts was completed following established procedures.

The Office of Senate Curator continued to document and care for the historic Russell Senate Office Building furnishings. In addition, the search continued for Russell furniture located in private collections, museums, and libraries, and another 1909 partner desk was returned to the Senate from the University of Nevada at Reno. In addition, the office drafted guidelines for the care of these century-old furnishings to prevent the physical degradation of the furniture, and, when appropriate, allow the pieces to be restored to their original 1909 appearance.

The Curator's Office continued to work with the Capitol Visitor Center (CVC) project staff, Architect of the Capitol (AOC) representatives, and their consultants to resolve problems with the heating, ventilating and air conditioning (HVAC) equipment in the Curator's two CVC

collection storage spaces. In June 2009, consultants determined that the HVAC equipment installed in the new storage rooms was unable to meet environmental requirements and needed to be replaced. New equipment was ordered and installed in the larger of the two rooms. Fine tuning of this system is nearing completion. Replacement of the HVAC equipment in the smaller room began in January 2011. These HVAC systems are essential to the Curator's mission to preserve the Senate's significant collections.

Maintenance of the Senate's historic clocks continued under a program established in 2009 to provide regularly scheduled care. Since the Curator's staff assumed responsibility last year for winding the Senate's historic clocks, the opportunity to closely observe their function has helped alleviate recurring problems with timekeeping.

The care of collections on display has benefitted from the addition of an automated maintenance record system that is now part of the Senate collection database. Regular cleaning and care of the art and historic furnishings is now tracked and recorded. Staff is alerted when an object is due for care based on this new automated maintenance program, thus saving considerable time when scheduling and planning work.

The office enhanced its emergency preparedness for the collection by identifying local disaster recovery companies to assist in a disaster, and finalizing an emergency disaster guide. The guide provides contact information on local art handlers, shippers, and conservators, as well as information on how to address the care of specific materials in the event of fire, water, infestation, or a chemical emergency. Additionally, all new loan agreements were digitized in a portable document format for easy retrieval off-site, and a map noting the current location of loaned objects was created to allow quick identification of loans that may be affected in an emergency situation.

The office continued its program of photographing all objects for the collection database. Over 50 objects were photographed, and a total of 859 images out of 4,598 were resized for consistency. Staff also worked with the Senate Photographic Studio on several special projects, including documenting new signatures in the Senate Chamber desk drawers, recording conservation and installation of artwork, and photographing historic spaces. Such documentation is important for recordkeeping, disaster preparedness, use on Senate.gov, and for publications promoting the Senate's collections.

In keeping with scheduled procedures, all Senate collection objects on display were inventoried, noting any changes in location. In addition, as directed by S. Res. 178 (108th Congress, 1st session), the office submitted inventories of the art and historic furnishings in the Senate to the Senate Committee on Rules and Administration. The inventories, which are submitted every six months, are compiled by the Curator's Office with assistance from the Senate Sergeant at Arms (SAA) and AOC's Superintendent of Senate Office Buildings.

Both recordkeeping and protection of the Senate's historic mirror collection received considerable attention. The object files and database entries for all 94 mirrors were reviewed and updated based on established registration standards. Taking advantage of renovation work, the

office installed protective plinths on two mirrors. By raising the mirrors from the mantels and creating a larger footprint, the plinths shield the mirror frames from spills, damage from objects displayed on the mantels, and routine dusting. In addition, implementation of a plan to provide routine, on-site professional care for the Senate's gilded frames, including mirror and picture frames, began in 2010. A list of treatable damage was developed and several frames repaired. Seventeen mirrors were also cleaned.

The office coordinated the approval by the Senate Committee on Rules and Administration and the Commission on Art of mirror movement guidelines. The guidelines safeguard these important decorative objects from unnecessary damage due to excessive handling, and preserve each mirror's significance by retaining its historic association with a room.

Staff worked with the SAA Cabinet Shop to develop a list of the multiple components of the writing boxes that are part of the Senate Chamber desks. A computerized drawing of one of the boxes was completed to aid in the work. Many of these writing boxes have sustained damage over the years, and a comprehensive survey is needed to prioritize repairs. Once the survey is completed, the Cabinet Shop will begin refurbishing the boxes.

The official Senate chinaware was used at 16 receptions for distinguished guests, both foreign and domestic, including a luncheon for the King of Jordan, a tea for the president of Russia, and a tea for the president of Haiti. The Secretary's china was inventoried and used at three receptions sponsored by the chairman of the Senate Foreign Relations Committee.

### *Conservation and Restoration*

In addition to the regular maintenance required for the Senate's historic clocks, extensive conservation occurred on two clocks: the "Ohio" clock and the architectural shelf clock in the Old Senate Chamber. Both clocks have significant histories, and are exceptional examples of 19th century American clock making.

The "Ohio" clock was purchased from Thomas Voigt of Philadelphia in 1816, to be used in the Senate Chamber after renovations were completed following the burning of the Capitol by the British. After 194 years of continuous use, accumulated grime, layers of varnish, and repairs had taken their toll on the case and the eagle. Conservators conducted microscopic studies of the finish layers that had built up over time. Their findings provided new and exciting information about the clock, and were the basis for re-gilding the historic eagle. The clock's movement also required extensive repairs, especially to the hands and the timekeeping mechanism. As a result of this conservation, the "Ohio" clock now accurately reflects its 19th century appearance, and, it is hoped, will continue to run for another 200 years.

The architectural shelf clock was purchased from the Bailey and Kitchen Company of Philadelphia in 1846 to serve as the timepiece for the Old Senate Chamber following removal of the "Ohio" clock. The Bailey clock needed thorough cleaning and repair, as well as replacement of material that has worn away over time due to continuous use. During the conservation of the

two clocks, the Curator's office obtained new information about their physical histories that could only be discovered during the course of treatment.

A condition assessment was completed in order to develop a comprehensive scope of work for the restoration of the Senate Chamber desk inkwells and sanders. These artifacts date to about 1930, and are starting to show their age. The evaluation helped identify damaged glass in need of replacement, broken or missing hinges, and corrosion to the metal and loss of patina. The next phase is to finalize a scope of work and select a conservator. Conservation is projected to begin in 2012 when other work in the chamber is scheduled.

Three portraits recently acquired for the Senate Leadership Portrait Collection received preservation treatment. The portraits of Robert Byrd, Tom Daschle, and Trent Lott were given a final protective coating of varnish, which is done only after the paint is completely dry.

The office began the restoration of the eight Flemish oak benches purchased in 1899 for the Senate Reception Room. Over time, their carved back panels had been removed, their seats and backs upholstered, and they were poorly refinished multiple times. The conservation process included research into the original carved panels and finish, and the difficult repair of the extensive upholstery damage. Once returned to the Senate, the benches will reflect their original appearance, and be ready to provide another century of service.

### *Historic Preservation*

The Senate's historic preservation program seeks to formulate a solid preservation policy reflective of the Senate's interests and the need to preserve the Capitol's historic fabric and historical artistic intent. Through various initiatives, the preservation program has positioned itself as a valuable resource for the Senate, ensuring that all projects are carefully considered and weighed in light of sound preservation practices.

The Curator's Office continued to work closely with the AOC and the SAA to review, comment, plan, and document Senate side construction projects (many of which are long-term initiatives) that involve or affect historic resources. Such construction and conservation efforts included: energy lighting upgrades; first responder antennae installation; mural restoration; smoke purge system installation; wall and ceiling restoration; scagliola conservation; third floor plaster repair; and the Brumidi Corridors restoration. Through this work, the Curator's Office was able to ensure that the highest preservation standards possible were applied to all Capitol projects. The Curator's office continued its participation in a working group (whose other members were the SAA, the AOC and the Rules Committee) to engage in several building projects to conserve and protect public spaces and historic assets. In areas with conserved scagliola, the office worked with the SAA to develop and install various surface protection measures. Similarly, the Curator's Office worked with the SAA to devise a solution to the furniture in the Brumidi Corridors north door entrance. The challenging Senate Reception Room restoration and rehabilitation project, developed by the Senate Curator and the AOC Curator, has successfully moved forward. A pilot conservation project was initiated by the AOC for part of the decorative wall design. The Reception Room has a very complex pattern of surface

treatments that involve delicate toned glazes and precise application methods. The office arranged to have existing room condition drawings completed, surveyed the floor tiles, and placed informational signs in the room detailing the conservation. Once the pilot is completed in late 2011, the restoration of the remaining wall surfaces should proceed more quickly.

Regarding the Brumidi Corridors restoration, the office assisted the AOC in garnering support for a comprehensive, time-bound plan for finishing the corridors. With the support of the Committee on Rules and Administration and Senate Commission on Art, it is hoped that this five year plan can move forward in 2011. It will be a major achievement when these treasured corridors can be returned to their original artistry.

### *Historic Chambers*

The Curator's staff continued to maintain the Old Senate and Old Supreme Court Chambers, and coordinated periodic use of both rooms for special occasions. The office staff worked with the U.S. Capitol Police on the procedures developed to record the after-hours access to the historic chambers by current members of Congress. Eighty-five requests were received from current members for after-hours access to the Old Senate and Old Supreme Court Chambers.

Of special significance in the Old Senate Chamber was the re-enactment swearing-in ceremonies for five senators, and the closed Senate session on the New START Treaty.

### *Loans to and from the Collection*

A total of 61 historic objects and paintings are currently on loan to the Curator's Office on behalf of Senate leadership and offices in the Senate wing of the Capitol. The staff returned 5 loans, coordinated 6 new loans, and renewed loan agreements for 34 other objects. Over 37 loans are projected to be renewed next year.

### *Publications and Exhibitions*

The Senate Commission on Art's enabling legislation ( 2 U.S.C. 2104) requires that "at least every ten years" a Senate document be published which lists all works of art, historical objects, and exhibits currently within the Senate wing of the Capitol and the Senate Office Buildings. The document was published this year with the assistance of the Government Printing Office (GPO). Encompassing over 4,000 works of art and artifacts, the inventory records the growth of the Senate collection over the last 10 years; demonstrates the office's concerted effort to acquire objects that enhance the collection; and provides a publicly accessible list of the entire collection.

At the request of the Republican Leader's Office, the Curator worked with the Senate Historical Office to produce a booklet to supplement the existing Leader's suite brochure. The supplemental publication includes color images and descriptions on the art in the suite and highlights Kentucky connections to the suite's history.

In recognition of the Congressional Gold Medal to be awarded to Constantino Brumidi, the office developed a publication on the Capitol's artist. Staff worked with GPO on the layout and design for the book, and the first two chapters have been completed. This illustrated publication will highlight new scholarship from historians, curators, and conservators about Brumidi's artistic endeavors in the Senate wing of the Capitol.

In conjunction with the Senate Library and Senate Historical Office, staff installed two exhibits outside the newly remodeled Dirksen G-50 hearing room as requested by the Rules Committee. The exhibits were placed in the showcases built into the walls of the room's vestibule. One case highlights Senator Everett Dirksen, for whom the building was named; the other case features the building—its origins, construction, and architectural details.

A new exhibition was installed to mark the 150th anniversary of the Civil War, replacing the Inauguration exhibit in the Senate wing's first floor connecting corridor. This project was a joint effort between the Senate Historical Office, Curator's Office, with assistance from the Office of Conservation and Preservation, GPO and the AOC Paintings and Decorating Division. Traditionally, the story of the Civil War is told from the perspective of the president or his military commanders, but this exhibit illustrates the crucial role played by the Senate and its members during this national crisis.

Curator's staff finalized an online Web exhibit on Senate.gov dispelling myths and rumors often heard about Senate art. Seven different "myths" are included in the initial posting, featuring the most prominent and oft-repeated apocryphal stories. The office also increased its presence on the Web this year with a new section highlighting the Senate's decorative art collection. Seventy-two artifact pages were posted, from gilded mirrors and historic clocks, to Senate Restaurant china, snuff boxes, and other important Senate heirlooms. In addition, an online exhibition featuring artifacts related to funerals held in the Senate Chamber was posted; and a new web section titled, "Curator's Picks," highlighting the Curator's favorite works in the Senate Collection, will be completed shortly. Staff also proceeded with the design and outline for an historic spaces section for Senate.gov. When completed, the site will guide visitors through such treasures as the Old Senate and Old Supreme Court Chambers, the President's Room, and other significant historic spaces.

At the request of the Committee on Rules and Administration, and pursuant to S. Res. 53, the office installed a bronze plaque honoring the work of African-American slaves in building the U.S Capitol. The plaque is located in the third floor east front connecting corridor of the Senate wing, where a portion of the Capitol's original 1800 exterior wall can be seen.

#### *Collaborations, Educational Programs, and Events*

The Curator's staff assisted the National Archives again this year with two exhibits for display in the vault at the Center for Legislative Archives. Objects related to the Senate Chamber's 150th anniversary continued on display, and were replaced with an exhibition of objects related to Constantino Brumidi.

The Curator and staff assisted with numerous CVC-related projects throughout the year. The Curator, Associate Curator, and administrator provided support for the Congressional Historical Interpretation Program (CHIP), including developing a new e-learning program and guidebook; participated in the morning “briefings” to the Capitol Guide Service to better inform them on Senate art and history; conducted exhibition lectures for the public; reviewed exhibition text and images; and at the request of the CVC oversight for the Senate, the Senate Committee on Rules and Administration, continued to work closely with the House Curator and AOC Curator to review products and publications for the CVC gift shop.

The Senate Curator assisted the AOC Curator and House Curator on various art-related research and projects, most notably the Rosa Parks commission, display of the House Bierstadt paintings, and conservation related matters. The Senate Curator and staff also gave lectures on the Senate’s art and historical collections to various historical groups and art museums. The staffs further assisted with the Secretary’s Senate staff lecture and tour series and were regular contributors to *Unum*, the Secretary’s newsletter.

#### *Office Administration and Automation*

The collections management database was reviewed, assessed and improved to include the reconfiguration of the artist information, updates to loan and inscription records, and the creation of an object maintenance table. This work will allow more efficient search capabilities, a stable database, and an easier way of transferring information into reports.

In the area of file management, the Curator’s staff completed a major restructuring of the office’s electronic files, applying a new organizational matrix and file naming protocols. Combined with this effort, the office developed and implemented project close-out procedures. This standardization and consistent records collation has greatly improved the usability of the office resources, streamlined office record keeping, and enhanced research capabilities.

#### *Continuity of Operations (COOP) Planning*

In the area of continuity of operations (COOP) preparedness, the office conducted its annual table top exercise and trained staff to use remote desktop access through a series of work-from-home exercises. The exercises proved effective in identifying problems and troubleshooting issues before a true emergency occurs.

#### *Objectives for 2011*

Conservation and preservation of the Senate’s collections continue to be a priority, and several major projects are planned for 2011. Two of the Senate’s most iconic works in the Old Senate Chamber will be restored: the Eagle and Shield sculpture and the portrait of George Washington by Rembrandt Peale. In preparation, a detailed review of past treatments and analyses by various conservators was undertaken in 2010. A scope of work will be developed and a panel of experts will assist in the review process. The conservation schedule will be coordinated with repairs planned in the Old Senate so that the works of art are out of harm’s way

when renovations begin. Additionally, conservation of the Senate Reception Room benches will be completed.

Based on the findings from a condition assessment of the Senate's collection of historic clocks completed in 2008, the Curator's Office will continue to schedule necessary conservation for the clocks to avoid deterioration of their parts and their function as accurate timepieces. The tall case clock in the Vice President's Ceremonial Office is next scheduled for treatment; both the case and movement will require conservation.

Staff will begin the survey of the Senate Chamber desk writing boxes, with the assistance of the SAA Cabinet Shop, and develop a plan for their repair and ongoing maintenance. The interior and exterior of the writing boxes will be assessed for condition, and the various components will be inspected and documented. Repair work will begin in 2012, depending on the Senate's schedule.

With regards to the care of the Senate's historic mirrors, staff will inventory the historic Russell Office Building mirrors and initiate a maintenance program for the nine historic oversized mirrors located in committee hearing rooms. In order to increase the skill and knowledge of the Curator's Office, several staff will participate in hands-on training related to basic gilded frame repair. This will reduce the need for professional conservators, improve the response time to urgent repairs, and save the Senate money over time.

In the area of collections management, the office will continue reviewing photographs in the collections database to ascertain that each object has a documentation photograph and that it meets required size parameters.

The office will further efforts to locate and recover historic artifacts associated with the Senate, specifically tickets and programs to Senate Chamber funerals and historic furnishings associated with the Senate and Supreme Court (when it met in the Capitol).

The Curator's staff will confer with the AOC regarding preservation issues related to Senate restoration and remodeling projects, disseminate project information to the Senate, develop preservation projects at the request of the Senate, conduct condition inspections, and arrange necessary maintenance. The bulk of the office's project management will involve advancing the restoration and rehabilitation of the Brumidi Corridors, the Senate Reception Room, and the Strom Thurmond Room.

With the assistance of GPO and the AOC Senate Superintendent, the Curator's Office will create a new educational exhibit and brochure for the sculpture *Mountains and Clouds*, located in the Hart Senate Office Building atrium. The exhibit will feature information on the artist, sculpture, conservation, and the maquette, or scale model. An exhibit will also be mounted for the four new Brumidi paintings. The sketches will be displayed in a public area, so that staff and visitors can appreciate these important works of art.

Other education efforts will focus on Senate.gov. Staff will continue to add objects to the decorative art section, as well as update the Senate Chamber desk site to reflect the new seating arrangement for the 112th Congress. A Web supplement will be added to the *United States Senate Catalogue of Fine Art*, highlighting the art collected by the Senate since the catalogue was published in 2002. Additionally, the office will develop a schematic and assemble resources for posting the historic spaces site. The first room targeted will be the Old Senate Chamber. The historic spaces site will feature the historical, artistic, and decorative elements of each space, as well as restoration details where applicable.

The collections management database will be reviewed by the office to determine if it can continue to serve the Senate's growing needs. The collections database will also be backed up, cloned, and compressed on a regular basis to prevent further corruption or potential loss of data.

The office maintains a digital documentation database of all legislation, precedents, and procedures related to the Senate Commission on Art and Senate Curator's Office. These electronic records will be upgraded and implemented with indexes and full annotations, allowing easier search capabilities and access during a COOP emergency.

Also in the area of COOP preparedness, the office will conduct its annual table top exercise, will refine and improve the navigability of its online COOP plan, and will continue with its series of work-from-home exercises to best prepare the office for an emergency situation. Finally, the office will plan for any crisis that may affect the Senate's collections by finalizing the disaster recovery guide to include the new collection storage areas in the CVC.

## **EDUCATION AND TRAINING**

The Joint Office of Education and Training provides employee training and development opportunities for all Senate staff in Washington D.C. and the states. There are two branches within the office: Education and Training and Health Promotion. The Education and Training branch is responsible for providing management and leadership development, training on human resources issues and staff benefits, writing, editing, legislative research and time management, as well as offering technical training support for approved software packages and equipment and new staff and intern information in either Washington, D.C. or the state offices. This branch provides training as instructor-led classes; one-on-one coaching sessions; specialized vendor provided training; video teleconferencing; webinars; internet-based training, documentation, job-aids and quickcards. The Health Promotion branch provides seminars, classes and screenings on health and wellness issues. This branch also coordinates an annual health fair for all Senate employees and plans blood drives every year.

### *Capitol Hill Training Events*

The Office of Education and Training offered 1,278 classes and events on Capitol Hill in 2010, drawing over 10,000 participants. The registration desk handled over 25,000 e-mail and phone requests for training and documentation.

The above total includes 438 customized training sessions for 1,937 staff members. These sessions ranged from in-depth training of Senate office system administrators, conflict resolution and organizational development. The office provides individual consultation on Web site development and office systems training, as well as classes in resume and interviewing skills building for staff whose members have died, announced their retirements, or been defeated.

The Senate's Intern Program is also a focus of the office. The office provides training for intern coordinators as well as five orientation and training sessions for approximately 500 interns.

The annual Senate Services Expo for Senate office staff had 35 presenters from the offices of the Secretary of the Senate, the Sergeant at Arms, the Architect of the Capitol, the U.S. Capitol Police and the Library of Congress providing an overview of their services to 250 staff. This is part of the orientation for new staff and the aides to the senators-elect in addition to the seven orientation sessions held shortly after the November elections.

#### *State Training Events*

The Office of Education and Training provided 85 learning opportunities to state office for which 2,813 state staff registered.

The office continues to offer the State Training Fair Program and video teleconferencing and webinars as a means to train state staff. In 2010, two sessions of the State Training Fairs were attended by 63 state staff. In addition, 62 state administrative managers and directors attended the State Directors Forum; 43 state staff participated in a Constituent Services Forum. Education and Training also provided advanced all-staff meeting facilitation to over 20 offices that were attended by over 650 staff. Additionally, the office offered 33 Video Teleconferencing classes, for which 1,707 state staff registered; 28 webinars that were attended by 288.

To date, 692 state and Hill staff have registered and accessed a total of 1,534 different lessons and publications using internet-based training covering technical, professional and language skills. This allows staff in both the Hill and state to take training at their convenience. Education and Training also provides 54 Senate-specific self-paced lessons that have been accessed over 3,200 times.

#### *Health Promotion*

In the Health Promotion area, 3,070 staff participated in 56 activities throughout the year. These activities included: lung function and kidney screenings, eight blood drives, the Health and Fitness Day, seminars on health related topics and the Annual Senate Health Fair. Health Promotion also coordinates Weight Watchers, Yoga and Pilates sessions using its revolving fund. Over 260 staff participated in at least one of these programs.

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## **GIFT SHOP**

Since its establishment in 1992 (2 U.S.C. 121d), the Senate Gift Shop has continued to provide outstanding service and products that maintain the integrity of the Senate while increasing the public's awareness of its mission and history. The Gift Shop serves senators, their spouses, staffs, constituents, and the many visitors to the U.S. Capitol complex. The products available include a wide range of fine gift items, collectables, and souvenirs created exclusively for the U.S. Senate.

### *Facilities*

In addition to three physical locations, the Gift Shop has an online presence on Webster, the Senate's intranet. The Web site currently offers an increasing selection of products that can be purchased by phone, email, or by printing and faxing the order form provided on the site. Along with offering over-the-counter and walk-in sales, as well as limited intranet services, the Gift Shop Administrative Office provides mail order service via phone or fax, and special order and catalogue sales via in person visit, e-mail, phone or fax.

The Gift Shop maintains two warehouse facilities. The bulk of the Gift Shop's stock is held in the Senate Storage Facility (SSF), an offsite warehouse. While the Senate Sergeant at Arms (SAA) is in charge of the overall management of the SSF, the director of the Gift Shop has responsibility for the operation and oversight of the interior spaces assigned for Gift Shop use. Storing inventory in this centralized, climate-controlled facility provides protection for the Gift Shop's valuable inventory in terms of physical security as well as improved shelf life for perishable and non-perishable items alike.

The second Gift Shop warehouse is maintained within the Capitol complex. This facility serves as the point of distribution of merchandise to the Gift Shop store and the Capitol Gift Shop counter, both of which have limited storage space. This warehouse accommodates the Gift Shop's receiving, shipping, and engraving departments, as well as supplying the inventory sold through the administrative and special order office.

### *Sales Activities*

Sales recorded for FY 2010 were \$1,566,884.32. Cost of goods sold during this same period was \$1,275,359.81, accounting for a gross profit on sales of \$291,524.51.

In addition to tracking gross profit from sales, the Senate Gift Shop maintains a revolving fund and a record of inventory purchased for resale. As of October 1, 2009, the balance in the revolving fund was \$2,969,766.74. The inventory purchased for resale was valued at \$2,964,598.93.

### *Additional Activity*

#### *GAO Audit*

At the request of the Secretary of the Senate, in September 2010, the Government Accountability Office (GAO) conducted an inventory observation and audit of the Gift Shop financial operations. The established departmental procedures and policies implemented on a daily, monthly and annual basis proved to be instrumental in the Gift Shop's achieving a positive review during the verbal feedback portion of the GAO exit interview. The recommendations provided by GAO at the conclusion of their observation had either already been implemented or will be adapted as recommended as part of our future operational procedures.

#### *Environmental Fair*

The Gift Shop participated in both 2010 U. S. Senate Environmental and Energy Fairs sponsored by the Architect of the Capitol (AOC). Environmentally friendly products that were displayed included wooden flag and desk boxes, wooden pens, custom designed wrapping paper produced from recycled paper, aluminum water bottles, biodegradable travel mugs and a travel mug produced from 100% U.S. natural corn products.

### *Selected Accomplishments in FY 2010*

#### *Official Congressional Holiday Ornaments*

The design and style of this year's Congressional Holiday Ornament reflected a new direction for the Gift Shop ornament program. No longer part of a four-year series with a unifying theme, this year the ornament was created of cutwork metal assembled to create a three-dimensional scene. Colorful enameling on all sides completed the effect. The 2010 holiday ornament is a winter scene of the east front of the Capitol on a snowy evening with a horse-drawn carriage that suggests a time in our history near the end of the 18<sup>th</sup> century.

Sales of the 2010 holiday ornament exceeded 29,000 ornaments, of which more than 5,700 were personalized with engravings designed, proofed, and etched by Senate Gift Shop staff. This highly successful effort was made possible by the combined efforts of our administrative, engraving, and store staffs.

#### *Bookmarks*

New products introduced in 2010 included bookmarks depicting images of flowers and ground covers that are often planted by the Architect of the Capitol on the Capitol grounds. In all, there are eleven varieties of plants depicted on the canvas palettes. The images on these 2" x 8" canvas bookmarks serve as a unique reminder of the ever-changing appearance of the Capitol flower beds, and the anticipated timely changes that regularly occur because of the area's seasonal weather conditions.

#### *Webster Intranet Site*

The Web site continues to expand with the addition of new merchandise with assistance from the Senate Photography Studio. Product descriptions are written in house.

The Gift Shop contributes an article highlighting products and services to each issue of the Secretary's *UNUM* newsletter. In turn, the Web site links to the electronic version of *UNUM*, a practice that has increased traffic to the Web site and may be responsible for an increase in the use of Gift Shop services by state offices.

#### *Projects Recently Produced and New Initiatives for 2010*

##### *Capitol Visitor Center*

The Senate Gift Shop continued to supply them with a wide variety of inventory product, offering service when needed, and advice on purchase order, invoice and operational processes.

##### *Congressional Plate Series*

The latest eight year, four-plate series of the 112<sup>th</sup>, 113<sup>th</sup>, 114<sup>th</sup> and 115<sup>th</sup> Congress has been produced. The 112<sup>th</sup> plate is currently being offered for sale. The plates for each of the future congresses will be made available during that respective congressional session. This series has once again been designed and produced by Tiffany and Company. The designs depict art and architecture from four of the most historically significant rooms in the Capitol: the Senate Appropriations Room, Old Senate Chamber, Old Supreme Court Chamber and President's Room.

## **HISTORICAL OFFICE**

Serving as the Senate's institutional memory, the Historical Office collects and provides information on important events, precedents, dates, statistics, and historical comparisons of current and past Senate activities for use by members and staff, the media, scholars, and the general public. The Office staff advises senators, officers, and committees on cost-effective disposition of their non-current office files and assists researchers in identifying Senate-related source materials. The historians keep extensive biographical, bibliographical, photographic, and archival information on the more than 1,900 former and current senators. The staff edits for publication historically significant transcripts and minutes of selected Senate committees and party organizations, and conducts oral history interviews with key Senate staff. The photo historian maintains a collection of approximately 40,000 still pictures that includes photographs and illustrations of Senate committees and nearly all former senators. The Office staff develops and maintains all historical material on the Senate Web site, Senate.gov.

#### *Editorial Projects*

##### *Sesquicentennial of the Civil War*

The Historical Office has engaged in a number of projects to commemorate the 150<sup>th</sup> anniversary of the Senate's role in the Civil War. Historians have teamed with the Senate Curator to produce an exhibit in the Capitol on "The Senate's Civil War," and have assisted the staff of the Capitol Visitor Center in selecting items for display related to the Civil War and Reconstruction. The historians have also prepared a booklet for distribution to remind Americans of the legislative and investigatory component of a story that is more often presented from a

military or presidential perspective. These projects will be complemented by online features on the Senate's Civil War experience.

*Revised Kennedy Caucus Room Brochure*

The Senate's naming of the Russell Building Caucus Room in memory of John, Robert, and Edward Kennedy prompted the revision and redesign of the brochure for the room. The brochure is often used by senators who host meetings in the Caucus Room. In addition to explaining the architectural and legislative history of the room, the brochure includes information on the Senators Kennedy and their individual connections to the Caucus Room along with updated photographs.

*Documentary Histories of the U.S. Senate*

The Historical Office continued work on its online documentary history series, which presents case studies and primary-source documentation for all contested Senate elections, censure and expulsion cases, impeachment trials, and major investigations. Intended for use within the Senate and by the general public, these documentary histories are particularly valuable for teachers who seek to include primary-source documents in their lesson plans. This project also allows the Historical Office to update case studies of past events, and to add new case studies as needed, eliminating the need for new print editions of past publications, reducing costs and paper use. Three parts (contested elections, censures and expulsions) of this five-stage project have been completed, and substantial progress was made in the remaining two categories. Two cases were added this year in the impeachment category, as well as a revised and updated summary page on major investigations and case studies on the Pecora banking and Watergate investigations. A third case study of the Civil War-era Joint Committee on the Conduct of the War is nearing completion as well.

*States in the Senate*

In this collaborative project, staff historians have created timelines and compiled selected illustrative images for each of the fifty states. The *States in the Senate* will highlight persons and events in the state's history that relate to the U.S. Senate to be featured on Senate.gov, which informs senators, staff, and constituents alike. A web design for the project has been created in partnership with the Government Printing Office (GPO) and Web Technology that provides an interactive timeline for each state with links to relevant documentary and visual material, along with a table of senators from each class with service dates. Staff have begun entering the timeline data and lists of senators, and have begun identifying images for each timeline.

*Administrative History of the Senate*

The associate historian continued to prepare a historical account of the Senate's administrative evolution since 1789. This study traces the development of the offices of the Secretary of the Senate and Sergeant at Arms, considers nineteenth- and twentieth-century reforms that resulted in reorganization and professionalization of Senate staff, and looks at how the Senate's administrative structure has grown and diversified.

*Rules of the United States Senate, Since 1789*

In 1980, Senate parliamentarian emeritus Floyd M. Riddick, at the direction of the Senate Committee on Rules and Administration, prepared a publication containing the eight codes of rules that the Senate adopted between 1789 and 1979. In the 1990s, the Senate Historical Office staff, in consultation with Dr. Riddick, developed a project to incorporate an important feature not contained in the 1980 publication. Beyond simply listing the eight codes of rules, the Office's goal is to show how—and why—the Senate's current rules have evolved from earlier versions. The Senate's historian emeritus has continued work on this project, which will contain eight narrative chapters outlining key debates and reasons for significant changes. Appendices will include the original text of all standing rules and, for the first time in one publication, all changes adopted between each codification.

*Biographical Directory of the U.S. Congress, 1774-present*

The Historical Office continues to expand and update the *Biographical Directory of the U.S. Congress* as needed, including adding new member biographical entries and bibliographical citations that incorporate recent scholarship. The Senate historians continue to work closely with the historical staff of the House of Representatives to maintain accuracy and consistency in this joint Senate-House database, and to promote this valuable resource among historians, teachers, students and the public. Senate and House historians and technical staff for the House of Representatives have collaborated to plan an update of the online site in appearance and functionality, and have approved a new template and overall appearance for the *Directory*. The Senate archivist and her deputies have worked to expand and revise the “Research Collections” aspect of the database.

*Party Conference Minutes, 1965-1977*

In 1998 and 1999 the Historical Office staff edited, indexed, and published the Minutes of the Senate Democratic and Republican Conferences covering the years prior to 1964. The Historical Office is currently preparing a similar volume for the Democratic Conference including its minutes from 1965 to 1977. After January 1973, verbatim transcripts were prepared for each Conference meeting, considerably enlarging the documentation. This project has involved scanning and editing 2,869 pages of transcripts for 102 meetings of the Conference and inclusion of an index and explanatory annotations. With the approval of the Conference, the minutes will be published, and a similar editorial project will be proposed for the Republican Conference minutes for this time period. The office has scanned an additional 3,115 pages of transcripts for the 73 conferences between 1977 and 1982, for future publication.

*Dirksen Senate Office Building Exhibits*

The remodeling of the Dirksen Senate Office Building auditorium into a hearing room created two large exhibit cases at its entrance. Working with the staff of the Senate Curator and the Senate Library, the Historical Office prepared exhibits that have now been installed on the life and career of Senator Everett M. Dirksen, Senate Republican leader from 1959 to 1969, and on the design and functioning of the office building named in his memory.

### *Oral History Program*

The Historical Office staff conducts a series of oral history interviews to record personal recollections of various Senate careers. Interviews were conducted with former Senator Roland Burris; Richard Ahrenberg, who served on the staffs of Senators Paul Tsongas, George Mitchell, and Carl Levin; Richard Baker, the Senate's Historian Emeritus; Eliza Letchworth, former Republican Secretary; Charles Ludlam, a former staff member for Senators James Abourezk and Joseph Lieberman; and James Zigler, former Senate Sergeant at Arms. The office also conducted an interview with Martin Charboneau and Mikhaila Fogel, the pages who volunteered to stay behind and serve during the last weeks of debate on the healthcare bill in December 2009. The office has also continued to seek and conduct interviews with current and former Senate spouses, and expanded on its collection of interviews highlighting the role of women on Capitol Hill. The complete transcripts of 30 interviews conducted since the 1970s have been posted on Senate.gov. That site features a different oral history interview series each month, including digital audio-clips along with the interview transcripts. The Historical Office has worked with the National Archives to digitize past oral history interviews, which had been archived on magnetic tape, for preservation purposes. Digitization also allows for inclusion of short audio segments on Senate.gov. For *Unum*, the Secretary of the Senate's newsletter, the staff has created a regular series entitled "Senate Voices," which includes excerpts from the oral histories with a contextual introduction.

### *Member Services*

#### *Educational Outreach*

The historian and associate historian delivered a series of "Senate Historical Minutes" at the weekly Democratic and Republican Conference luncheons. These "minutes" highlighted significant events and personalities associated with the Senate's institutional development. Many of them are now included on Senate.gov as "Historical Minute Essays." The assistant historian advised the congressionally mandated 50<sup>th</sup> Anniversary of the Vietnam War Commemoration group of notable Senate accomplishments during the Vietnam War era to be included in national commemorative event planning.

#### *Members' Records Management and Disposition Assistance*

The Senate archivist held meetings with staff of members who had announced their retirement to discuss schedules for closing and to ascertain specific archiving needs. These meetings emphasized planning for the preservation of permanently valuable records, particularly electronic records and selecting a home-state repository with necessary preservation resources. Information and insights derived from these meetings has been incorporated into an "archives toolkit," providing guidance for offices opening in the 112<sup>th</sup> Congress. Of the sixteen senators who left office, fifteen designated an archival repository. The archivist provided extensive assistance to the staff of the late Senator Robert C. Byrd to ensure the preservation of 1,500 cubic feet of records documenting his entire Senate career. These records have been transferred to the Robert C. Byrd Center for Legislative Studies at Shepherd University. The archivist revised the *Handbook for Closing a Senator's Office* and created an office closing timeline. The archiving "Quick Cards" available on the Secretary's Webster site were updated and augmented

by a fourth card on social media communications archiving. The number of senators who participated in Facebook, You Tube, Twitter and other Web 2.0 sites in the 111<sup>th</sup> Congress was significant, and the Historical Office took the initiative to provide guidance for archiving aspects of these online records.

A series of brown-bag lunch discussions took place for archivists in Senate committees and senators' personal staffs, focusing on records management, storage and electronic records. A "Coffee with the Archivist" of the United States also highlighted electronic records preservation. Informal meetings of CHARM (Capitol Hill Archivists and Records Managers) focused on description standards, electronic records, bibliographic reports, and briefings at the Center for Legislative Archives. A new initiative resulting from the CHARM meetings was the series of staff exit interviews conducted by Senator Byron Dorgan's archivist. These were edited by the Historical Office and then shared with the rest of the Senate's archival community. A committee staff interview form has been developed and is being adopted by committee archivists and systems administrators, particularly because of the context it provides to staff electronic files.

The Archivists' Listserv continues to be an effective means of updating archival staff about records management and historical topics. The Senate archivist worked with all of the repositories receiving senatorial collections to ensure the adequacy of documentation and the transfer of records with adequate finding aids, helping to lower costs for the receiving repositories. The archivist presented an in-depth records management seminar for Senate offices at the Modern Archives Institute, which is now available for Senate staff on demand. The archivist presented a paper on the significance and role of the Advisory Committee on the Records of Congress at the Mid-Atlantic Regional Archives Conference.

#### *Committee Records Management and Disposition Assistance*

The Senate archivist provided each Senate committee with staff briefings, guidance on preservation of information in electronic systems and instructions for the transfer of permanently valuable records to the National Archives' Center for Legislative Archives. A survey of the committees' electronic archiving revealed that almost all committees have voluminous electronic record backlogs requiring review. The backlogs fall into three categories: files of committee staff that have departed the committee; files of share drives; and accumulated e-mail.

There is a growing gap between the documentary quality of the records being archived from committees that have archivists as opposed to those without archivists. The archivist and deputy archivist have been compiling specific reports documenting this discrepancy. They distribute information on best practices for managing electronic records and have encouraged committees to hire professional archivists especially to focus on electronic archiving. There are now eight committee archivists on six committees (two committees have separate Democratic and Republican archivists.)

The archivist has been working with the Center for Legislative Archives information technology specialists to improve Senate infrastructure to facilitate the regular archiving of electronic records. This will establish a system to allow the Senate to transfer records in electronic form, eliminating the need for printing such documentation. The infrastructure

upgrade will also permit the Center for Legislative Archives Holdings Management System (HMS) to document the loan of records back to the Senate more thoroughly through the use of bar codes.

The archivist and deputy archivist are appointed members of the Next Generation Finding Aid Task Force established by the Advisory Committee on the Records of Congress to develop criteria to improve the finding aids for the Senate's archival records. They provided information and helped edit the first draft of the *Report* presented to the Advisory Committee. They anticipate that the Task Force will recommend adoption of the archivists toolkit as a system to manage record transfers, and are prepared to mediate, oversee and support transfer documentation in this new application.

Over the past year, the Senate archivist oversaw the transfer to the Archives of 568 accessions of Senate records totaling 1,638.5 cubic feet of textual records and 627.28 gigabytes of electronic records. The archivist and deputy archivists responded to 203 requests for loans of archived records back to committees, totaling 1,028 boxes.

To further assist committee clerks, the archivists developed a new archives transfer form that facilitates searches in older archived records and brings Senate descriptive practices in line with archival best practices. Enhanced description has resulted in greatly increased accessibility of the records. Three basic archiving quick cards for committees were posted to the Secretary's site and are periodically updated. The cards supplement the *Guidelines for Committee Staff* pamphlet and accompany a records-preservation PowerPoint briefing also posted on the site. While this material has helped communicate the importance of record-keeping to committee staff, it does not replace the effectiveness of a trained archivist on each committee staff.

A project is underway to scan committee record transfer sheets to the National Archives, dating from 1982 through 2004, into the OnBase document management system supported by the Sergeant at Arms. To date, records of 12 committees have been processed and updates are underway. The Center for Legislative Archives has received this information on CD-ROM both as a security measure and to enhance access to the records as they become open for research

#### *Advisory Committee on the Records of Congress*

This eleven-member permanent committee, established in 1990 by Public Law 101-509, meets semiannually to advise the Senate, the House of Representatives, and the Archivist of the United States on the management and preservation of the records of Congress. Its membership representing the Senate includes the Secretary of the Senate, who chaired the panel during the 110<sup>th</sup> Congress; the Senate historian; and appointees of the secretary and the majority and minority leaders. The Historical Office furnishes support services for the advisory committee's regular meetings. Following the Senate historian's participation in a meeting of the Public Interest Declassification Board in July that focused on declassification of the older records of Congress, the Historical Office sent a request to the Center to proceed with a systematic review of classified Senate records more than 25 years old. As a result, the National Declassification Center will begin a preliminary review and analysis of declassification issues of the

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approximately 650 feet (1,625, 000 pages) of classified records that are more than 25 years old. Records of highest anticipated research use will be given priority. The Historical Office also was given the opportunity to comment on the National Archives Reorganization Plan as it will affect Senate records, encouraging the Archives to provide congressional records with administrative support appropriate to the size of its holdings.

### *Educational Outreach*

The Historical Office's correspondence with the general public has increasingly taken place through Senate.gov. The historians maintain and frequently update the Web site with timely reference and historical information, and each month select related material to be featured on the site. During the past year, the Office responded to more than 1,500 inquiries from the public, the news media, students, family genealogists, congressional staffers, and academics, through the public e-mail address listed on Senate.gov. The diverse nature of their questions reflected varying levels of interest in Senate operations, institutional history, and former members.

Working with the Web team, the historians have added to Senate.gov such items as featured biographies, documentary histories, photo exhibits, reference material, and additional oral history transcripts.

In preparation for the upcoming Civil War Sesquicentennial, the historians and staff have and continue to collaborate with the Web team to create new online features exploring the role the U.S. Senate during this national crisis, including an annotated time line of Senate-related events, profiles of key senators, landmark legislation of the era, discussions of the constitutional crisis of secession, and a documentary history of the Joint Committee on the Conduct of the War. As the national commemoration of the war continues from 2011 to 2015, these and additional features will be presented in a timely manner.

Staff presented seminars on the general history of the Senate, Senate committees, women senators, Senate floor leadership, relations between the press and the Senate, the U.S. Constitution, and the history of Senate impeachment trials. The historians also participated in Senate staff seminars and members' office retreats, and conducted dozens of briefings for specially scheduled groups. As part of the orientation program for newly elected senators, the historian delivered an address on the historical evolution of the Senate, and joined the associate historian in performing tours of the Senate chamber and other historic spaces of the Capitol. The historian also spoke at the Senate's Constitution Day Program on the resources for researching Senate history. The associate and assistant historian met with various groups of teachers and students from around the nation to aid in coordinating classroom activities to promote a better understanding of Congress and its legislative duties, as well as working with research fellows and visiting scholars.

### *Photographic Collections*

The Senate photo historian continued to ensure history-focused photographic coverage of the contemporary Senate by photographing Senate committees, collecting formal photo portraits of new senators, and capturing significant Senate events in cooperation with the Senate Photographic Studio. She continued to provide timely photographic reference service by phone and e-mail, while cataloging, digitizing, relocating, and expanding the Office's 40,000-item image collection. She assisted several Senate offices in creating collages of all the senators who previously served in that seat.

The photo historian assisted with the development of the Civil War exhibit in the Capitol, by providing images from the Historical Office collection and obtaining images from other repositories. She also provided images for the two new exhibit cases in Dirksen Senate Office Building outside of the auditorium. She collaborated with the historical editor to design and publish the Kennedy Caucus Room brochure.

The photo historian worked closely with the Senate Photographic Studio during the transition to a new image browser, serving as a test office for the new system. She facilitated the transfer of historical maps found in the Russell Senate Office Building attic to the Library of Congress Geography and Maps Division.

As the founder of the Capitol Hill Archivists and Records Managers group (CHARM), an informal group of Senate archivists, the photo historian planned numerous tours and professional development events for committee and member archivists.

### *Continuity of Operations (COOP) Planning*

As the Historical Office's continuity of operations (COOP) Action Officer and Emergency Coordinator, the photo historian continued to update the Office's COOP plan in the LDRPS system. She made regular back-ups of the office's vital electronic records to store off-site in a secure environment. She trained new staff members and interns in the Office's emergency evacuation procedures.

### *Capitol Visitor Center*

The historians supplied information and guidance to the staff of the Capitol Visitor Center (CVC) related to the educational component of the exhibition gallery. They have participated in the training program for staff-led tours, and provided text, images, and general editorial review for a new Web-based training program for staff and tour guides. They made regular presentations on the history of the Senate in training seminars for Senate staff and interns, and gave morning "briefings" to the Capitol Guide Service. They provided "exhibit talks" in the CVC, contributed to the training of visitor assistants who guide visitors through the exhibition gallery, worked with exhibit staff to plan rotations of documents and images, and advised the CVC staff on its educational outreach programs.

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## **HUMAN RESOURCES**

The Office of Human Resources was established in June 1995 by the Secretary as a result of the Congressional Accountability Act. The office focuses on developing and implementing human resources policies, procedures, and programs for the Office of the Secretary of the Senate that fulfill the legal requirements of the workplace and complement the organization's strategic goals and values.

These responsibilities include recruiting and staffing; providing guidance and advice to managers and staff; training; performance management; job analysis; compensation planning, design, and administration; leave administration; records management; maintaining the employee handbooks and manuals; internal grievance procedures; employee relations and services; and organizational planning and development.

The Human Resources staff administers the following programs for the Secretary's employees: the Public Transportation Subsidy program, Student Loan Repayment Program, FMLA program, parking allocations, and the summer intern program that offers college and other post-graduate students the opportunity to gain valuable skills and experience in a variety of Senate support offices. Human Resources staff has completed migration of eligible commuters to the Smart Benefits Program, which is operated by the Washington Metropolitan Area Transit Authority.

### *Recruitment and Retention of Staff*

Human Resources staff have the ongoing task of advertising new vacancies or positions, screening applicants, interviewing candidates, and assisting with all phases of the hiring process. Human Resources staff coordinate with the Sergeant at Arms (SAA) Human Resources Department to post all SAA and Secretary vacancies on the Senate intranet, Webster, so that the larger Senate community may access the posting from their own offices. In an effort to reach a larger and more diverse applicant pool, the department uses multiple posting forums to reach potential applicants for employment. As a result, the Human Resources Department processed more than 3,000 applications for vacancies in the Secretary's Office, including review of applications, coordinating scheduling of candidates for interview, sending out notices to both successful and unsuccessful candidates, and finalizing new hire paperwork. All new hires also receive orientation from the Human Resources staff when they come on board.

### *Training*

In conjunction with the Senate Chief Counsel for Employment, staff continue to develop and deliver training for department heads and staff. Training topics include sexual harassment, interviewing skills, Family Medical Leave Act administration, and an overview of the Congressional Accountability Act. Human Resources staff also works with different department employees on topics specific to their group in outreach efforts to enhance teamwork in the workplace.

### *Interns and Fellows*

Human Resources staff manage the Secretary's internship program. From posting vacancies, conducting needs analyses, communicating, screening, placing and following up with all interns, the staff keeps a close connection with these program participants in an effort to make the internship most beneficial to them and the organization.

### *Operation Warfighter*

In December 2010 Human Resources on behalf of the Secretary received approval to host Wounded Warriors from the Department of Defense's Operation Warfighter (OWF) program. The unpaid internship program is open to all wounded and ill service members assigned to a Military Treatment Facility, an Army Warrior Transition Unit, the USMC Wounded Warrior Regiment, the Air Force Wounded Warrior Program, or the Navy Safe Harbor Program. The program positively impacts the recuperation process, and provides meaningful activity outside of the hospital environment that positively impacts wellness.

### *Combined Federal Campaign*

The office has again taken an active role in the Combined Federal Campaign (CFC) for the Senate community at-large. The office staff serve as co-directors of the program. The staff participates in kick-off meetings, identifies key workers in each office, and disseminates and collects necessary information and paperwork.

## **INFORMATION SYSTEMS**

The staff of the Department of Information Systems provides technical hardware and software support for the office of the Secretary of the Senate. Information Systems staff also interface closely with the application and network development groups within the Sergeant at Arms (SAA), the Government Printing Office (GPO), and outside vendors on technical issues and joint projects. The department provides computer-related support for all local area network (LAN) servers within the office of the Secretary of the Senate. Information Systems staff provide direct application support for all software installed workstations, initiate and guide new technologies, and implement next generation hardware and software solutions.

### *Mission Evaluation*

The primary mission of the Information Systems Department is to continue to provide the highest level of customer satisfaction and computer support for the office of Secretary of the Senate. Emphasis is placed on creating and transferring legislative records to outside departments and agencies, fulfilling Disbursing Office financial responsibilities to the member offices, and complying with office mandated and statutory obligations.

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*FY 2010 Technology Initiative Summary*

The department technology initiatives concentrated in four specific areas:

- Improvements in work flow process efficiency
- Deployment of improved hardware and software technologies
- Business continuity planning and disaster recovery improvements
- Network perimeter and end point security awareness

*Operate More Efficiently*

- Replaced all computer workstation hardware in the Capitol, Hart, Dirksen, Russell, and Webster Hall locations. Developed, tested, and installed application software for the Senate Library, Curator, Historian, Human Resources, Interparliamentary Services, Public Records, Captioning, Legislative Information System (LIS) Project Office, and Page School staff locations.
- Completed second phase of network printer hardware replacement program by replacing all network printers in twelve departments and offsite locations with improved high speed models that reduce energy use up to 50 percent with instant-on technology.
- Replaced all BlackBerry device hardware for SecSen staff (73 units) and applied soft token virtual private network access to the senate network for all device users.
- Purchased and installed the Disbursing Office government retirement benefits (GRB) server hardware.
- Purchased and installed server and application to remotely deploy software updates to all Disbursing workstation hardware.

*Deployment of Improved Hardware and Software Upgrades*

- Legislative Offices - Completed 18 major LIS software upgrades and installed the updated LIS application software in all legislative clerk offices, alternate computing facility, and offsite home laptop locations. Virtualized the LIS applications for the Senate Library staff which streamlined the availability of application for LIS users.
- Added network array storage (NAS) portable servers at the Alternate Computing Facility (ACF). This solution provides a nightly scheduled backup of SecSen workstation software to the SECSEN EOC.
- Virtualized the workflow process in the Office of Public Records (OPR) providing high availability to their computer desktops for OPR staff when they are not at their normal desktop office locations. Retired a dedicated AT&T fiber link between OPR and the Federal Elections Commission (FEC). Worked with SAA Network Engineering staff to implement a replacement VLAN connection to the FEC which is more secure and can be expanded to alternate locations if needed.
- Upgraded legislative staff with improved laptop hardware for a more streamlined and secure connection to the senate network.

- Created a virtualized and encrypted software solution for the Senate Enrolling Clerk in order to process legislation when located offsite. Virtualization of mission critical workstation applications lowers the support time and cost required to keep offsite laptops updated with current software revisions. It also provides a more efficient process to migrate existing applications to numerous systems, making it available to a wider range of key personnel who require the application access.
- Upgraded and migrated BlackBerry device users to the BlackBerry Exchange Server Version 5.0 Server solution. Information System support staff now has a process to monitor the blackberry device operation and provide a higher level of remote blackberry support.
- Added additional staff with secure access to the Senate network through the Senate web portal with Passface account access. Presently 119 of 169 personnel assigned to the Secretary of the Senate's hybrid enterprise (70%) have some form of secure remote access to Senate network resources.
- Developed a standardized software template and replaced all Disbursing Office laptops.
- Worked with the Senate Library Staff and the SAA Technology Development staff to integrate an incident reporting software application for Library staff use. This issue tracker application resides on a Secretary of the Senate server and documents the support issues for the Senate Information Services (SIS) Program.

#### *Business Continuity Planning and Disaster Recovery Improvements*

- Secure remote access to essential applications and information is integral to pandemic preparedness and business continuity initiatives. By scaling existing technologies, and integrating new hardware solutions, the overall level of H1N1 planning preparedness was dramatically elevated in the each office. This level of proactive planning significantly impacted the remote access capability and provided staff the needed access to the Senate network resources during the February 2010 blizzard.
- In the event GPO "fails-over" their operation at North Capitol Street, changes to the legislative file transfer process to support transactions between the Secretary's office and GPO have been implemented. A secondary backup (encrypted) file transfer method has also been implemented among GPO, the Senate Office of Legislative Counsel, and the office of the Secretary.
- Completed the Parliamentarian office indexing software project and migrated the previous process to a new hardware platform. The results allow a virtualized environment to index precedent information without purchasing a specific laptop or personal computer.
- Installed additional laptop hardware for the office of Captioning Services in the Capitol. This insures that if Captioning staff is displaced from their location they can continue to provide content to the Senate Recording Studio (SRS). Successfully tested final SRS channel link in October 2010
- Redesigned and enhanced the operation of member accountability application used during continuity of operations (COOP) exercises by implementing a virtualized desktop process to run the application. Integrating this application with a remote desktop feature to ensure the application is always available for staff during a COOP event. Extended this

virtual solution for the Secretary of the Majority and the Secretary of the Minority offices.

- Virtualized the Office of Public Records (OPR) hardware server, office workstations, and scanning operation. In FY2010, completed the second phase to encompass both the server and client application process.
- Implemented and integrated personal computer teleconferencing application into the existing video teleconferencing (VTC) network. This provides offsite VTC to internal Senate users without the need for a VPN connection. Upgraded hardware products in the Office of the Secretary and Disbursing Office conference room locations.

#### *Network Perimeter and End Point Security Awareness*

- In partnership the SAA Security Operations Center, installed the next generation Senate antivirus and firewall protection.
- Information Systems staff continue to monitor email spam filtering applications. Present rate of undesirable email messages average 9,000 messages per day.
- Implemented a monthly automatic backup of critical workstation software applications. This process eliminates countless hours of attempting to clean infected systems. Additionally, these monthly backups can be stored at an offsite facility and serve as a tool in restoring workstation applications in the event of an emergency.
- Information Systems staff continue to monitor network security ensuring best practice information is available to all staff. Developed global security server policies to automatically lock computer terminals after one hour of application inactivity.
- Staff continues to manage the Alerts notification database for all Secretary staff. Database information is verified nightly to ensure email, voice, and BlackBerry pin information is valid and will function during an emergency.
- After implementation of the software deployment server, Information Systems staff continue to maintain the inventory of all applications for 280 workstation installations. Information Systems now has the ability to review in real time which systems require application updates and can deploy security patches without interruption to the business owner.

#### *Ongoing and Future Projects from 2010*

- As server and laptop hardware nears the end of the maintenance life cycle, replace older hardware servers with virtual server solutions. All Active Directory server hardware was updated in FY2010, and wherever possible virtual solutions were implemented in order to provide a higher level of network resource availability, reduce data center hardware costs, and reduce electricity usage.
- Evaluate low cost computing terminal emulation hardware for offsite and designated COOP locations.

## **INTERPARLIAMENTARY SERVICES**

The Office of Interparliamentary Services (IPS) is responsible for administrative, financial, and protocol functions for all interparliamentary conferences in which the Senate participates by statute, for interparliamentary conferences in which the Senate participates on an *ad hoc* basis, and for special delegations authorized by the Majority and/or Minority Leaders. The office also provides appropriate assistance as requested by other Senate delegations.

The statutory interparliamentary conferences are:

- NATO Parliamentary Assembly
- Mexico-United States Interparliamentary Group
- Canada-United States Interparliamentary Group
- British-American Interparliamentary Group
- United States-Russia Interparliamentary Group
- United States-China Interparliamentary Group
- United States-Japan Interparliamentary Group

In 2010, IPS staff were responsible for organizing the following interparliamentary conferences: the U.S.-China Interparliamentary Group in China; the U.S.-Russia Interparliamentary Group in the United States; the Canada-U.S. Interparliamentary Group in the United States; and the Mexico-U.S. Interparliamentary Group in Mexico.

As in previous years, all foreign travel authorized by the Majority and Minority Leaders is arranged by the IPS staff. In addition to delegation trips, IPS provided assistance to individual senators and staff traveling overseas. Senators and staff authorized by committees for foreign travel continue to call upon this office for assistance with passports, visas, travel arrangements, and reporting requirements.

IPS receives and prepares for printing the quarterly consolidated financial reports for foreign travel from all committees in the Senate. In addition to preparing the quarterly reports for the Majority Leader and the Minority Leader, IPS staff also assist staff members of senators and committees in filling out the required reports.

IPS maintains regular contact with the Department of Defense, the Department of State and foreign embassy officials. The office staff organizes visits for official foreign visitors and assists them in setting up meetings with leadership offices. The staff continues to work closely with other offices of the Secretary of the Senate and the Sergeant at Arms in arranging programs for foreign visitors. In addition, IPS is consulted by individual Senate offices on a broad range of protocol questions. Occasional questions come from state officials or the general public regarding Congressional protocol.

On behalf of the Senate Majority and Minority Leaders, IPS staff arrange official receptions for heads of state, heads of government, heads of parliaments, and parliamentary

delegations. Required records of expenditures on behalf of foreign dignitaries under authority of P.L. 100-71 are maintained by IPS.

Planning is underway for the Mexico-U.S. Interparliamentary Group, the U.S.-China Interparliamentary Group and the British-American Parliamentary Group which will be held in the United States in 2011.

#### *Continuity of Operations (COOP) Planning*

IPS regularly reviews its COOP plan with ongoing discussions, updating materials kept offsite, evaluating evacuation procedures and working from remote sites.

### **LEGISLATIVE INFORMATION SYSTEM (LIS) PROJECT**

The Legislative Information System (LIS) is a mandated system (Section 8 of the 1997 Legislative Branch Appropriations Act, 2 U.S.C. 123e) that provides desktop access to the content and status of legislative information and supporting documents. The 1997 Legislative Branch Appropriations Act (2 U.S.C. 181) also established a program for providing the widest possible exchange of information among legislative branch agencies. The long-range goal of the LIS Project is to provide a "comprehensive Senate Legislative Information System" to capture, store, manage, and distribute Senate documents. Several components of the LIS have been implemented, and the project is currently focused on a Senate-wide implementation and transition to a standard system for the authoring and exchange of legislative documents that will greatly enhance the availability and re-use of legislative documents within the Senate and with other legislative branch agencies. The LIS Project Office manages the project.

#### *Background: LIS Augmentation Project (LISAP)*

An April 1997 joint Senate and House report recommended establishment of a data standards program, and in December 2000, the Senate Committee on Rules and Administration and the Committee on House Administration jointly accepted the Extensible Markup Language (XML) as the primary data standard to be used for the exchange of legislative documents and information. Following the implementation of the Legislative Information System (LIS) in January 2000, the LIS Project Office shifted its focus to the data standards program and established the LIS Augmentation Project (LISAP). The over-arching goal of the LISAP is to provide a Senate-wide implementation and transition to XML for the authoring and exchange of legislative documents.

The current focus for the LISAP is the continued development and implementation of the XML authoring system for legislative documents produced by the Office of the Senate Legislative Counsel (SLC), the Office of the Enrolling Clerk, the Committee on Appropriations, and the Government Printing Office (GPO). The XML authoring application is called LEXA, an acronym for the Legislative Editing in XML Application. LEXA replaces the DOS-based XyWrite software used by drafters to embed locator codes into legislative documents for printing. The XML tags inserted by LEXA provide more information about the document and

can be used for printing, searching, and displaying a document. LEXA features many automated functions that provide a more efficient and consistent document authoring process. The LIS Project Office has worked very closely with the SLC, the Enrolling Clerk, and the editorial and printing staff of the Committee on Appropriations to create an application that meets the needs for legislative drafting.

#### *LISAP: 2010*

The LIS Project Office continued to provide support to the SLC, the Senate Committee on Appropriations, and the Senate Enrolling Clerk in their use of LEXA for drafting, engrossing and enrolling. GPO also uses LEXA to complete measures for printing. Several new features and fixes were added in LEXA releases to make the drafting process faster, more efficient, and more consistent. LIS staff trained new drafters and interns in the use of LEXA.

Changes to LEXA included upgrading all users to Xmetal 5.5. Xmetal is the underlying software for LEXA, and the 5.5 version is Vista-compatible. In the latter half of 2010, the LIS Project Office began a project to update the underlying software, Xmetal, to version 6.0 which is Windows7-compatible. The upgrade projects required extensive testing of LEXA on multiple operating systems including XP, Vista, and Windows7. LEXA improvements included updates to the conversion from locator to XML and additional features for the office drafting appropriations bills to accommodate the different styles and formats of those bills. A new feature was added to create title amendments as separate documents, and new functionality was created to combine a list of titles or divisions into one document and to split a single document into multiple titles or divisions.

#### *Continuity of Operations (COOP) Planning*

Several procedures have been implemented to provide for continuity of operations (COOP). All source code and data files are backed up nightly to a drive in the office, and each LIS Project Office staff member carries an encrypted flash drive containing the office COOP plan, documentation, and the most recent version of LEXA. All the software and documentation required to create the development environment and a LEXA end user environment are available in duplicate copies of the LIS Project Office fly-away kit. The COOP plan and the fly-away kits are updated frequently, and one fly-away kit is kept in an off-site location. Regular testing of the ability to work remotely is conducted via Senate laptops and personal computers to ensure that application development and user support can continue if access to the office is not possible.

#### *LISAP: 2011*

The LIS Project Office will continue to work with and support all the offices now using LEXA to produce legislative documents. Enhancements to LEXA make the process more efficient and consistent so that most of the legislative measures produced by those offices will be created as XML documents. All LEXA users will be upgraded to Xmetal 6.0: some users on XP, some on Windows7, and a few on Vista.

The LIS Project Office will continue to work with the House, GPO, and the Library of Congress on projects and issues that impact the legislative process and data standards for exchange. These groups are currently participating in two projects with GPO, one to define requirements for replacing the Microcomp composition software and another to handle graphics in some legislative documents. The office will work with the SLC and their House counterpart office to implement new functionality for maintaining and printing the compilations of existing law in XML.

## **LIBRARY**

The Senate Library provides legislative, legal, business, and general information services to the United States Senate. The Library's collection encompasses legislative documents that date from the Continental Congress in 1774; current and historic executive and judicial branch materials; an extensive book collection on American politics, history, and biography; a popular collection of audiobooks; and a wide array of online resources. The Library also authors content for three Web sites—LIS.gov, Senate.gov, and Webster, the Senate's intranet.

The transition of the Senate Information Services (SIS) program from the Senate Sergeant at Arms (SAA) to the Senate Library continued with the transfer of contracts for news related services in October 2010. Two town hall style meetings and six focus group sessions provided opportunities for Senate staff to provide direct feedback on the Senate's online research tools. The Library hosted an online survey in December to reach state staff and those unable to attend the focus group sessions. Results from the survey will be used to review program offerings and to target outreach and training efforts related to those resources.

The Library's creation of new Web-based content, judicious selection and investment in online resources, expanded outreach and training opportunities, and use of technology to support alternative means for information delivery continues to meet the Senate's increasing demand for information.

### *Notable Achievements*

- Successful outreach efforts contributed to an increase in Library usage in the following areas over the past year: total patron accounts are up 44 percent, new patron accounts are up 26 percent, and online book requests are up 36 percent. Loans of audiobooks increased 22 percent and new books by 15 percent.
- A new Webster page, *Nomination Hearings for Supreme Court Justices*, provides links to full-text hearings since Louis Brandeis in 1916.
- The Library catalog now provides Senate staff with desktop access to over 34,000 electronic versions of items in its collection, an increase of 15 percent over 2009.
- A new table, *Senate Freshmen since Direct Election (1914)*, was added to Senate.gov.
- Two well-received exhibits, one on the "Senatorial Life of Everett Dirksen" and the other on the "Dirksen Senate Office Building," were installed at the request of the Senate Committee on Rules and Administration in the cases flanking the entrance to the Dirksen

auditorium (SDG50). The exhibits were collaborative efforts with the Senate Curator's Office and the Senate Historical Office.

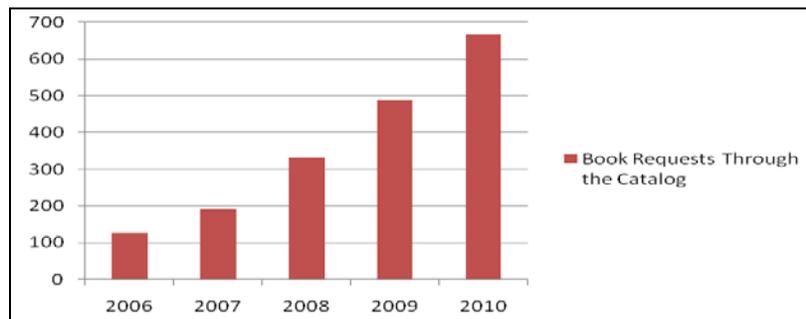
- Successful collaboration between the Library, the Office of Web Technology, and the Assistant SAA/CIO Office resulted in the creation of a completely new taxonomy for the Senate Services Directory (Red Book) on Webster. Online access to the Red Book will occur in early January 2011.

### *Senate Library Inquiries, Online Book Requests, and Patron Accounts*

The increase in requests for online materials, the availability of new and enhanced database offerings, and the expanded availability of resources on the Web have dramatically increased the demand for Library resources. Inquiries in 2010 increased 12 percent over 2009, reflecting new Web-based service promotional initiatives. These numbers show that Senate staff and others are using Senate.gov and Webster content authored by the Library. Reference librarians continue to assist Senate staff with challenging research in areas including legal and public records, legislative histories, news and journal articles, and to find answers to questions they “can’t figure out how to tackle.”<sup>2</sup>

Senate Library Inquiries						
Year	Traditional	Web Page Visits			Total	Change from Prior Year
		Webster	LIS	Senate.gov		
2010	26,696	88,886	19,000	2,926,712	3,061,294	12%
2009	27,318	70,461	21,092	2,612,897	2,731,768	8%
2008	27,283	51,048	29,468	2,429,380	2,537,179	67%
2007	26,309	65,793	32,121	1,392,947	1,517,170	-10%
2006	31,032	80,375	20,156	1,561,138	1,692,701	88%
2005	33,080	57,608	26,775	782,588	900,051	Baseline

The Library received 666 online book requests in 2010, an increase of 36 percent over the previous year. The increase can be attributed to the online book request form on the Library catalog, as well as to the online bibliographies that highlight the Library's collections of audiobooks, travel books, and new books. Audiobook loans increased by 22 percent, travel books by 25 percent, and new books by 15 percent over 2009 levels.



<sup>2</sup> Comment by a survey respondent in the 2011 *SIS Online Survey Report*, p. 34.

The Library's concerted effort in 2010 to reach new patrons resulted in a 44% increase in borrowing accounts over 2009. Seventy-four percent of the Library's patrons are Senate office and committee staff members while the remaining 26 percent of users are support office staff.

Almost half of this patron base consists of new users of the Library. A total of 999 new patrons were registered in 2010, an increase of 26 percent over the number registered in 2009.

Other activities for 2010 included setting up 274 new computer accounts for our patron workstations, and providing the following document printing and delivery services:

<b>Information Service Support Activities</b>	
<b>Category</b>	<b>Total</b>
<b>Circulation</b>	
Document Deliveries	4,499
Item Loans	3,251
<b>Pages Printed</b>	
Microform Pages Printed	857
Photocopies	71,983
<b>Document Delivery Total</b>	<b>80,590</b>

### *Senate Library Content Creation*

#### *Senate.gov Web Site Content*

A new table, *Senate Freshmen Since Direct Election (1914)*, was added to Senate.gov. This table counts Senate freshmen at the beginning of each Congress and includes appointments that occurred just before or after the opening of Congress.

#### *Senate Webster Content*

A new page, *Nomination Hearings for Supreme Court Justices*, was launched in June in advance of scheduled confirmation hearings for Supreme Court nominee Elena Kagan. The page provides links to full-text hearings since Louis Brandeis in 1916. This page is tied to another Library-authored page, *How to Find Supreme Court Nomination Information*. The full-text hearings were also made available through the Library catalog, and Library staff created two new finding aids for JSTOR, a non-profit service of over one thousand academic journals and other scholarly content, and appellate court briefs.

#### *Senate Information Services Program Content*

The Library's Digital and Instructional Resources Librarian led two working groups to create two new Webster pages that highlight Senate Information Services (SIS) resources. The first group worked on a FrontPage (the SIS home page) redesign that includes tabbed navigation and links to more Senate-wide databases. The other group researched the online availability of newspapers in each state, which make up the State NewsWatch page. Both pages were created in response to feedback from Senate focus groups and launched at the beginning of the 112<sup>th</sup> Congress.

### *Senate Library Web Site Content*

A Library team revised and updated the *About the Library*, *Using the Library*, and *Borrowing Books* pages on the Library's Web site. These pages now provide staff a clearer understanding of the Library services, policies, and collections.

### *Other Digital Content*

Library staff initiated a retrospective digitization of the Senate Executive Calendars in response to staff requests for older editions of the calendar. This collaborative project between the Library and the Senate Executive Clerk will build a complete digital collection from the Library's bound editions and form the basis for a future online digital archive.

### *Senate Knowledge Base*

The Senate knowledge base is an institutional repository of data to support the Webster site taxonomy project and Webster search enhancement. To date, 1,154 document records and 2,016 term records in the Senate knowledge base are supporting the Webster taxonomy and search projects. The 45 percent increase in the number of terms and 19 percent increase in the number of documents created this year is a result of a restructuring of the database to support the online Senate Services Directory (Red Book) and reporting for "keymatches."

### *Webster Online Services Directory (Red Book) Redesign*

The online Services Directory is a joint effort between the Sergeant at Arms' ASAA/CIO office and the Library. The Red Book was a printed directory (last published in November 2010) created by the Senate telephone operators as a finding aid for commonly requested numbers and services. The online Senate Services Directory is driven by a completely new taxonomy that is managed through the Senate knowledge base.

### *Webster Search Enhancement*

Librarians improve Webster search results by analyzing popular search terms and matching them with topically relevant pages or search engine "keymatches" (which are managed through the Senate knowledge base). This improves the chances a searcher will find what he or she is looking for on Webster. During 2010, 245 "keymatches" were established and 240 edits were made to update web page links.

### *Instruction and Outreach Programs*

Reference librarians conduct a wide variety of classes and tours for Senate staff including, *Insider's Guide to Webster*, *LIS Savvy*, *Research Tools on Your Desktop*, *Services of the Senate Library*, and *Got Questions?* In 2010, 91 classes and tours were offered, with a total of 379 Senate staff participating. Classes and tours are held frequently to allow librarians to interact with smaller groups and create a more customized learning experience for the attendees.

The Library, Office of Web Technology, and the Joint Office of Education and Training collaborated on redesigning the Library class registration page. The redesign offers a more

streamlined registration process, has reduced posting errors, and has increased the opportunities for the reference team to market classes to Senate staff.

The Library gave numerous tours to Senate groups and outside library professionals, including each semester's Senate Page School class, librarians from the Supreme Court Library and the National Defense University, library school students, and 18 separate groups of summer interns from Senate offices. The Library hosted a university library school student on a semester-long practicum. The Library also participated in the Senate Services Fair, reaching out to 91 attendees.

In an effort reach Senate staff more directly, an e-mail signatures pilot program was launched to highlight library services, resources, training opportunities, and the Senate Information Services online survey. The e-mail signatures link to a featured resource and change monthly to coordinate with the Library's overall promotional program. Other promotional efforts include several Webster announcements and flyers with monthly Library and Senate Information Services vendor training course offerings.

Two new reading lists were created to highlight books in the Library's collection: *The Civil War in Books* and *Great Reads for New Senate Staff*. Both bibliographies are available on Webster and are highlighted with display cases and Web promotional announcements. *The Civil War in Books* is the Library's contribution to the commemoration of the sesquicentennial of the start of the Civil War, and the *Great Reads* list is designed to reach new Senate staff who want to broaden their knowledge of Senate history and their understanding of legislative process and procedure.

### *Collection Development*

#### *Audiobooks*

The Library acquired 35 new audio book titles in 2010, bringing the total number to 125 titles. Designed to assist users with diverse needs, including those who may be visually challenged, the program remains popular with patrons whose 797 loans were equivalent to circulating each item in the collection six times over. An online bibliography on Webster contains links to the catalog and the online book request form.

#### *New Digital Resources*

The Library worked with LexisNexis and Westlaw to remove the login prompt and provide direct Senate-wide access to title-level database search pages through its Serials Solutions A-Z electronic journals list on Webster. A tangible result of these efforts to improve utility saw overall searches increase 19 percent to 5,524 and a 60 percent increase in the use of all online resources indexed over the same period last year. Content was updated to include 43 new databases that result from changes in vendor offerings.

In 2010, the Library began offering Senate-wide access to these e-books, all published by Congressional Quarterly: *Guide to Congress*, *Guide to the Presidency*, *Guide to U.S. Elections*, *Landmark Legislation, 1774-2002*, and *Major Acts of Congress*.

The Library began offering Senate-wide access to a legislative histories database on the LexisNexis Congressional platform. The legislative histories database provides information on all hearings and reports associated with a law and provides direct links to the full text of these congressional documents.

Library reference services were enhanced through the acquisition of Federal News Service transcripts and JSTOR archival journal content. These resources expand the range of questions that reference librarians can answer.

#### *Government Documents*

As a participant in the Government Printing Office's (GPO) Federal Depository Library Program, the Library receives selected categories of legislative, executive, and judicial branch publications. The Library received 10,078 government publications in 2010. In response to the trend of issuing government documents in electronic format, 5,505 links were added to the Library catalog, bringing the total number to 34,443, an increase of 15 percent over last year. The links provide Senate staff desktop access to the full text of each document.

<b>Acquisitions, 2010</b>	
<b>Category</b>	<b>Total</b>
Congressional Documents	7,790
Executive and Judicial Branch Publications	2,288
Books (including audiobooks and e-books)	761
Electronic Links	5,505
<b>Total Acquisitions</b>	<b>16,344</b>

#### *Legislative Validation*

The Library's Legislative Validation Clerk verifies and edits the accuracy and consistency of data and legislative information published by Secretary of the Senate staff in the Legislative Information System (LIS), the document management system (DMS), the *Congressional Record*, Senate.gov, and Webster. The clerk's work also requires the verification of selected *Congressional Record Index* entries (print and electronic) and includes comparing electronic entries made by legislative staff or data entry clerks from various agencies with the printed *Congressional Record Index* and notifying the offices of discrepancies.

Between January and December 2010, the Legislative Validation Clerk submitted 248 corrections out of hundreds of thousands of verified legislative actions that took place during the year.

<b>Legislative Validation Clerk Corrections, 2010</b>	
<b>Office</b>	<b># Submitted</b>
Bill, Enrolling, Executive, Journal and Legislative Clerks	88
Reporters of Debates, Morning Business Editor, and Daily Digest	109
GPO and Library of Congress – LIS	51
<b>Total Corrections</b>	<b>248</b>

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### *Cataloging*

The Library's cataloging staff produces and maintains a catalog of more than 213,000 bibliographic items. During 2010, they added 3,736 new titles to the catalog and performed 23,839 record maintenance and enhancement activities. New materials are in large part made up of congressional materials that are cataloged and made available to staff and patrons the same day. The 45 percent decrease in new titles cataloged from the previous year can be attributed to a decrease in the number of retrospective materials cataloged and an increased attention to catalog maintenance and enhancement activities, such as correcting subjects and names that have become obsolete and retrospectively adding full-text content and book jacket images to existing records.

Catalogers' time and skills at categorizing and describing content are increasingly in demand for taxonomy-related projects designed to enhance Webster, including creating the records that drive functionality in the new online Red Book Senate Services Directory and analyzing logs of unsuccessful searches to create "keymatches" that target Webster search results.

Cataloging staff participated in a nationwide project, coordinated by the Library of Congress, to create a set of test records for evaluating new cataloging rules, called *Resource Description and Access* (RDA), that are slated for possible implementation in 2011. After receiving in-house training, catalogers contributed 39 RDA test records.

Catalogers created 553 bibliographic records for Senate hearings not yet printed from information in the *Congressional Record Daily Digest* and the combined hearings schedule on Webster. This includes field hearings that are not listed in the *Daily Digest*. These records provide preliminary access for Senate staff and remain in the catalog until the printed hearing is received and cataloged.

The catalog is updated nightly to ensure that Senate staff will retrieve accurate and current information on Library holdings. The addition of 538 book jacket images in 2010, an increase of 79 percent, enhanced the catalog's visual appeal.

### *Library Automation*

The Library worked with the Information Systems Office to develop and deploy a new updated workstation template for the Library. For the first time, the new workstations made use of virtual access to frequently updated applications, eliminating conflicts between applications, reducing required workstation maintenance, and minimizing staff disruption.

A server-level upgrade of the integrated library system software used to maintain our online catalog was completed, and a new web-based interface for generating reports from the system was implemented. The new system takes advantage of enhancements in the catalog database and offers new reporting formats.

A new virtual server was implemented to house the Senate knowledge base. The database software was installed in December in preparation for the migration of the database. The virtual server provides enterprise-level data backup and replaces obsolete hardware. The Information Systems Office provides maintenance support for the virtual server and remote management tools for use by Library staff.

The Library and the Information Systems Office worked with SAA staff to configure and test an off-the-shelf application to log, track, and route incoming SIS support requests. New processes and procedures were also established to monitor e-mail and telephone requests and establish data entry and statistical requirements.

### *Preservation, Binding, and Collection Maintenance*

Technical Services staff continued to participate in book repair training sessions led by the director of the Office of Conservation and Preservation. Trainees repaired 330 volumes, an increase of 74 percent from 2009, making significant progress in the preservation of the Library's bound book collection.

The Library continues to preserve and protect rare and fragile print materials in its collections using commercial binding services procured through GPO. In 2010, a total of 456 volumes were sent out for binding, and 378 volumes were completed, with excellent results.

### *Budget*

Budget negotiations with database vendors resulted in flat or reduced pricing for online research services and subscriptions. Budget savings from price reductions in 2010 online research services and subscriptions totaled \$38,077 over the next three years. After thirteen years of budget monitoring, savings total \$149,013. This continual review of purchases eliminates materials not meeting the Senate's current information needs. This oversight is also critical in offsetting cost increases for core materials and for acquiring new materials.

### *Special Projects*

#### *Unum, Newsletter of the Office of the Secretary of the Senate*

*Unum*, the Secretary's quarterly newsletter, has been produced by Senate Library staff since October 1997 and is distributed throughout the Senate and to former staff and senators. It serves as an historical record of accomplishments, events, and personnel news in the Office of the Secretary of the Senate. Highlights from the 2010 *Unum* issues include articles written by department interns on the history of the August recess, the State of the Union dinner hosted by the Secretary of the Senate; a feature on the slave labor plaque installed in the Capitol; a piece on the Curator's "Rumors" Web site; two articles about archiving Senate records by Senate Archivist Karen Paul; a feature about the 150<sup>th</sup> anniversary of the Civil War from a congressional viewpoint; and the continuation of the "Senate Voices" series prepared by the Historical Office that contains excerpts of oral histories of former staffers.

### *National Library Week*

David O. Stewart, author of *Impeached: The Trial of President Andrew Johnson and the Fight for Lincoln's Legacy*, was the featured speaker at the Library's 12<sup>th</sup> annual book talk in honor of National Library Week.

### *Display Cases*

Two well-received displays, one on the "Senatorial Life of Everett Dirksen" and the other on the "Dirksen Senate Office Building," were installed at the request of the Senate Rules Committee in the cases flanking the entrance to the Dirksen auditorium (SDG50) in collaboration with the Senate Curator's Office and the Senate Historical Office. Hallway display cases outside the Library continue to educate staff and visitors alike while highlighting the Library's collections. Display cases featured this year include: *Civil War Capitol*, *Civil War in Books*, *Kids Books on Political Pets*, *Great Reads for New Staff*, and *History Lives at Your Library*, a display highlighting African American contributions to government, aviation, and medicine. The *Great Reads for New Staff* reading list has proved especially popular with staff and circulation of the books on the list skyrocketed. The *Civil War in Books* and the *Civil War Capitol* display are part of the Library's commemoration of the 150<sup>th</sup> anniversary of the start of the Civil War.

### *Cooperative Projects*

Hearing universal resource locator (URL) data from the Library catalog is exported weekly to provide LIS and THOMAS with full-text links to Senate hearings. The Library contributed 1,051 new Senate hearing links to the LIS database during 2010, a 50 percent increase over 2009.

The Library's Cataloging Supervisor completed work with Joint Committee on Taxation staff on a project to supply bibliographic records for a set of committee documents submitted for scanning at the Federal Scanning Center at the Library of Congress. The Committee provided the Library with printed versions of any documents in the set not already in our collection. In 2010, a total of 412 new titles were added to the Library's catalog as a result of this project.

### *Major Library Goals for 2011*

- Complete procurement of Senate-wide online research services for FY2012.
- Create a team to evaluate Library course offerings and explore opportunities to contribute to the Office of Education and Training's task-based curriculum tracks. Provide a unified presentation of Library and SIS vendor-sponsored training on FrontPage.
- Complete transition of the Red Book Services Directory from pilot project to production service. Continue to develop new entries for the alphabetical organization display.
- Create an outreach committee to coordinate content, methods, and dissemination of targeted service and promotional offerings to reach new Senate offices and state staff.
- Task a working group with review and enhancement of SIS custom user interface for LexisNexis.
- Continue to work with SIS program vendors to make additional news-related content available through Senate NewsWatch and the InfoViewer product.

- Provide cataloging staff training in preparation for the possible implementation of new cataloging rules, called Resource Description and Access (RDA), by the Library of Congress and other libraries worldwide.

**Senate Library Statistics for Calendar Year 2010**  
**ACQUISITIONS**

	Books		Government Documents		Congressional Publications				Total
	Ordered	Received	Paper	Fiche	Hearings	Prints	Bylaw	Reports/Docs	
January	22	61	120	21	307	10	113	157	789
February	7	30	109	64	219	9	77	123	631
March	33	67	145	126	455	22	165	361	1,341
1st Quarter	62	158	374	211	981	41	355	641	2,761
April	25	73	152	70	334	16	94	120	859
May	26	62	35	90	255	17	155	277	891
June	20	105	171	129	263	8	105	167	948
2nd Quarter	71	240	358	289	852	41	354	564	2,698
July	23	73	97	32	343	12	113	249	919
August	16	42	237	7	304	10	70	403	1,073
September	82	52	174	60	184	4	76	205	755
3rd Quarter	121	167	508	99	831	26	259	857	2,747
October	22	102	85	42	334	3	54	372	992
November	15	63	39	15	357	11	96	100	681
December	8	31	225	43	364	13	92	192	960
4th Quarter	45	196	349	100	1,055	27	242	664	2,633
2010 Total	299	761	1,589	699	3,719	135	1,210	2,726	10,839
2009 Total	314	831	1,653	464	3,660	204	1,162	2,540	10,514
% Change	-4.78%	-8.42%	-3.87%	50.65%	1.61%	-33.82%	4.13%	7.32%	3.09%

**Senate Library Statistics for Calendar Year 2010  
CATALOGING**

	S. Hearing Numbers Added to LIS	Bibliographic Records Cataloged								Total Records Cataloged
		Books		Government Documents			Congressional Publications			
		Paper	Audio/ E-books	Paper	Fiche	Electronic	Hearings	Prints	Docs./ Pubs./ Reports	
January	36	26	4	3	0	17	222	26	67	365
February	25	13	0	0	0	16	131	17	57	234
March	28	17	1	3	0	9	243	7	131	411
1st Quarter	89	56	5	6	0	42	596	50	255	1,010
April	34	29	7	8	0	8	75	0	62	189
May	17	24	0	10	0	10	127	8	206	385
June	73	22	1	4	0	7	116	6	104	260
2nd Quarter	124	75	8	22	0	25	318	14	372	834
July	9	20	3	0	0	13	200	4	97	337
August	17	18	2	2	0	8	166	1	90	287
September	8	29	8	3	0	8	73	4	43	168
3rd Quarter	34	67	13	5	0	29	439	9	230	792
October	27	42	14	8	2	2	76	27	163	334
November	21	73	5	10	5	18	104	70	57	342
December	17	25	1	7	0	6	263	64	58	424
4th Quarter	65	140	20	25	7	26	443	161	278	1,100
2010 Total	312	338	46	58	7	122	1,796	234	1,135	3,736
2009 Total	331	677	155	107	317	153	3,876	1,185	321	6,791
% Change	-5.74%	-50.07%	-70.32%	-45.79%	-97.79%	-20.26%	-53.66%	-80.25%	253.58%	-44.99%

**Senate Library Statistics for Calendar Year 2010  
DOCUMENT DELIVERY**

	Volumes Loaned	Materials Delivered	Facsimiles	Micrographics Center	Photocopiers
				Pages Printed	Pages Printed
January	376	322	17	50	4,361
February	202	286	16	83	4,154
March	360	390	11	99	4,417
1st Quarter	938	998	44	232	12,932
April	282	420	12	100	9,032
May	252	318	14	49	5,495
June	248	326	11	91	9,294
2nd Quarter	782	1,064	37	240	23,821
July	285	382	16	60	11,443
August	220	374	13	109	3,867
September	255	377	27	20	4,753
3rd Quarter	760	1,133	56	189	20,063
October	212	362	34	8	4,942
November	306	395	41	108	4,860
December	253	397	11	80	5,365
4th Quarter	771	1,154	86	196	15,167
2010 Total	3,251	4,349	223	857	71,983
2009 Total	3,118	4,159	212	1,378	75,587
% Change	4.27%	4.57%	5.19%	-37.81%	-4.77%

## **PAGE SCHOOL**

The United States Senate Page School exists to provide a smooth transition from and to the students= home schools, providing those students with as sound a program, both academically and experientially, as possible during their stay in the nation=s capital, within the limits of the constraints imposed by the work situation.

### *Summary of Accomplishments*

- Accreditation by the Middle States Commission on Secondary Schools continues through April 2013.
- Two page classes successfully completed their semester curriculum. Closing ceremonies were conducted on June 4, 2010, and January 28, 2011, the last day of school for each semester.
- Orientation and course scheduling for the Spring 2010 and Fall 2010 pages were successfully completed. Needs of incoming students determined the semester schedules.
- English usage pre- and post-tests were administered to students each semester and the results were reviewed by faculty to determine what usage instruction or remediation was needed.
- A foreign language seminar on basic grammar terminology was offered Fall 2010.
- Study skills sessions were provided to identified students in need of training.
- Faculty and staff provided extended educational experiences to pages, including 20 field trips, two guest speakers, opportunities to play musical instruments and vocalize, and foreign language study with the aid of tutors. Eight field trips to educational sites and two guest speakers were provided for summer pages as an extension of the page experience.
- National tests were administered for qualification in scholarship programs. Fourteen pages took 28 Advanced Placement exams in eleven subjects.
- The community service project embraced by pages and staff in 2002 continues. Items for gift packages were collected, assembled, and shipped to military personnel serving in various locations. Pages included letters of support to the troops.
- The evacuation plan and continuity of operations (COOP) plan have been reviewed and updated. Pages and staff continue to practice evacuating to primary and secondary sites.
- Staff and pages participated in escape hood training, and staff renewed certification in CPR/AED procedures.
- All students and staff participated in a Constitution Day event.
- Computer Services upgraded the Page School's library computers to include Microsoft 2007.

### *Summary of Plans*

Our goals include:

- Individualized small group instruction and tutoring by teachers on an as-needed basis will continue to be offered, as well as optional academic support for students preparing to take AP tests.
- Foreign language tutors will provide assistance to students, and a foreign language seminar on basic grammar terminology will continue to be offered each semester.
- The focus of field trips will be sites of historic, political, and scientific importance which complement the curriculum.
- English usage pre- and post-tests will continue to be administered to students each semester to assist faculty in determining needs of students for usage instruction.
- Staff development options include attendance at seminars conducted by Education and Training and subject matter and/or educational issue conferences conducted by national organizations.

### **PRINTING AND DOCUMENT SERVICES**

The Office of Printing and Document Services (OPDS) serves as liaison to the Government Printing Office (GPO) for the Senate's official printing, ensuring that all Senate printing is in compliance with Title 44, U.S. Code as it relates to Senate documents, hearings, committee prints and other official publications. The office assists the Senate by coordinating, scheduling, delivering and preparing Senate legislation, hearings, documents, committee prints and miscellaneous publications for printing, and provides printed copies of all legislation and public laws to the Senate and the public. In addition, the office assigns publication numbers to all hearings, committee prints, documents and other publications; orders all blank paper, envelopes and letterhead for the Senate; and prepares page counts of all Senate hearings in order to compensate commercial reporting companies for the preparation of hearings.

#### **Printing Services**

During fiscal year 2010, OPDS prepared 3,698 requisitions authorizing GPO to print and bind the Senate's work, exclusive of legislation and the *Congressional Record*. Since the requisitioning done by OPDS is central to the Senate's printing, the office is uniquely suited to perform invoice and bid reviewing responsibilities for Senate printing. As a result of this office's cost accounting duties, OPDS is able to review and assure accurate GPO invoicing as well as play an active role in helping to provide the best possible bidding scenario for Senate publications.

In addition to processing requisitions, the Printing Services Section coordinates proof handling, job scheduling and tracking for stationery products, Senate hearings, Senate publications and other miscellaneous printed products, as well as monitoring blank paper and stationery quotas for each Senate office and committee. OPDS also coordinates a number of publications for other Senate offices, such as the Curator, Historian, Disbursing, Legislative

Clerk, Senate Library, as well as the U.S. Botanic Garden, U.S. Capitol Police, Architect of the Capitol, and the U.S. Capitol Visitor Center. These tasks include providing guidance for design, paper selection, print specifications, monitoring print quality and distribution. Last year's major printing projects included:

- Semi-Annual Report of the Secretary of the Senate
- Tributes to Retiring Senators
- Art and Historic Objects in the Senate
- The Kennedy Caucus Room brochure
- 2010 Senate Telephone Directory
- Senate gallery passes and visitor badges
- Capitol Visitor Center tour tickets and informational brochures

#### *Hearing Billing Verification*

Senate committees often use outside reporting companies to transcribe their hearings, both in-house and in the field. OPDS processes billing verifications for these transcription services ensuring that costs billed to the Senate are accurate. OPDS utilizes a program developed in conjunction with the Sergeant at Arms Computer Division that provides greater billing accuracy and information gathering capacity; and adheres to the Senate Committee on Rules and Administration's transcription services billing guidelines for commercial reporting companies. During 2010, OPDS provided commercial reporting companies and corresponding Senate committees a total of 820 billing verifications of Senate hearings and business meetings; over 59,000 transcribed pages were processed at a total billing cost of \$554,214.00.

During 2010, the office processed all file transfers and billing verifications between committees and reporting companies electronically ensuring efficiency and accuracy.

#### *Secretary of the Senate Service Center*

The Service Center within OPDS is staffed by experienced GPO detailees who provide Senate committees and the Secretary of the Senate's office with complete publishing services for hearings, committee prints, and the preparation of the Congressional Record. These services include keyboarding, proofreading, scanning, and composition. This allows committees to decrease, or eliminate, additional overtime costs associated with the preparation of hearings. Additionally, the Service Center provides work for GPO detailees assigned to legislative offices during Senate recesses.

#### **Document Services**

The Document Services Section coordinates requests for printed legislation and miscellaneous publications with other departments within the Secretary's office, Senate committees, and GPO. This section ensures that the most current version of all material is available, and that sufficient quantities are available to meet projected demands. The *Congressional Record*, a printed record of Senate and House floor proceedings, Extension of

Remarks, Daily Digest and miscellaneous pages, is one of the many printed documents provided by the office on a daily basis. In addition to the *Congressional Record*, the office processed and distributed over 10,000 distinct legislative items during the 2nd Session of the 111<sup>th</sup> Congress, including Senate and House bills, resolutions, committee and conference reports, executive documents, and public laws.

The demand for online access to legislative information continues to be strong. Before Senate legislation can be posted online, it must be received in the Senate through OPDS. Improved database reports allow the office to report receipt of all legislative bills and resolutions received in the Senate which can then be made available online and accessed by other Web sites, such as LIS and Thomas, used by Congressional staff and the public.

#### *Customer Service*

The primary responsibility of OPDS is to provide services to the Senate, but documents are also made available to the general public and other government agencies. During 2010, over 12,000 requests for legislative material were received at the walk-in counter, through the mail, by fax, and electronically. Online ordering of legislative documents and the Legislative Hot List Link, where members and staff can confirm arrival of printed copies of the most sought after legislative documents, continued to be popular. The site is updated several times daily each time new documents arrive from GPO to the Document Room. In addition, the office handled thousands of phone calls pertaining to the Senate's official printing, document requests and legislative questions. Recorded messages, fax, and e-mail operate around the clock and are processed as they are received, as are mail requests. The office stresses prompt, courteous customer service while providing accurate answers to Senate and public requests.

#### *On-Demand Publication*

The office supplements depleted legislation where needed by producing additional copies in the DocuTech Service Center, staffed by experienced GPO detailees who provide member offices and Senate committees with on-demand printing and binding of bills and reports. On-demand publication allows the department to cut the quantities of documents printed directly from GPO and reduces waste. The DocuTech is networked with GPO, allowing print files to be sent back and forth electronically. This allows OPDS to print necessary legislation for the Senate floor, and other offices, in the event of a GPO continuity of operations situation.

#### *Accomplishments & Future Goals*

Over the past year, OPDS has faced challenges by providing new services for customers and improving existing ones. Of particular note is the offices commitment to help 'green' the Senate. During 2010 over 5.5 million sheets of 100% recycled paper were ordered by Senate offices, representing a 22% increase over the previous year. During the last three years orders for fully recycled stocks have increased 750%. The office works diligently to track document requirements, monitoring print quantities, and reducing waste and associated costs. Over four

hundred new and revised print jobs were routed electronically for customer approval improving turnaround time and efficiency.

The office continues working with GPO on behalf of its customers, to improve efficiency and to meet the evolving needs of the Senate. Focus on continuity of operations planning and emergency preparedness will continue.

### **PUBLIC RECORDS**

The Office of Public Records receives, processes, and maintains records, reports, and other documents filed with the Secretary of the Senate that involve the Federal Election Campaign Act, as amended; the Lobbying Disclosure Act of 1995, as amended; the Senate Code of Official Conduct: Rule 34, Public Financial Disclosure; Rule 35, Senate Gift Rule filings; Rule 40, Registration of Mass Mailing; Rule 41, Political Fund Designees; and Rule 41(6), Supervisor's Reports on Individuals Performing Senate Services; and Foreign Travel Reports.

The office provides for the inspection, review, and publication of these documents. From October 2009 through September 2010, the Public Records office staff assisted more than 2,000 individuals seeking information from reports filed with the office. This figure does not include assistance provided by telephone or email, nor help given to lobbyists attempting to comply with the provisions of the Lobbying Disclosure Act of 1995, as amended (collectively, the "LDA"). In addition, the office works closely with the Federal Election Commission, the Senate Select Committee on Ethics, and the Clerk of the U.S. House of Representatives concerning the filing requirements of the aforementioned Acts and Senate rules.

#### *FY 2010 Accomplishments*

The office continued to implement S.1, the Honest Leadership and Open Government Act (HLOGA), which amended the LDA and the Senate Code of Conduct. The office posted two guidance updates and concentrated on LDA compliance issues, referring 2,473 cases of potential non-compliance to the U.S. Attorney for the District of Columbia. The Senate Office of Public Records continued to test continuity of operations (COOP) plans and pandemic response plans. .

#### *Plans for FY 2011*

The Public Records office will assess technology infrastructure needs, as well as continue to semiannually review and update the LDA Guidance as needed. The office will continue to develop and implement educational information and tools that will help all report filers comply fully with the law and assist customers in accessing the information they seek.

#### *Automation Activities*

During FY 2010, the Senate Office of Public Records worked with the Sergeant at Arms to enhance database performance for all issue areas and improve public query programs.

*Federal Election Campaign Act, as Amended*

The Act requires Senate candidates to file quarterly and pre- and post- election reports. Filings totaled 5,147 documents containing 358,500 pages.

*Lobbying Disclosure Act of 1995, as amended*

The LDA requires semi-annual financial and lobbying activity reports. As of September 30, 2010, there were 4,635 registrants representing 18,776 clients. The total number of individual lobbyists disclosed on 2010 registrations and reports was 12,754. The total number of lobbying registrations and reports processed was 131,410.

*Public Financial Disclosure*

The filing date for Public Financial Disclosure Reports was May 17, 2010. The reports were made available to the public and press by June 16, 2010 as required by statute. Public Records staff provided copies to the Select Committee on Ethics and the appropriate state officials. A total of 3,191 reports and amendments were filed containing 21,651 pages. There were 463 requests to review or receive copies of the documents.

*Senate Rule 35 (Gift Rule)*

The Senate Office of Public Records received 316 Gift Rule/Travel reports during FY 2010.

*Registration of Mass Mailing*

Senators are required to file mass mailing reports on a quarterly basis. The number of pages submitted during FY 2010 was 495.

**STATIONERY ROOM**

The United States Senate Stationery Room is the provider of office and administrative supplies, personalized stationery and special order items for official government business. The Stationery Room serves all members, support offices, and other authorized organizations.

The Stationery Room fulfills its mission by:

- Utilizing open market, competitive bid, statutorily required and/or GSA schedules for supply procurement.
- Maintaining sufficient in-stock quantities of select merchandise in order to best meet the immediate needs of the Senate community.
- Developing and maintaining productive business relationships with a wide variety of vendors to ensure sufficient breadth and availability of merchandise.

- Maintaining expense accounts for all authorized customers and preparing monthly activity statements.
- Managing all accounts receivable and accounts payable reimbursement.
- Ensuring the integrity of all funds and other government assets under our control.

<b>Fiscal Year 2010 Statistics</b>		<b>Fiscal Year 2009 Statistics*</b>	
Gross Sales:	\$ 3,343,167.00	Gross Sales:	\$ 3,594,733.94
Sales Transactions:	44,626	Sales transactions:	47,459
Purchase Orders Issued:	6,354	Purchase Orders Issued:	6,586
Vouchers Processed:	7,022	Vouchers Processed:	7,073
Office Deliveries:	5,986	Office Deliveries:	5,661
Number of Items Delivered:	136,021	Number of Items Delivered:	134,191
Number of Items Sold:	390,528	Number of Items Sold:	439,042
Total cartons received offsite	22,583		

### *GAO Audit*

At the request of the Secretary of the Senate, in September 2010, the Government Accountability Office (GAO) conducted an inventory observation and audit of the Stationery Room financial operations. The Stationery Room received a positive review during the verbal feedback portion of the GAO exit interview. The recommendations provided by GAO at the conclusion of their observation had either already been implemented or will be adapted as recommended as part of our future operational procedures.

### *Fiscal Year 2011 – Looking Ahead:*

Subject to funding availability, the Stationery Room anticipates an upgrade to its point-of-sales operations, by upgrading/replacing obsolete signature capture devices at the Counter. This update would permit transaction receipts to be e-mailed to the office at the time of sale, eliminating the generation and loss of paper receipts and a more environmentally friendly process.

The Stationery Room hopes to launch a pilot project that will allow constituents to make online flag purchases from Senate offices utilizing credit cards to orders. In addition, the Stationery Room anticipates launching online ordering of stationery supplies by member and committee offices in 2011.

### **WEB TECHNOLOGY**

The Department of Web Technology is responsible for the Web sites that fall under the purview of the Secretary of the Senate:

- the Senate Web site (Senate.gov) – available to the world;

- the Secretary’s internal Web site (Webster.senate.gov/secretary) – available to the Senate Staff;
- central portions of the Senate Intranet (Webster.senate.gov) – available to the Senate Staff; and
- the Senate Legislative Branch Web site (Legbranch.senate.gov) – available to the Senate, House of Representatives, Library of Congress, Architect of the Capitol, Government Accountability Office, Government Printing Office, Congressional Budget Office, and U.S. Capitol Police.

### *The Senate Web Site – Senate.gov*



The Senate Web site content is maintained by over 30 contributors from seven departments of the Secretary’s office and three departments of the Sergeant at Arms (SAA). Content team leaders regularly share ideas and coordinate the posting of new content. All content is controlled through the Secretary’s Web content management system (CMS) managed by the Department of Web Technology.

### *Major Additions to the site in 2010*

#### *Rumors! Tall Tales About Senate Art*

[http://www.senate.gov/artandhistory/art/myths/myth\\_homepage.htm](http://www.senate.gov/artandhistory/art/myths/myth_homepage.htm)

The online exhibit dispels common rumors regarding Senate art. This project was a multi-year effort, and the final online version is the product of close collaboration with the Curator’s Office.

*Artifact Browse List Collections*

[http://www.senate.gov/artandhistory/art/common/collection\\_list/Interior.jsp](http://www.senate.gov/artandhistory/art/common/collection_list/Interior.jsp),  
[http://www.senate.gov/artandhistory/art/common/collection\\_list/Sittername\\_List.jsp](http://www.senate.gov/artandhistory/art/common/collection_list/Sittername_List.jsp),  
[http://www.senate.gov/artandhistory/art/common/collection\\_list/Beyond\\_Cap\\_Hill.jsp](http://www.senate.gov/artandhistory/art/common/collection_list/Beyond_Cap_Hill.jsp)

Created new and interesting ways for the Curator's Office to group artifacts and for these artifacts to be displayed, researched, and enjoyed by a large and diverse audience. The flexibility of these lists made it possible to reorganize the artifacts on Senate.gov into a much more useful manner.

*Decorative Art Added*

[http://www.senate.gov/pagelayout/art/a\\_three\\_sections\\_with\\_teasers/DecorativeArts.htm](http://www.senate.gov/pagelayout/art/a_three_sections_with_teasers/DecorativeArts.htm)

The previously mentioned artifact browse lists were instrumental to getting new genres of artifacts online. The addition of furniture, mirrors, timepieces, and ephemera makes even more of the Senate Art collection available for all to enjoy in a fun and informative display.

*Daily Senate Floor Report*

[http://www.senate.gov/legislative/LIS/floor\\_activity/floor\\_activity.htm](http://www.senate.gov/legislative/LIS/floor_activity/floor_activity.htm)

The online report highlights morning, legislative, and executive business that occurred in the previous day. This one report combines information previously only available in several different documents and provides hyperlinks to relevant information, such as bill summary and status pages, treaties, nominations, and roll call votes. Previous days' data will be made available in the coming year.

*Public Records Feedback Form*

[http://www.senate.gov/legislative/Public\\_Disclosure/feedback\\_form.htm](http://www.senate.gov/legislative/Public_Disclosure/feedback_form.htm)

The newly added Web form provides an additional avenue of communication with the Office of Public Records.

*Investigation Committees*

<http://www.senate.gov/artandhistory/history/common/briefing/Investigations.htm>

Produced new page templates and modified existing ones to allow the Historical Office to showcase and share their rich historical accounts of Senate and Joint Committees involved in investigations. These highlight members involved and trace the origins through the outcome of these Committees. This is surely an area that will continue to expand over the years as we are able to add more information about past investigation Committees and as future ones arise.

*Committee FAQ*

[http://www.senate.gov/general/common/generic/committee\\_faq.htm](http://www.senate.gov/general/common/generic/committee_faq.htm)

In response to many e-mails sent to the public webmaster account, data gathered from web traffic tools, and analysis of searches entered, this new page was created to answer question about committees and clear up common misconceptions.

*Legislative Process Information Enhanced*

[http://www.senate.gov/pagelayout/legislative/d\\_three\\_sections\\_with\\_teasers/process.htm](http://www.senate.gov/pagelayout/legislative/d_three_sections_with_teasers/process.htm)

Revamping this section greatly added to the amount of information available on the legislative

process. A related enactment of law section was also created and linked as a companion:  
[http://www.senate.gov/legislative/common/briefing/Enactment\\_law.htm](http://www.senate.gov/legislative/common/briefing/Enactment_law.htm)

*Senate Chronology Page*

[http://www.senate.gov/pagelayout/history/one\\_item\\_and\\_teasers/chronology.htm#chronology=y1787\\_1800](http://www.senate.gov/pagelayout/history/one_item_and_teasers/chronology.htm#chronology=y1787_1800)

Implemented a new and interesting way to display historical information in conjunction with the Historical Office. The new display puts all information on a single page which allows the user far more interaction.

*Seven Featured Biographies*

[http://www.senate.gov/pagelayout/history/one\\_item\\_and\\_teasers/featured\\_biographies.htm](http://www.senate.gov/pagelayout/history/one_item_and_teasers/featured_biographies.htm)

*Four Oral Histories*

[http://www.senate.gov/pagelayout/history/g\\_three\\_sections\\_with\\_teasers/oralhistory.htm](http://www.senate.gov/pagelayout/history/g_three_sections_with_teasers/oralhistory.htm)

*Visitors Section Expanded*

[http://www.senate.gov/pagelayout/visiting/a\\_three\\_sections\\_with\\_teasers/visitors\\_home.htm](http://www.senate.gov/pagelayout/visiting/a_three_sections_with_teasers/visitors_home.htm)

Unique subsections were added in the visitors section for employment and procurement opportunities. The employment page allows for the browsing of positions available with the Secretary of the Senate, Sergeant at Arms, member, and committee offices. The information for these positions come from unique systems and are combined into a single useful resource location.

*Homepage feature articles were published on the following topics:*

- Yea or Nay? Voting in the Senate;
- Celebrate National Library Week: Browse Senate Art Publications;
- Biographical Directory: Who's Who in Congress;
- The Role of Committees in the Legislative Process;
- Senate Art Exhibits: Learning about the Senate;
- Focus on the Constitution: The Connecticut Compromise; and
- Explore the Senate's Decorative Art Collection.

Secretary's Intranet – [Webster.senate.gov/secretary](http://webster.senate.gov/secretary)

**SECRETARY OF THE SENATE**  
UNITED STATES SENATE

Emergency? Dial 919 | Webster Help | Feedback

SEARGENT AT ARMS | SECRETARY OF THE SENATE | CHAPLAIN | RULES COMMITTEE

**Secretary of the Senate's Office: Services for the Senate**

The *secretary of the Senate* is the chief legislative, financial, and administrative officer of the U.S. Senate. Since 1789, the secretary was responsible for keeping the minutes and records of the Senate, paying senators, supplying paper and quills, and receiving and transmitting official messages to and from the president and the House of Representatives. As the Senate grew to become a major national institution, numerous other duties were assigned to the secretary, whose jurisdiction now encompasses clerks, curators, the education of Senate pages, and the maintenance of public records.

**Executive Office Staff**

Nancy Erickson, Secretary, S-312	4-3622
Shirley M. Dwyer, Asst. Sec., S-114C	4-3622
Adam Brannett, Counsel, S-333	4-8769
Robert Patton, Co.S., S-333	4-5638
Beth Provenzano, S-312	4-6254
Dot Robinson, S-332	4-3629
Gerard Thomasani, Cap. Ofc. Liaison	4-1483
Zoraida Torres, Senior Exec. Accts. Admin	4-7099
Mark Trufas, Staff Asst., S-414D	4-8491
Information	4-2115

**Secretaries of the Senate**

Nancy Erickson was elected secretary of the Senate when the Senate convened on January 4, 2007.

**Frequently Requested Links**

- Archives in the Senate
- Employee Benefits (Disbursement Office)
- Class Constitution Guide
- Reserve the LBI Room (S-211)
- Telephone Directory

**Monthly e-newsletter**  
Subscribe or unsubscribe (never generated e-mail)

- January 2011
- December 2010

**UNUM (updates)**

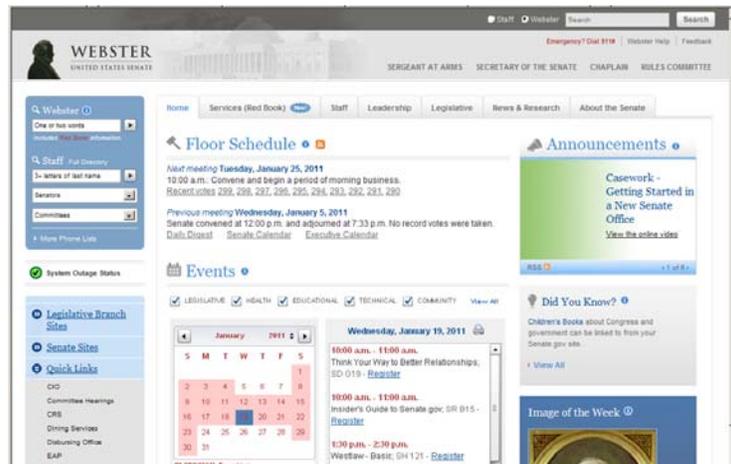
- Summer 2010
- Spring 2011
- Winter 2010

The Secretary of the Senate intranet (<http://webster.senate.gov/secretary>) continued to expand information and services offered. An archive for UNUM, the newsletter of the office of the Secretary of the Senate, was established and linked to from the front page. Web-based order forms were maintained, expanded, and enhanced for the requesting of specific legislative documents, class registration, blank paper, room reservations, and stationery product suggestions.

A catalog based ordering system was developed for the Stationery Office, which will allow staff to order online. The new system is managed with the content directly from the Stationery Office's existing Microsoft Retail Management System (RMS). The ordering system was designed and implemented with the intent of being especially helpful to state offices. This project was a multiple year effort involving several different departments and the diligent work of four interns who were instrumental in associating pictures with products.

FrontPage, the Web portal for the Senate Information Services, was moved to the Secretary's internal domain and has a completely new look. Web Technology worked very closely with the Senate Library to help establish and provide surveys, announcements, and information regarding the transition in addition designing, developing, and launching the new site, [frontpage.senate.gov](http://frontpage.senate.gov), in a short period of time. The design utilizes more advanced technologies to make the site interesting and useful. All feedback suggests the new design is very helpful and well received by users.

*Webster Central Web site – Webster.senate.gov*



In conjunction with the Sergeant at Arms, Chaplain, and Senate Rules Committee, Web Technology continued administering, managing, and enhancing the central section of Webster. Web Technology partnered with the SAA and the Senate Library to enact major changes to the services tab, the search functions, and the links available on the lower left of the home page.

The services tab is now a categorical listing of services available to the Senate that provides relevant Web pages, phone numbers, and addresses in a very easy to use interface. The data is produced using a taxonomy system and integrated through the content management system (CMS). The same source data is used to populate the newly expanded Webster search. This very advanced technique allows the same source file used for the services to produce the most relevant search results in the new directory in real time and without additional work.

Web Technology continue to further streamline the management of content on the central site by repurposing additional files that are already updated through existing systems on Senate.gov. The expansion of repurposed data continues to reduce duplicative efforts, increase consistency, relevancy, and timeliness of data displayed on Webster. Standardizing on XML across both sites and having them integrated into the Secretary's CMS was essential to making this possible.

*Senate Legislative Branch Web site (Legbranch.senate.gov)*

The Legbranch server is accessible by the Senate, House of Representatives, Library of Congress, Architect of the Capitol, Government Accountability Office, Government Printing Office, Congressional Budget Office, and U.S. Capitol Police. Web Technology maintains a basic Web site for a Capitol Hill e-mail messaging working group managed by the SAA. In the future the server will be used to share more information with other Capitol Hill entities.

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*Accomplishments of the Office of Web Technology in 2010*

- Completed the content management system (CMS) upgrade on time and under budget. New hardware hosts the most currently released versions of the software (as of Jan. 2010) that comprises the CMS. This upgrade has proven to be the most stable environment yet. Additionally, Web Technology built a complete development repository that mimics the production environment. This allows us a much greater ability to customize the system and try out various solutions without compromising the uptime or efficiency of the production version.
- Added the Daily Senate Floor Report to Senate.gov. This represents a milestone, as this project has been worked on for approximately the past five years. The online report highlights morning, legislative, and executive business that occurred the previous day. This one report combines information previously only available in various printed documents. Having much of the data hyperlinked to relevant information, such as bill summary and status pages, treaties, nominations, and roll call votes, makes this a tremendously useful resource.
- Audited the Senate.gov Web pages regularly, updating, enhancing, and correcting pages; verifying content; and reviewing individual page designs throughout Senate.gov for accessibility and usability. Additionally, attended training on the latest advances in coding techniques to ensure accessibility and applied them to our sites.
- Constantly monitored data feeds from the LIS/DMS system ensuring content on Senate.gov was current and all processes were functioning properly. This is of vital importance regarding information such as committee hearing schedules, vote data, and member contact information.
- Worked with new Senate offices to establish and maintain temporary Web pages including a picture, biography, and contact information until they were able to get permanent Web sites established.
- Responded to approximately 1,000 e-mails from the general public regarding Senate.gov sites. Worked with various content providers, Web support groups, the Sergeant at Arms, member, and committee offices to make suggestions and resolve issues.
- Continually reviewed and adjusted search operations and canned matches for both Senate.gov and Webster based on user tendencies and requests. A major addition was the creation and maintenance of a new google onebox for the services (Redbook) recently released.
- Prepared for the release of an online version of the Secretary of the Senate's Report. Collaborated with the Disbursing Office, the Committee on Rules and Administration, and the Government Printing Office (GPO) to formulate a strategy to provide the report in a useful and secure manner.
- Produced several new versions of the Senate Chief Counsel for Employment Web site. Worked closely with the office to achieve their desired look through several iterations of design, development, and review.
- Designed and developed a seminar registration application for the Senate Chief Counsel for Employment. The system allows customized links to be sent which auto-populates a registration form along with a complete class list.

- Conducted user testing with Senate staff and interns to increase understanding of current Web site interactions, desires, and best practices.
- Participated in Capitol Hill working group determining ideal manner of providing public legislative data in a secure, downloadable, and searchable format. Other entities involved in this project are the House of Representative, GPO, and the Library of Congress.
- Helped organize Capitol Hill-wide Webmaster meetings, where best practices were shared across entities. Regularly gave presentations and facilitated conversations during meetings.
- Continually trained and practiced working from remote locations to be prepared should the need arise. All staff members are fully capable of accomplishing their job functions from any location with Internet access. This was accomplished largely through configuring virtual machines that mimic our workstations on office laptops, which we all may access. Regardless of which staff member uses which laptop, the experience will be ubiquitous and consistent with being in the office.
- Aided the Senate Library in aspects of Senate Information Services transition. The new FrontPage interface exposes many more resources in an easy to use manner. In leveraging advances in Web 2.0 technologies, Web Technology is able to take greater advantage of available space and provide robust information concisely. Through designing and developing the system in XML and leveraging the CMS it is easy for non-technical users to update and maintain.
- Worked extensively with the Senate Library in the continued development, implementation, and maintenance of taxonomies utilizing a knowledge base system. Participated in the planning, design, development, and administration for including the “Red Book” data in the knowledge base and then on Webster.
- Created virtualized development server for the Secretary’s intranet. Also, maintained virtualized production server for the Secretary’s intranet and dedicated search server.
- Worked with the Historical Office and GPO in the design of a new standalone site for the Historical Office’s states project that will be available to the public as well as Senate staff. All required data templates for the new site have been established in the content management system.
- Continued to enhance subject-based collection lists for the Senate Curator. Initially the lists organized art objects by sitters. It has been expanded to other subject areas, all drawn from the Curator’s maintained object database, along with more advanced control options for Curator staff.
- Developed a new vote menu display that utilizes legislative handles and has new display features as requested from the Legislative Clerks. Working closely with the LIS/DMS group to implement requested data changes that will coincide with the new display.
- Successfully transitioned over 700 hyperlinks to GPO’s FDSys as they phase out GPOAccess.
- Built an entire new back-up server for the CMS at the Alternate Computer Facility (ACF) with the SAA, ensuring our continuity of operations (COOP) plan can be implemented. The ACF server is an exact replica of the production system and is continually tested to serve as a real time replacement should the production server become inoperable. Shortly after the upgrade was completed, Senate.gov experienced a hardware failure that

necessitated the use of the ACF environment while the Senate was in session and votes were occurring. Due to extensive planning, Web Technology was able to stand up the alternative system in approximately an hour, a major accomplishment.

#### *Senate.gov Usage Statistics*

In 2010 an average of over 275,000 visits occurred per day on Senate.gov. Again this year, approximately twenty-six percent of visitors entered through the main Senate Homepage. The majority came to the site through the main Senators' contact page; growth in visits is likely due to the addition of XML data to the contact page and associated automated requests.

<b>Title of Web Site/Page</b>	<b>Visits/Month</b>	<b>Avg. Duration</b>	<b>Visits from U.S.</b>
Senate.gov site	8,376,442	16 minutes	90%
Senate Homepage	1,856,960	15 seconds	Not available

Reviewing statistics on Web page usage helps the content providers better understand what information the public is seeking and how best to improve the presentation of that data. Visitors are consistently drawn to the following content items, listed in order of popularity.

<b>Most Visited Pages in 2010</b>			
<b>Top Pages</b>	<b>Visits/Month</b>	<b>Views/Month</b>	<b>Avg. Duration (seconds)</b>
Senators Contact Info List	276,248	624,056	42
Committees	67,194	92,871	37
Legislation & Records	56,264	75,156	80
Active Legislation	49,139	63,931	167
Votes Home	48,793	68,966	68
111 <sup>th</sup> 2 <sup>nd</sup> Session Vote Menu	44,242	74,223	146
Employment Positions	40,471	48,703	416
Calendars	33,594	73,100	182

By a huge margin, the most popular page on the main Senate Web site is the list of senators with links to their Web sites, comment forms, main office addresses, and telephone numbers. Visitors also continue to be interested in legislative matters in 2010 with Roll Call Vote Tallies, the Active Legislation table, Committee assignments and schedules being particularly popular. The visits per month did decrease across some of the most visited pages on the site. A big increase is noted for the visitors to the employment pages now offered on Senate.gov indicating this is a much used and valuable resource.