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*"Rummaging in the government's attic"*

Description of document: U.S. Citizenship and Immigration Services (USCIS)  
Historical Research Branch Bi-Weekly activity reports,  
2012-2014

Requested date: 08-December-2015

Released date: 03-January-2016

Posted date: 20-February-2017

Source of document: U.S. Citizenship and Immigration Services  
National Records Center, FOIA/PA Office  
P. O. Box 648010  
Lee's Summit, MO 64064-8010  
Fax: 802-288-1793 or 816-350-5785  
Email: [uscis.foia@uscis.dhs.gov](mailto:uscis.foia@uscis.dhs.gov)

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**U.S. Citizenship  
and Immigration  
Services**

January 3, 2016

**COW2015001009**

This is in response to your Freedom of Information Act/Privacy Act (FOIA/PA) request received in this office December 08, 2015 regarding periodic internal report, memo or email describing work and accomplishments of History office....

We have completed the review of all documents and have identified 241 pages that are responsive to your request. Enclosed are 239 pages released in their entirety and 2 pages released in part. We have reviewed and have determined to release all information except those portions that are exempt pursuant to 5 U.S.C. § 552 (b)(6) of the FOIA.

Exemption (b)(6) permits the government to withhold all information about individuals in personnel, medical and similar files where the disclosure of such information would constitute a clearly unwarranted invasion of personal privacy. The types of documents and/or information we have withheld may consist of birth certificates, naturalization certificates, drivers' licenses, social security numbers, home addresses, dates of birth, or various other documents and/or information belonging to a third party that are considered personal.

As a matter of administrative discretion, we are releasing computer codes found on system screen prints previously withheld under exemption b(2). There may be additional documents that contain discretionary releases of exempt information. We will identify discretionary releases within the record. These discretionary releases do not waive our ability to invoke applicable FOIA exemptions for similar or related information in the future.

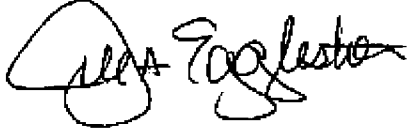
The enclosed record consists of the best reproducible copies available. Certain pages may contain marks that appear to be blacked-out information. Such black marks would have been present prior to our receipt of the file and are not information we have withheld under the provisions of the FOIA or PA.

If you wish to appeal this determination, you may write to the USCIS FOIA/PA Appeals Office, 150 Space Center Loop, Suite 500, Lee's Summit, MO 64064-2139, within 90 days of the date of this letter. Both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."

The National Records Center does not process petitions, applications or any other type of benefit under the Immigration and Nationality Act. If you have questions or wish to submit documentation relating to a matter pending with the bureau, you must address these issues with your nearest District Office.

All FOIA/PA related requests, including address changes, must be submitted in writing and be signed by the requester. Please include the NRC number listed above on all correspondence with this office. Requests may be mailed to the FOIA/PA Officer at the PO Box listed at the top of the letterhead, or sent by fax to 816-350-5785. You may also submit FOIA/PA related requests to our e-mail address at [uscis.foia@uscis.dhs.gov](mailto:uscis.foia@uscis.dhs.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Jill A. Eggleston". The signature is fluid and cursive, with the first name "Jill" being more prominent and the last name "Eggleston" written in a continuous script.

Jill A. Eggleston  
Director, FOIA Operations

Enclosure(s)

## ***Historical Research Branch Bi-Weekly, March 5, 2014 – March 18, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

### External Event Presentations

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
Fairfax Genealogical Society Spring Genealogy Expo	March 28, 2014	Fairfax, VA	Zack Wilske will present "USCIS Records for Genealogical Research" and "INS Policy and Correspondence file."
Society for History in the Federal Government Annual Meeting	April 2014	Shepherdstown, WV	Zack Wilske will participate in two panel discussions: An Introduction to Federal History Offices Federal Historians, the Public, and "controversial" Topics in History
New York Jewish Genealogical Society	May 2014	NYC	Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."
National Archives – New York City	May 2014	NYC	Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program
National Institute of Genealogical Research	July 2014	Washington, DC	Marian Smith will deliver two sessions, "US Immigration Records since 1892" and "US Nationality Records since 1906."
Genealogical Research Institute of Pittsburgh	July 2014	Pittsburgh, PA	Marian Smith will deliver two institute sessions on historical US immigration and nationality law in the course "law school for genealogists."
<i>Tentative</i>			
Jewish Genealogical Society of Boston	Sept 2014	Boston, MA	Mr. Wilske has been invited to deliver the presentation "USCIS Records for Genealogical Research." He is contacting the National Archives in Boston to see if this travel could be combined with a presentation there.

### USCIS History & Genealogy Webinars

The first two of three March webinars were delivered on March 6<sup>th</sup> and 13<sup>th</sup>. The next is scheduled for March 27<sup>th</sup>.

- The webinar schedule is as follows:

March 6, 2014 1:00-2:30 pm	History Library & Catalog
March 13, 2014 1:00-2:30 pm	Introduction to the Genealogy Program
March 27, 2014 1:00-2:30 pm	"Records Found" Case Studies
April 3, 2014 1:00-2:30 pm	History Library & Catalog
April 10, 2014 1:00-2:30 pm	Introduction to the Genealogy Program
April 24, 2014 1:00-2:30 pm	Guide to I&N Research
May 1, 2014 1:00-2:30 pm	History Library & Catalog
May 8, 2014 1:00-2:30 pm	Introduction to the Genealogy Program
May 22, 2014 1:00-2:30 pm	"Records Found" Case Studies

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
9/3/2013	344	44	12.79%
9/17/2013	352	38	10.70%
10/1/2013	365	47	12.87%
10/15/2013	392	60	15.03%
10/29/2013	392	48	12.24%
11/12/2013	380	39	12.89%
11/26/2013	421	62	14.72%
12/10/2013	425	53	12.47%
12/25/2013	434	101	23.27%
1/7/2014	478	115	24.05%
1/22/2014	477	120	25.15%
2/4/2014	425	101	23.76%
2/18/2014	398	98	24.62%
3/6/2014	406	101	24.87%
3/18/2014	412	102	24.75%

*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

#### Items Requiring Action or Attention:

- **Branch Accomplishments:**

March 14, 2014, Marian Smith participated in an interview arranged by OCOMM with Nicole Bozorgmir of Ark Media, a producer of the PBS television series *Finding Your Roots*. Marian answered questions about passenger list annotations, naturalization records, and offered to locate any additional records (NRC is sending a P-file).

### **Genealogy Program**

#### Accomplishments:

*Records Awaiting Declassification –*

*Records Pending Receipt of Record –*

#### FIPS/MIDAS Problems, Outages and Updates:

March 4-11, 2014, Denise Long conducted the FIPS Release 7.1.2.0 UAT Testing in the FIPS Case Creator, Case Processing and Case Approver roles and prepared all of the relates Reports of Testing Findings. Deployment of FIPS Release 7.1.2.0 is pushed back to March 28, 2014 per Pat Pero.

### **History Office and Library**

#### Accomplishments:

Char Cook delivered the first webinar in Historical Records Branch's public webinar series. The webinar covered the History Library website and online catalog and introduced users to many of the full-text resources the library placed online during the past two years.

Char Cook has started loading historical images from the library's photo collection into the library's public online catalog. Users can now keyword search for photos, see a web-quality scan of the photo, and request publication quality scans if needed. Approximately 150 photos have been loaded. The History Office and Library plans to load 300 photos in the initial phase of this project.

#### Requests of Note:

##### *From DHS Offices:*

- Char Cook helped Alanna Rosenberg of the Office of Citizenship locate sources of information about nationality law for a possible USCIS website covering the history of Naturalization. The site is currently in the proposal stage and the History Office and Library will continue to partner with Office of Citizenship if it moves forward.
- Christopher Pleasant, Records Policy and Implementation Branch, requested information about form I-161, Record of Required Departure, revision date 6/15/1971 for use in determining the proper retention period for the forms. The History Office provided dated guidance from the *INS Administrative Manual*, *Border Patrol Handbook*, *Immigrant Inspectors Handbook*, and *Operations Instructions*.
- Arvind Ramakrishnan, Instructional Systems Specialist, USCIS Academy Training Center requested information about the source/publication rights for historical immigration images the Academy is using in training material. The library is locating the information for images that are part of our collection.

##### *Academic Researchers:*

- The *George Washington Law Review* requested information about the *INS Operations Instructions (OIs)*. The History Office provided specific white pages from the OIs, citation information, and an explanation of how the loose-leaf OI binders were updated with dated-pages.

##### *Public Researchers:*

- Amy Hathaway, Whiteman Osterman & Hanna LLP, is attempting to locate an unpublished 1956 Administrative Decision. The History Office helped her to determine possible locations for the decision, searched the library collection, and ultimately advised her to request a copy of the decision from the subject's A-file.

#### Training

- Zack Wilske, Char Cook, and Crystal Williams completed Vtel video conferencing training so that they can operate the equipment in the History Office conference room.
- Zack Wilske completed Drupal Basic Training.

## ***Historical Research Branch Bi-Weekly, March 19, 2014 – April 1, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports):

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### External Event Presentations

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
Society for History in the Federal Government Annual Meeting	April 2014	Shepherdstown, WV	Zack Wilske will participate in two panel discussions: An Introduction to Federal History Offices Federal Historians, the Public, and "controversial" Topics in History
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Jewish Genealogical Society of Boston	Sept 2014	Boston, MA	Mr. Wilske has been invited to deliver the presentation "USCIS Records for Genealogical Research." He is contacting the National Archives in Boston to see if this travel could be combined with a presentation there.

### USCIS History & Genealogy Webinars

The March webinars were all delivered as scheduled, and April webinars are scheduled as follows:

March 6, 2014 1:00-2:30 pm	History Library & Catalog
March 13, 2014 1:00-2:30 pm	Introduction to the Genealogy Program
March 27, 2014 1:00-2:30 pm	"Records Found" Case Studies
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4/1/2014	468	125	26.70%

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#### Items Requiring Action or Attention:

- **Branch Accomplishments:**

#### **Genealogy Program**

##### Accomplishments:

The Genealogy Program's Admin/Customer Service team conducted an in-house quality review for fellow program staff on Wednesday, March 26th. During the two-hour session the group identified parts of the program process that can be improved and modified to achieve efficiencies while still maintaining the quality of work products. Members of the other teams gained insight into the Admin Team process and how the flow of the work affects customer relations. A follow up meeting has been scheduled to review and implement proposed process changes. This was the first of four sessions to be conducted by each of the four Genealogy teams. Participants agreed the time spent was worthwhile and will help to improve things on both a program and personal level.

##### *Records Awaiting Declassification –*

Genealogy is still waiting for OSI to declassify and return the classified files send to them prior to June 2012. OSI recently reported approving one part of a multi-part file but has not returned any documents to Genealogy.

Regarding classified material "on hold" since June 2012, OSI did provide further HSDN training to Genealogy staff Erica Talley and Paul Jones on Tuesday March 25th. Talley and Jones are now preparing to review and flag all classified documents, scan them to HSDN, and submit them to OSI for approval via that system. Future reports will address whether this new process proves more responsive.

##### *Records Pending Receipt of Record –*



Genealogy staff earlier sent a package to NYC including instructions and all SF-135 box lists for all NYC pre-1975 accessions. Recently, it was learned that NYC never received the package.

Last week Genealogy sent a second copy of the package to NYC and is awaiting confirmation of receipt from Patricia White in NYC.

#### FIPS/MIDAS Problems, Outages and Updates:

March 18-20, 2014, Denise Long conducted the FIPS Release 7.1.2.0 Build 3 UAT Testing in the FIPS Case Creator, Case Processing and Case Approver roles and prepared all of the related Reports of Testing Findings.

A FIPS application outage began on Friday **March 21, 2014 at 7:00 p.m. ET** and ended on Friday **March 21, 2014 at 11:00 p.m. ET.**

### **History Office and Library**

#### Accomplishments:

The History Library, with the help of EOS International, loaded a QR code on its OPAC (Online Public Access Catalog) to provide better access to the mobile version of the catalog. This will allow users to search the catalog from mobile phones and tablets.

Historian Zack Wilske delivered two lectures to the Fairfax Genealogical Society's Spring Conference in Fairfax, Virginia. The first lecture provided an overview of the historical records available through the USCIS Genealogy Program; the second lecture introduced the audience INS correspondence files, which are today stored at NARA DC but included in the Genealogy Program's index search request.

#### Requests of Note:

##### *From DHS Offices:*

- The DHS Library contacted the USCIS History Office and Library to co-ordinate a DHS library session for students participating in Catholic University of America's Institute on Federal Library and Resources, which is sponsored by the Library of Congress Professional Visitor Program. The preliminary plan is host the students in the History Library on June 5, 2014. DHS Librarians will provide an overview of the departmental library program and USCIS History Office and Library staff will discuss the USCIS History Library.
- Stephani Reither, Field Office Director, Norfolk Field Office, requested immigration history/agency history training for Norfolk Field Office staff. The History Office is developing an overview of agency history presentation and plans to deliver it via Vtel in early June.
- Julie Farnam, USCIS Field Operations Directorate, requested blank naturalization test forms from the 1980s-90s for use in responding to a FOIA inquiry. The History Office provided historical background information, explaining that the test was usually given orally and that the format and procedures were not standardized, meaning that there was no single INS "test blank." The History

Office did provide Ms. Farnam with information from the *Federal Textbook on Citizenship*, which INS used to develop the tests, and historical copies of the "100 questions" list from which examiners chose the specific questions given to an applicant.

#### *Academic Researchers:*

- Patrisia Macias, Professor Sarah Lawrence College and Visiting Scholar at the American Bar Foundation, visited the library to research deportation, voluntary departure, and "deferred action" policy changes in the 1960s-70s. She used the library's collection of OIs, INS periodicals, vertical files, and annual INS budget requests.

#### *Public Researchers:*

- Sandra Murphy, public historian, requested information about a historical photograph of the Portal, North Dakota Chinese Examination Station for use in an exhibit on that town's immigration history. The History Office located the photo and citation and also provided Ms. Murphy with links to other historical information about Portal, ND in the library's online collection.

#### Other Agencies

- Char Cook collaborated with DHS Librarian Lea Wade to repair a broken link on the DHS Library page. She also alerted OCOMM to a broken link in *USCIS Today*.
- Edward Mucci, acting Site Supervisor at the Statue of Liberty National Monument, contacted the History Office to explore possible partnerships between the USCIS History Office and the Ellis Island Historical Site. Zack Wilske arranged to meet with Mr. Mucci on May 20<sup>th</sup> to discuss possibilities.

## **Training**

- Historical Research Branch staff all completed Risk Assessment training ahead of the deadline.
- Char Cook completed Computer Security Awareness training.
- Crystal Williams attended the "Top Points in Leadership and Life" Spotlight on Women Leaders held on March 19, 2014, featuring Carol DiBattiste.
- Genealogy's Erica Talley and Paul Jones obtained HSDN training from OSI staff on March 25<sup>th</sup>, 2014

## ***Historical Research Branch Bi-Weekly, April 2, 2014 – April 15, 2014***

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New York Jewish Genealogical Society; National Archives New York City: New York District Office	May 2014	NYC	<ul style="list-style-type: none"> <li>• NYJGS - Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."</li> <li>• NARA - Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program</li> <li>• NYC - Zack Wilske will meet with DO staff and review historical materials identified by NYC for evaluation.</li> </ul>
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### USCIS History & Genealogy Webinars

- HRB continues to deliver webinars on schedule. By the end of April all webinars will have been delivered at least once:

April 24, 2014 1:00-2:30 pm	Guide to I&N Research
May 1, 2014 1:00-2:30 pm	History Library & Catalog
May 8, 2014 1:00-2:30 pm	Introduction to the Genealogy Program
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3/18/2014	412	102	24.75%
4/1/2014	468	125	26.70%
4/15/2014	483	123	25.46%

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- **Branch Accomplishments:**

### **Genealogy Program**

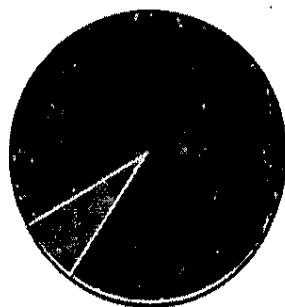
#### Accomplishments:

In celebration of Sunshine Week, Denise M. Long attended a ASAP Member's Only Lunch & Learn training session on April 10, 2014 sponsored by the CFPB Culture Team and ASAP which was titled "The Impact of Government Disclosures". Participants heard from members of the FOIA requester community on the impact of public disclosures and highlighted the best practices in transparency in the federal Government.

#### Record Request Turnaround and Percentages

Of the 123 Record Requests pending more than 90 days, 55 of them are awaiting a requested A-file and 18 await declassification by OSI. **Thus more than half of those cases are beyond Genealogy's control.**

#### **Cases Pending 90+ Days**

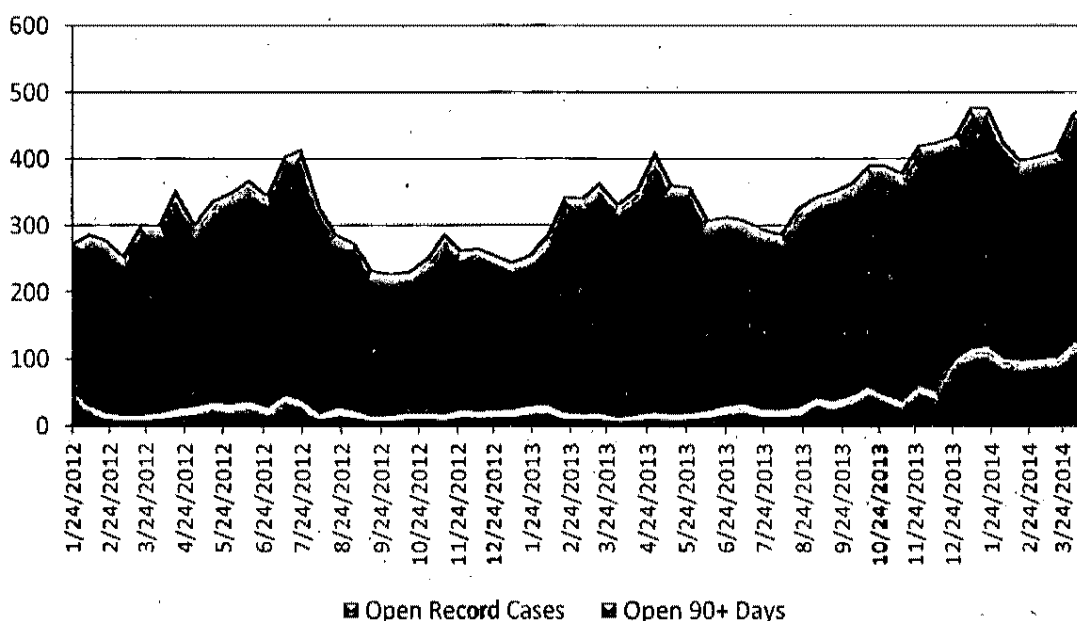


- Awaiting receipt of the requested file
- Awaiting declassification
- In FOIA processing
- Actively working

In past years, cases awaiting file receipt and/or declassification were placed in “suspense” by temporarily closing the case, then re-opening it again later when the file arrived or became releasable. Because they appeared closed, those cases did not appear in the biweekly/monthly reports on Genealogy record requests pending more than 90 days. At the same time, the closing and re-opening of cases distorted program statistics to the point of concern for the Office of Performance and Quality’s (OPQ) National Production Report.

In October 2013 Genealogy was told that the “no more than 10% of Record Cases pending more than 90 days” measure was no longer required. In response, the program prepared to take all Record cases out of suspense and worked with OPQ to adjust and correct their reporting. In December 2013 Genealogy accomplished the change and saw the predictable jump in numbers as a result.

**Total Pending Genealogy Record Requests,  
and the number pending more than 90 days**



Only after the cases were removed from suspense was Genealogy informed the “90+ day” reporting would continue. As it stands, the numbers in red in the chart above accurately reflect the percentage of cases beyond Genealogy’s control to complete in a timely manner.

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Accomplishments:

Librarian Char Cook loaded 280 digitized photographs into the Library’s online catalog. The catalog now includes a separate collection of historical images that can be searched and accessed online.

Zack Wilske participated in two panel discussions at the 2014 Annual Meeting of the Society for History in Federal Government (SHFG). The first panel provided an overview of federal history programs for graduate students and others interested in public history; the second panel considered how federal

historians deal with controversial topics and issues. The panels included historians from the Department of State, Navy, National Archives, House of Representatives, and National Museum of Health and Medicine.

#### Requests of Note:

##### *From DHS Offices:*

- Michael Defensor (RAIO) and Sheila Macgruder (Human Resources) requested a list of every USCIS Director's Award winner. Crystal Williams organized and Char Cook and Ijah Wilson located information about the Director's Awards 2004-2013 from a variety of sources (Leadership Alerts, USCIS Today, Google, USCIS Connect, Vertical files). The library provided the list to the requesters and created a Director's Award vertical file for the library collection.
- The History Office and Library is coordinating with the USCIS New York District Office to provide historical photos, statistics, and other information for the Office's public open house on April 29, 2014. The NYC Office will also provide USCIS History and Genealogy Program brochures to open house attendees.
- The History Office and Library is provided scanned historical images to the Baltimore Office for use in a naturalization exhibit in their new office space.

##### *Academic Researchers:*

- The History Office provided Rachel E. Rosenbloom, Associate Professor, Northeastern University School of Law with advice on requesting INS Central Office (CO) policy files from USCIS FOIA.

##### *Public Researchers:*

- The History Office provided research advice to author Julia Flynn Siler who is doing archival research to support a book about early 20<sup>th</sup> century San Francisco immigration activist Donaldina Cameron.
- The History Office provided eight scans of historical INS photos to the New York Historical Society for use in their upcoming exhibit on Chinese Exclusion policies.

#### Training

- April 1-3, 2014 Crystal Williams attended USCIS Contracting Officers Representative (COR) Training in the 111 Mass. Avenue Building.
- Zack Wilske attended the Annual Meeting of the Organization of American Historians.

## ***Historical Research Branch Bi-Weekly, April 16, 2014 – April 29, 2014***

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1882 Symposium at the Smithsonian Asian Pacific American Center	May 5-6, 2014	Washington, DC	Zack Wilske will provide a short overview USCIS's Historical Programs for Symposium participants. The Symposium is attended by representatives from Chinese American Cultural Groups and Museums. Zack will be part of a session devoted to exploring how those groups can partner with federal agencies.
New York Jewish Genealogical Society; National Archives New York City: New York District Office	May 2014	NYC	<ul style="list-style-type: none"> <li>• NYJGS - Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."</li> <li>• NARA - Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program</li> <li>• NYC - Zack Wilske will meet with DO staff and review historical materials identified by NYC for evaluation.</li> </ul>
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May 1, 2014 1:00-2:30 pm	History Library & Catalog
May 8, 2014 1:00-2:30 pm	Introduction to the Genealogy Program

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
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4/29/2014	476	127	26.68%

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#### Items Requiring Action or Attention:

- The Library catalog URL will be changed again because the vendor (EOS) is moving its data centers from California to Georgia. In two weeks EOS will inform the library of the transition's exact date. After the transition the library will have approximately two weeks to update all of the catalog links on uscis.gov.
- Due to the mandatory upgrade to Windows 7 the public terminals in the Library no longer have local access logins. As a result, the Library cannot provide onsite catalog access to public researchers. Agency personnel will have access only by logging in to the library's terminals under their own usernames. The Library is public facing entity and the lack of an accessible onsite catalog makes it impossible to provide quality customer service to our users. A Help ticket was opened April 15<sup>th</sup> INC2356723, which was replaced by INC 2377153. The three public terminals are identified as CIS 121599, DHS 296820 and DHS 302243. To date the USCIS IT Help Desk has been unable to resolve the issue.
- **Branch Accomplishments:**

### **Genealogy Program**

#### Accomplishments:

#### Record Request Turnaround and Percentages

During the ESD Biweekly meeting of 4/23, Lynda Spencer discussed the difficulties associated with the "10%/90 day" metric reported by the Genealogy Program. As a result of that discussion



with ESD leadership, the Historical Research Branch is assessing the current single metric for "genealogy records requests pending 90+ days," and preparing to make recommendations to the Records Division. The options under consideration are:

1. Two metrics: one addressing files within Genealogy Program control, and another one addressing files outside that program's control, and whether or not those two metrics should roll-up to an aggregate 90-day metric.

*At present the Genealogy Program prefers two separate metrics, reported separately. Rolling the numbers into one aggregate would continue to conceal the issues troubling the program.*

2. What a reasonable goal metric should be if we cannot fairly succeed at the current one.

#### FIPS/MIDAS Problems, Outages and Updates:

### History Office and Library

#### Accomplishments:

Zack Wilske completed the first I&N Historical Research Webinar, which covered INS's most important historical records now at the National Archives. The 35 participants included National Archives and Border Patrol Museum employees, as well as scholars from Yale and the City University of New York.

Char Cook attended a tour of the Department of Justice Main Library on April 17<sup>th</sup>. She learned more about the library's holdings, including those from the years when INS was under DoJ, and saw a demonstration of how DoJ library staff track reference requests using a SharePoint-based utility.

#### Requests of Note:

##### *From DHS Offices:*

- The History Office provided Christopher Pleasant, USCIS Records, with a historical copy of Form I-172 for use in preparing a retention schedule for INS legacy forms.
- Sheldon Lerner, Customer Service, is viewing videos and photographs from the library collection for use in a history of INS/USCIS Customer Service operations.
- The History Office provided historical background information and photographs to the New York Field Office for use in their April 29 public open house. We received the following email on April 30:
  - *We'll have some photos and press clips to share with you but I wanted to send a quick THANK YOU to you and your team for assisting with our Open House! It was a big hit and we can't thank you enough for your role in that success. It was very well attended and there was plenty of attention on our genealogy table with all your brochures, . . . .*
- The History Office is providing historical information and citizenship-related photos from the Los Angeles area to Claire Nicholson, USCIS Public Affairs Officer, Western Region, for use in a planned exhibit on naturalization at the U.S.D.C. at Los Angeles.
- The History Office helped Donna Vanderhoff, Office of Citizenship, identify and select historical photos for use in citizenship education lesson plans.

- The History Office provided Christine Sondag, USCIS Field Operations, with a copy of a 1991 memo on the "Attorney General's Model Plan" for naturalization ceremonies.
- Char Cook provided Francis Hsu of Verification with an overview of the DHS Library Services via AT&T Connect on April 21st.

*Academic Researchers:*

- Jeffery Kahn, Harvard Academy for International and Area Studies, contacted the History Office for assistance in locating material related to the concept of "manifestation of fear" in refugee policy. The History Office is currently searching for relevant material.

*Public Researchers:*

- The History Office continued to work with Dayna Bealy, New-York Historical Society Museum & Library, providing images and related information for use in the Historical Society's upcoming exhibit on Chinese Exclusion.

Training

## ***Historical Research Branch Bi-Weekly, April 30, 2014 – May 13, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

### External Event Presentations

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
Fairfax Genealogical Society Spring Genealogy Expo	March 28, 2014	Fairfax, VA	Zack Wilske will present "USCIS Records for Genealogical Research" and "INS Policy and Correspondence file."
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1882 Symposium at the Smithsonian Asian Pacific American Center	May 5-6, 2014	Washington, DC	Zack Wilske will provide a short overview USCIS's Historical Programs for Symposium participants. The Symposium is attended by representatives from Chinese American Cultural Groups and Museums. Zack will be part of a session devoted to exploring how those groups can partner with federal agencies.
New York Jewish Genealogical Society; National Archives New York City: New York District Office	May 2014	NYC	<ul style="list-style-type: none"> <li>• NYJGS - Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."</li> <li>• NARA - Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program</li> <li>• NYC - Zack Wilske will meet with DO staff and review historical materials identified by NYC for evaluation.</li> </ul>
National Institute of Genealogical Research	July 2014	Washington, DC	Marian Smith will deliver two sessions, "US Immigration Records since 1892" and "US Nationality Records since 1906."
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Jewish Genealogical Society of Boston	Sept 2014	Boston, MA	Mr. Wilske delivered the presentation "USCIS Records for Genealogical Research" to JGSB. He is contacting the National Archives in Boston to see if this travel could be combined with a presentation there.

### USCIS History & Genealogy Webinars

- HRB continues to deliver webinars on schedule. The next webinar will be:

May 22, 2014 1:00-2:30 pm "Records Found" Case Studies

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

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4/29/2014	476	127	26.68%
5/14/2014	441	112	25.39%

*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

#### Items Requiring Action or Attention:

- **Branch Accomplishments:**

### **Genealogy Program**

#### Accomplishments:

#### Record Request Turnaround and Percentages

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Accomplishments:

The USCIS District Office in New York City **thanked** the History Office and Library for the material it provided for their April 29 Open House. Two images of the historical material at the Open House are attached to the end of the report.

Historian Zack Wilske attended the 2<sup>nd</sup> Annual 1882 Symposium, a meeting of Chinese American Museums and Cultural Groups sponsored by the Smithsonian Asian Pacific American Center. Zack participated in a panel discussion on possible collaborations between federal history programs and Chinese American historical groups along with representatives from the National Archives, the National Park Service, the National Trust for Historic Preservation, and other agencies. He also spoke with the Director of the Angel Island Immigration Station Foundation and representatives from the Chinese

Historical Society of America, the Chinese American Museum (LA) and the Museum of Chinese in America (NYC).

#### Requests of Note:

##### *From DHS Offices:*

- Steve Blando, USCIS Public Affairs, requested a copy of the INS report "Review of the Circumstances Surrounding the Naturalization of an Alien Known to be an Associate of a Terrorist Organization" dated December 13, 2002, for reporter Emily Rand of 60 Minutes. Char Cook collaborated with the Department of Justice Library to locate and deliver the report.
- USCIS Office of Communications requested basic naturalization facts for Ruediger Richter, an immigrant Vietnam War vet who appears in an iconic AP photo from the war. The History Office provided the court and date of Richter's naturalization.
- Sunday Aigbe, USCIS Policy, inquired about the availability of presentations on history library resources and agency history. The History Office and Library is following-up to schedule the presentations for late summer/early fall.
- The History Office continues to gather historical material and images for the Los Angeles District Office, which is preparing an exhibit on naturalization for display in the USDC at LA.

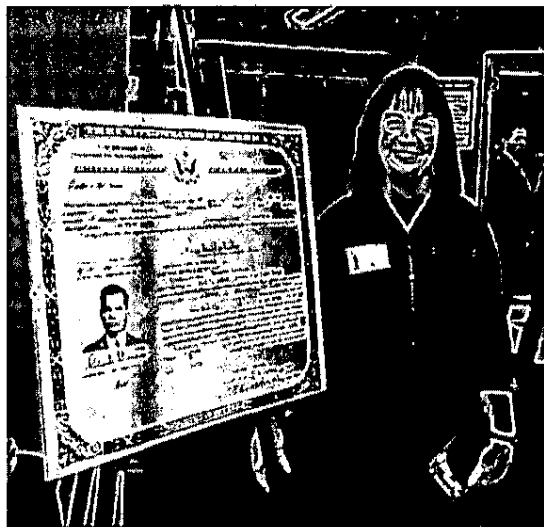
##### *Federal Agencies*

- The History Library provided historical form I-589 (5-25-11) and instructions to Michele Masais, DOJ Library.

## **Training**

Crystal Williams attend Cost Benefit Analysis Workshop under the Homeland Security Acquisitions Institute (HSAI), May 7-9, 2014.

April 28, 2014 from 1-2pm, Denise Long participated in the Career Growth & Development Webinar presented by USCIS Human Capital and Training, Strategic Planning Analysis & Reporting. Ms. Long shared with her supervisor via email (for forwarding to all Genealogy Staff) that she found the webinar to be very helpful and informative. The webinar defined career growth and development and why it's important, described what employees can do to support their own growth & development, explained the importance of having an IDP and provided employees with techniques for completing one, provided tips for having a productive career growth & development conversation with supervisors, etc.



## ***Historical Research Branch Bi-Weekly, May 14, 2014 – May 27, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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### External Event Presentations

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1882 Symposium at the Smithsonian Asian Pacific American Center	May 5-6, 2014	Washington, DC	Zack Wilske will provide a short overview USCIS's Historical Programs for Symposium participants. The Symposium is attended by representatives from Chinese American Cultural Groups and Museums. Zack will be part of a session devoted to exploring how those groups can partner with federal agencies.
New York Jewish Genealogical Society; National Archives New York City; New York District Office	May 2014	NYC	<ul style="list-style-type: none"> <li>• NYJGS - Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."</li> <li>• NARA - Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program</li> <li>• NYC – Zack Wilske will meet with DO staff and review historical materials identified by NYC for evaluation.</li> </ul>
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### USCIS History & Genealogy Webinars

- HRB continues to deliver webinars on schedule.

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

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4/15/2014	483	123	25.46%
4/29/2014	476	127	26.68%
5/14/2014	441	112	25.39%
5/27/2014	426	115	26.99%

*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

#### Items Requiring Action or Attention:

On May 28, 2014 Crystal Williams and Ijah Wilson of the History Office and Library will meet with Ray Drake and OCOMM staff to discuss the History Office and Library's uses of GovDelivery, Facebook, and Twitter. The objective is to discuss OCOMM's procedures and how the History Library can better use these tools to reach customers.

#### • **Branch Accomplishments:**

On Friday, May 16<sup>th</sup>, at 10:00 am Marian Smith provided a walk-thru of the History Library related to the 9A notice filed with the union about library renovations. Denise Long represented the union and raised several questions which were later stated in the union's formal response.

### **Genealogy Program**

#### Accomplishments:

On May 15, 2014, Erica Talley of the Genealogy Program participated in the first in a series of Declassification/Document Recognition training sessions with OSI. The review included assessment of five backlogged classified files.

Caitlin Byrd joined the Genealogy Program on Monday, May 19, 2014. Ms. Byrd attends Temple University majoring in Criminal Justice. She holds the title of Student Trainee and is a participant of the 2014 Summer Enrichment Program (SEP).

#### FIPS/MIDAS Problems, Outages and Updates:

##### *SODA Captiva Issue*

Since the later part of 2013, the Genealogy Program experienced major hiccups with regard to the FIPS scanner misreading the FIPS Separator Sheets (Request Letter, Supporting Documents and Responsive Records). This issue is most noticeably recognized by two or more sequential documents appearing as one



large document with no page breaks in between. As a workaround, the Records Team have been manually inserting document page breaks and inputting document index data. As a high-production environment, having to employ these workarounds for **EVERY** batch scanned into FIPS is most taxing on our productivity.

To bring a speedy resolution to this matter, the Records Team have, on multiple occasions, solicited the assistance of the FIPS Helpdesk Team (INC2343729), but outside of a visit from a member of the CSC Team, Mr. Taylor Hope, little has been done to resolve this matter. It may be there are no provisions to support our level of FIPS production *outside the NRC*.

## History Office and Library

### Ongoing Concerns:

USCIS IT has yet to find a way to provide public access to the library catalog at the library's public workstations.

### Accomplishments:

Historian Zack Wilske delivered the presentation "Beyond the Basics: INS Citizenship Records for Genealogists" to the Jewish Genealogy Society of New York at the Center for Jewish History in New York City. The presentation featured citizenship records available through the USCIS Genealogy Program.

Zack also gave a public program at the National Archives in New York City which provided researchers with an overview of the USCIS Genealogy Program. USCIS Public Affairs covered the event on social media and the *New York Daily News* is planning an article on the Genealogy Program. While at the Archives Zack met with Archives staff to discuss the Genealogy program and other shared concerns, such as document requests from applicants for dual citizenship.

### Requests of Note:

#### *From DHS Offices:*

- The History Office provided USCIS Office of the Chief Counsel with information from the historical *Interpretations*, for use in determining U.S. nationals' ability to apply for derivative citizenship.
- The History Office is providing historical photos to Refugees Affairs Division for use in promoting World Refugee Day (June 20) during the month of June.
- Leanne Leigh, Chief of Staff, USCIS Seattle, contacted the History Office for advice on allowing the Wing Luke Museum of the Asian Pacific American Experience to scan pages from historical documents currently on display in the USCIS Seattle office lobby, as well as about concerns that the Wing Luke Museum may have INS documents on display. The History Office provided general information about USCIS privacy restrictions (though all the documents in question are 100+ years old) and suggested that Seattle contact USCIS FOIA with additional privacy concerns. The History Office also contacted the National Archives at Seattle to discuss the possibility that the Wing Luke Museum had original documents on display. It was determined the documents are likely facsimiles, but USCIS Seattle will get more information when they meet with the Wing Luke Museum.

*From other Federal Agencies:*

- Zack Wilske met with Rangers from the National Park Service's Ellis Island interpretive and education programs to discuss possible partnerships with the USCIS History and Genealogy Programs.
- Bonnie Sauer, National Archives at NYC, requested information about a set of Naturalization Petitions from 1984 now stored at the Archives in NYC that all begin with the prefix "V" rather than the standard "P." The History Office is researching the question.

*From the Public:*

- Megan Vogel, from law firm Davis Wright Tremaine LLP, requested historical I-9 forms and information on expiration dates for each edition. The library sent scans of the forms and directed her to current online guidance.
- Ted Gong and CF Kwock, from the Washington D.C. Chinese American Citizens Alliance contacted the History Office for historical information about legal Chinese immigration during the era of Chinese Exclusion. The History Office provided historical legal information and statistics.
- Crystal Williams helped Carol Rascon from the McClelland Irish Library (Phoenix, AZ) find information on Irish immigrants and received this thank you message:

*Dear Ms Williams,*

*I feel very fortunate that you answered the library telephone yesterday. You were so patient and helpful.*

*Appreciate all the guidance you provided on how to pursue Irish historical questions and genealogy information with the USCIS.*

*The added bonus was your invitation for the Mc Clelland Irish Library to participate on the recurring USCIS library and genealogy webinars. We are very excited about this opportunity.*

*Please feel free to share this email with your management; so they may know the level and quality of customer service you provided.*

*Thank you for all your assistance.*

*Sincerely,  
Carol Rascon*

## **Training**

May 12-14, 2014 Denise Long participated in the 7<sup>th</sup> Annual National Training Conference (NTC) hosted by the American Society of Access Professionals (ASAP) in Arlington, Virginia. As a member of ASAP and participant at the 2014 NTC, Ms. Long participated in educational programs from technical sessions to open forums and gatherings. A special feature was concurrent breakout sessions for specific agencies

giving participants a unique opportunity for questions and answers as it pertains to their own agency policies.

## ***Historical Research Branch Bi-Weekly, May 28, 2014 – June 6, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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### USCIS History & Genealogy Webinars

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- Spring History Office intern Ayla Mangold completed her internship June 3<sup>rd</sup>. Ayla graduated at the top the University of Maryland's History Program and delivered the graduation address for the program's ceremony. Summer History Office intern Funke Adeniji, a student in University of Maryland's Asian Studies Program, began her internship on June 8<sup>th</sup>. The library also welcomed summer Enrichment student Jasmine Hawkins on June 2<sup>nd</sup>.

#### Requests of Note:

##### *From DHS Offices:*

- Elaine Mueller-Cantu, Field Office Director, USCIS San Antonio Field Office, requested information about the Qualified Designated Entity (QED) program under IRCA, for use in ongoing litigation. The History Office provided her with several articles outlining the QED program, copies of Memos of Understanding between INS and the QEDs, copies of memos announcing the start and end of the program, and other miscellaneous reports and memos.
- EB Duarte, USCIS Policy, visited the library to review historical editions of the Form I-129 for H-2 visa applicants and historical training material related to the roll out of IMMACT 90.
- Brian Volsky, USCIS OCC, requested information on a 1992 Administrative Appeals Unit (AAU) decision and a 1965 Opinion from the INS General Counsel. Both documents are unpublished. The History Office located a summary of the 1992 decision in an old edition of the *Interpreter Releases* and is in the process of determining which CO file should hold the 1965 Opinion.
- Lucie Iuzzolino, Immigration Services Officer, NYC, attended the Historian's presentation on the Genealogy Program in NYC and requested information and PowerPoint slides so that she could brief her colleagues on the program. The History Office provided her with slides covering the program and the records it offers. She reported that the presentation was a success.
- The History Office and Marian Smith, Branch Chief, worked with William Wright, USCIS OCOMM, to respond to a request regarding historical INS records for use in an upcoming PBS series on genealogy.
- MaryAnn Keeling, DHS Law Librarian, forwarded a request from the CPB Core Processing Office for an old INS employee handbook that is "light blue in color and had the US INS symbol on the cover." The history office located the document, scanned it, and sent it to the DHS Law Library.
- Carla Martino, Management Program Analyst, USCIS Customer Assistance Office, requested information on the history of automated indices for USCIS/INS records for use in responding to a customer inquiry about the process for locating file information.

##### *From the Public:*

- Ted Gong and C.F. Kwock from the DC Chinese American Citizens Alliance met with the historian to discuss their research for an upcoming program on legal Chinese Immigration during the 1940s and 50s. Mr. Gong and Mr. Kwock also reviewed the *INS Annual Reports*, *INS Monthly Review*, and other material from the library collection.

## **Training**

Char Cook is attending the Special Libraries Association National Convention, June 8-June 10<sup>th</sup>.

## Historical Research Branch Bi-Weekly, June 11, 2014 – June 24, 2014

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#### Items Requiring Action or Attention:

- **Branch Accomplishments:**

### **Genealogy Program**

Denise Long will help host a USCIS ESD Quality Workplace Focus Group on July 9, 2014. The goal of the focus group is to collect data on initial impressions of, and reactions to, QW programs. The purpose of the focus group is to establish a baseline for measuring the effectiveness and impact of QW programs over time. What changes employees have seen to date and what impact those changes have had on various aspects of the workplace.

#### Accomplishments:

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Ongoing Concerns:

- Library staff are preparing for the Library renovation July 15-31<sup>st</sup>. The library will be closed during the renovation and staff will be teleworking and using alternate work sites. Student employees and interns will report to the Genealogy Program at 1200 1<sup>st</sup> Street.

#### Accomplishments:

- Zack Wilske delivered a webinar on USCIS Records history resources in the History Office and Library to Records employees. Approximately 25 employees logged-in to the webinar.

#### Requests of Note:

*From DHS Offices:*



- David Leckenby, Office of Policy and Strategy, requested a history of the EB-5 visa program and the legislative origins of phrase "new commercial enterprise." The History Office provided Mr. Leckenby with Congressional Reports, articles from the Interpreter Releases, INS General Counsel Opinions, and other documents from the library collection.
- Roselyn Brown-Frei, Office of Policy and Strategy, contacted the History Office for advice on disposing of Policy Office non-record material from the 1990s. The material will be delivered to the Library for review.

*From the Public:*

- C.F. Kwock, from the Chinese America Citizens Council, contacted the History Office for advice on researching Private Immigration Bills. The History Office provided guidance and worked with the National Archives to locate a copy of the Bill related to Mr. Kwock's family.
- Danelle K. Simonelli, Park Ranger at the Ellis Island Immigration Museum, contacted the History Office for information about historic naturalization rates. The History Office provided statistics from the Census Bureau and explained the limitations of naturalization-rate data.
- The History Office provided additional images to the New York Historical Society for use in their upcoming exhibit on Chinese Exclusion.
- Drew Keeling, History Professor, University of Zurich, visited the library to research immigration passenger list data and for advice on researching in INS records at the National Archives.

## **Training**

## ***Historical Research Branch Bi-Weekly, June 25, 2014 – July 08, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

### External Event Presentations

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
<i>Fairfax Genealogical Society Spring Genealogy Expo</i>	<i>March 28, 2014</i>	<i>Fairfax, VA</i>	<i>Zack Wilske will present "USCIS Records for Genealogical Research" and "INS Policy and Correspondence file."</i>
<i>Society for History in the Federal Government Annual Meeting</i>	<i>April 2014</i>	<i>Shepherdstown, WV</i>	<i>Zack Wilske will participate in two panel discussions: An Introduction to Federal History Offices Federal Historians, the Public, and "controversial" Topics in History</i>
<i>1882 Symposium at the Smithsonian Asian Pacific American Center</i>	<i>May 5-6, 2014</i>	<i>Washington, DC</i>	<i>Zack Wilske will provide a short overview USCIS's Historical Programs for Symposium participants. The Symposium is attended by representatives from Chinese American Cultural Groups and Museums. Zack will be part of a session devoted to exploring how those groups can partner with federal agencies.</i>
<i>New York Jewish Genealogical Society; National Archives New York City: New York District Office.</i>	<i>May 2014</i>	<i>NYC</i>	<ul style="list-style-type: none"> <li>• <i>NYJGS - Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."</i></li> <li>• <i>NARA - Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program</i></li> <li>• <i>NYC - Zack Wilske will meet with DO staff and review historical materials identified by NYC for evaluation.</i></li> </ul>
<i>National Institute of Genealogical Research</i>	<i>July 16, 2014</i>	<i>Washington, DC</i>	<i>Marian Smith will deliver two sessions, "US Immigration Records since 1892" and "US Nationality Records since 1906."</i>
<i>Genealogical Research Institute of Pittsburgh</i>	<i>July 23, 2014</i>	<i>Pittsburgh, PA</i>	<i>Marian Smith will deliver two institute sessions on historical US immigration and nationality law in the course "law school for genealogists."</i>
<i>Jewish Genealogical Society of Boston</i>	<i>Sept 2014</i>	<i>Boston, MA</i>	<i>Mr. Wilske delivered the presentation "USCIS Records for Genealogical Research" to JGSB. He is contacting the National Archives in Boston to see if this travel could be combined with a presentation there.</i>

### USCIS History & Genealogy Webinars

- HRB continues to deliver webinars on schedule.

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
12/25/2013	434	101	23.27%

1/7/2014	478	115	24.05%
1/22/2014	477	120	25.15%
2/4/2014	425	101	23.76%
2/18/2014	398	98	24.62%
3/6/2014	406	101	24.87%
3/18/2014	412	102	24.75%
4/1/2014	468	125	26.70%
4/15/2014	483	123	25.46%
4/29/2014	476	127	26.68%
5/14/2014	441	112	25.39%
5/27/2014	426	115	26.99%
6/10/2014	442	109	24.66%
6/24/2014	455	121	26.59%
7/8/2014			

*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

#### Items Requiring Action or Attention:

- **Branch Accomplishments:**

On July 9<sup>th</sup> Denise Long helped host a USCIS ESD Quality Workplace Focus Group. The goal of the focus group was to collect data on initial impressions of, and reactions to, QW programs and to establish a baseline for measuring the effectiveness and impact of QW programs over time.

### **Genealogy Program**

#### Accomplishments:

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Ongoing Concerns:

- Library staff are preparing for the Library renovation July 15-31<sup>st</sup>. The library will be closed during the renovation and staff will be teleworking and using alternate work sites. Student employees and interns will report to the Genealogy Program at 1200 1<sup>st</sup> Street.

#### Accomplishments:

#### Requests of Note:

#### *From DHS Offices:*

Danielle Duff requested information on the Civil Rights Act of 1964 and how it impacted immigration.

*From the Public:*

- Francesco Gagliardi of Allen & Overy LLP of New York requested immigration information on two Jewish scholars - Moses Feinstein (born March 3, 1895 in Uzda (near Minsk), Belarus, Russia) and Joel Teitelbaum (born January 13, 1887, Sighet, Hungary) .
- Chasidy Ochalek requestd information on form I-404A as used in 1954.
- Neil Hernandez of CUNY requested information border crossing information for 1935-1941.
- Andrew Huntleigh of USCIS requested information on the Hesburgh Commission for personal research.
- Drew Keeling, History Professor, University of Zurich, requested further information about conflict over the 1906 Naturalization Act.

## **Training**

June 25-26, 2014, Linda Seaborn, Denise Long, Natasha Adigwe and Veda Whisnant attended "Increasing Personal Effectiveness" training. The course is a skills-based program designed to enhance awareness of critical strengths and areas that need further development and it provided participant with practical tools and skills to use their day-to-day interactions: the things that create and sustain personal effectiveness.

1/7/2014	478	115	24.05%
1/22/2014	477	120	25.15%
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*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

#### Items Requiring Action or Attention:

History Office and Library staff would like additional information about the date of the library remodel so they can prepare their work spaces, alert customers to the closure, and make arrangements for alternate worksites (telework, etc.).

#### • **Branch Accomplishments:**

#### **Genealogy Program**

##### Accomplishments:

##### FIPS/MIDAS Problems, Outages and Updates:

Taylor Hope of the CSC Team continues to study the Genealogy Program's ongoing problems with SODA Captiva not properly reading FIPS barcode sheets.

#### **History Office and Library**

##### Ongoing Concerns:

##### Accomplishments:

- On June 5th, the USCIS History Office and Library hosted students from Catholic University's Institute on Federal Library Resources. The students received an overview of the DHS Library structure and information on the mission and activities of some component libraries, including the USCIS History Office. Presenters included Lea Wade, DHS Library Manager, Linda Cullen, CBP Library Manager, Charlaire Cook, USCIS Librarian, Crystal Williams, USCIS Management & Program Analyst, and Zack Wilske, USCIS Historian. Crystal Williams coordinated the meeting logistics.
- At the request of Stephanie Reither, Field Office Director USCIS Norfolk, on June 3<sup>rd</sup>, Zack Wilske delivered a presentation on the history of federal immigration and naturalization programs to the USCIS Norfolk Field Office, via Vtel. The presentation covered major events in agency history, less-known laws that have shaped USCIS mission, and a few facts about INS history in Norfolk.

## ***Historical Research Branch Bi-Weekly, July 09, 2014 – July 22, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

### External Event Presentations

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
Fairfax Genealogical Society Spring Genealogy Expo	March 28, 2014	Fairfax, VA	Zack Wilske will present "USCIS Records for Genealogical Research" and "INS Policy and Correspondence file."
Society for History in the Federal Government Annual Meeting	April 2014	Shepherdstown, WV	Zack Wilske will participate in two panel discussions: An Introduction to Federal History Offices Federal Historians, the Public, and "controversial" Topics in History
1882 Symposium at the Smithsonian Asian Pacific American Center	May 5-6, 2014	Washington, DC	Zack Wilske will provide a short overview USCIS's Historical Programs for Symposium participants. The Symposium is attended by representatives from Chinese American Cultural Groups and Museums. Zack will be part of a session devoted to exploring how those groups can partner with federal agencies.
New York Jewish Genealogical Society; National Archives New York City; New York District Office	May 2014	NYC	<ul style="list-style-type: none"> <li>• NYJGS - Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."</li> <li>• NARA - Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program</li> <li>• NYC – Zack Wilske will meet with DO staff and review historical materials identified by NYC for evaluation.</li> </ul>
National Institute of Genealogical Research	July 2014	Washington, DC	Marian Smith will deliver two sessions, "US Immigration Records since 1892" and "US Nationality Records since 1906."
Genealogical Research Institute of Pittsburgh	July 2014	Pittsburgh, PA	Marian Smith will deliver two institute sessions on historical US immigration and nationality law in the course "law school for genealogists."
Jewish Genealogical Society of Boston	Sept 2014	Boston, MA	Mr. Wilske delivered the presentation "USCIS Records for Genealogical Research" to JGSB. He is contacting the National Archives in Boston to see if this travel could be combined with a presentation there.

### USCIS History & Genealogy Webinars

- HRB continues to deliver webinars on schedule.

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

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*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

#### Items Requiring Action or Attention:

- **Branch Accomplishments:**

### **Genealogy Program**

#### Accomplishments:

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Ongoing Concerns:

- 

#### Accomplishments:

- Student Employee Ijah Wilson submitted a photo and caption to the NARFE national newsletter's "The Way We Worked" feature. The photo will be published later this year.

#### On-going Projects:

- The History Library is currently closed for renovation. Employees are teleworking and reporting to the HRB office at 1200 First when necessary. Two student employees and a History Office intern are working from 1200 First and supporting Genealogy while the library is closed. The renovation is expected to be complete by Friday, 7/25 and staff will begin moving back in on Monday, 7/29. During the renovation Librarian Char Cook has planned for the re-organization of the library's collection in the new layout and she will oversee the re-shelving. Library staff is meeting with Facilities on Thursday, 7/24 to discuss placement of furniture, files, and other items not specifically depicted in the new library floor plan.

#### Requests of Note:

#### *From DHS Offices:*

- Mike Quinn, USCIS Records Division, requested information on the definition, use, and history of the N-files. The librarian located relevant material in the historical forms collection, old NFTS manuals, and 8 CFR.
- DHS Library Services forwarded the History Library a request for an INS Policy Memo by Paul Virtue, General Counsel, and dated April 1998. The librarian was unable to find any information and referred the request to the Office of the General Counsel.
- Steven Hutchinson, a new USCIS employee, requested information about the history of USCIS. The librarian referred him to the agency history webpages on [uscis.gov](http://uscis.gov).

*From the Public:*

- Ed Mucci, Acting Site Director at Ellis Island, inquired about possible online and onsite collaborations between the Park Service at Ellis Island and USCIS. He is interested in interpretive historical articles hosted by USCIS's website and possible getting current USCIS publications/publicity material for distribution on Ellis Island.
- The library provided additional photos and captions to the New York Historical Society, for use in its upcoming exhibit on Chinese Exclusion.
- Emily Codling, a researcher for Boundless Media which produces programs for the BBC, requested immigration statistics from 1940 to 2013. The library referred her to published statistics available from the DHS Office of Immigration Statistics and the US Census, and answered follow-up questions about the meaning of "Lawful Permanent Resident" in the statistics.

## **Training**



## ***Historical Research Branch Bi-Weekly, Jul 22, 2014 – Aug 5, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

### External Event Presentations

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C-Span Morning Journal	Aug 20, 2014	Washington, DC	Marian Smith will be a guest on Washington Journal to discuss the 50 <sup>th</sup> anniversary of the 1965 amendment to the INA, US immigration policy history, and USCIS history and genealogy programs.
Jewish Genealogical Society of Boston	Sept 2014	Boston, MA	Mr. Wilske delivered the presentation "USCIS Records for Genealogical Research" to JGSB. He is contacting the National Archives in Boston to see if this travel could be combined with a presentation there.

### USCIS History & Genealogy Webinars

HRB continues to deliver webinars on schedule. Zack Wilske delivered the Genealogy "Records Found" Webinar on Thursday, July 24, to approximately 80 participants, our largest webinar audience to date.

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests: See Balanced Scorecard reports.*

#### Items Requiring Action or Attention:

The USCIS History and Library reopened on August 4<sup>th</sup> following renovation of the library space.

- **Branch Accomplishments:**

### **Genealogy Program**

#### Accomplishments:

On July 24, Demetrius Marshall, Genealogy Records Team Lead, delivered a presentation to Genealogy Section staff entitled "What we do & Why we do it." He explained the Records Team process and decision-making regarding questions that arise between the various Genealogy teams, then led a discussion of how all can work together to improve quality. The session was one of a quarterly series of meetings where each team leads the staff in examining problems and finding solutions. The July 24<sup>th</sup> session resulted in a written plan for adjustments to the Records and FOIA teams' procedures. The plan was recently submitted to Genealogy Section Chief Lynda K. Spencer for review.

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Ongoing Concerns:

The list of library renovation-related items and tasks not yet closed includes:

1. 15 large boxes of books and periodicals that need to be excessed. The USCIS "Green Team" is coming to assess.
2. 15 large boxes of empty binders can go to anyone who needs them
3. History Library staff recommend excessing their old stacking chairs (they gained 20 chairs in the renovation), old TV table, magazine racks, old microfilm reader/printer. Removal of these items will make room for videos and other material for which we need a long term storage solution.
4. End caps to be installed on the shelves this week (week of Aug 4<sup>th</sup>)
5. Filing cabinets need to be moved/rearranged
6. Wiring to be completed in Char and Zack's cubes, as well as the printers and copier
7. Phones to be installed in Char and Zack's cubes
8. Pictures need to be re-hung on the walls

#### Accomplishments:

All USCIS History and Library staff went "above and beyond" to ensure success. Their planning and follow-up on countless matters is to be commended.

### On-going Projects:

Despite the disruption of renovation, History Library staff managed to process 20 boxes of historical material donated by the RAIO Library for incorporation into Library collection.

Requests of Note: Reference request were limited due to the library's closure and we have several to be answered now that we have access to the library collection.

### *From DHS Offices:*

Fran Barner, USCIS OIT, requested documents related to INS electronic records systems during the 1990s as part of a discovery request for *Makowski v United States*. The History Office performed a preliminary search of the catalog for material related to CLAIMS and is waiting for additional details about the request.

### *Other Government:*

Angela Tudico, NARA New York City, requested information about the sites for naturalization ceremonies in NYC. The History Office searched for a list, which does not appear to exist, and advised her on where to search for more information.

### *From the Public:*

Sharon Hodges, professional genealogist, requested information about the visa process during the 1930s (how issued, what information was required, how to obtain records now). The History Office provided her with information and directed her to the USCIS Genealogy Program to request Index Searches.

## **Training**

## Historical Research Branch Bi-Weekly, Sept 5, 2014 – Sept 19, 2014

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests: See Balanced Scorecard reports.*

#### Items Requiring Action or Attention:

The USCIS History and Library reopened on August 4<sup>th</sup> following renovation of the library space. See project idea for open house.

- Genealogy Section Chief Lynda Spencer will brief Jim Igoe on an overview of the Genealogy Program and team workflows for search requests and records requests on Monday 9/22/14/.

#### • **Branch Accomplishments:**

### **Genealogy Program**

#### Accomplishments:

On July 24, Demetrius Marshall, Genealogy Records Team Lead, delivered a presentation to Genealogy Section staff entitled "What we do & Why we do it." He explained the Records Team process and decision-making regarding questions that arise between the various Genealogy teams, then led a discussion of how all can work together to improve quality. The session was one of a quarterly series of meetings where each team leads the staff in examining problems and finding solutions. The July 24<sup>th</sup> session resulted in a written plan for adjustments to the Records and FOIA teams' procedures. The plan was recently submitted to Genealogy Section Chief Lynda K. Spencer for review.

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Ongoing Concerns:

The list of library renovation-related items and tasks not yet closed includes:

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8. Pictures need to be re-hung on the walls

### Accomplishments:

All USCIS History and Library staff went "above and beyond" to ensure success. Their planning and follow-up on countless matters is to be commended.

### On-going Projects:

- Library Public Terminals: OIT proposed Internet Kiosk Pro as a solution to reduce the security risk of public visitors using the computers to search the ILS. The software will limit access to just the catalog and block access to all other sites on the Intranet.
- Library Open House: To promote the renovated space, have an open house. Decide on vendor participation with DHS Library. Decide on presentations, exhibits, what exactly to showcase.
- Integrated Library System (EOS): Purchase additional storage for additional digital documents. Purchase the Indexer from EOS in order to facilitate full text searching across documents. May require a proposal outlining the benefits.
- Wikipedia Links to HSB Documents: Providing links from Wikipedia entries on immigration topics to HSB digital documents in the catalog. Issues include permission from public affairs, subject matter authority of Wikipedia authors, and persistent uniform resource locators (PURLS)
- VHS Tapes: Storing VHS tapes on DVD is currently done by IJA, student intern. DVDs will be cataloged and VHS stored for undetermined period.
- CIS Outreach: More training/awareness for CIS employees. Possibly getting on presenter agenda for new employee onboarding sessions. Developing a brief multi-media presentation documenting U.S. immigration and agency history.
- Public Website: Generating ideas for new content. Possibly collaborating with NPS for web pages on Ellis Island.

Requests of Note: Reference request were limited due to the library's closure and we have several to be answered now that we have access to the library collection.

### *From DHS Offices:*

The Historian provided research for a request from the NFTS Data Administrator on the existence of agency policy for destroying records of benefit denials under the Immigration Reform Control Act (IRCA) of 1986. Several documents from the History Library collection were included in the response. A specific policy or decision regarding the destruction of denial files was not found.

### *Other Government:*

Angela Tudico, NARA New York City, requested information about the sites for naturalization ceremonies in NYC. The History Office searched for a list, which does not appear to exist, and advised her on where to search for more information.

### *From the Public:*

Sharon Hodges, professional genealogist, requested information about the visa process during the 1930s (how issued, what information was required, how to obtain records now). The History Office provided her with information and directed her to the USCIS Genealogy Program to request Index Searches.

## **Training**

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

- June 28, the IAA package for digitization of historical library materials came back signed from NTIS. Crystal Williams and Cassandra Perkins delivered the package to the appropriate official in Burlington for signature.
  - Next Steps: When Burlington signs/approves they will notify Mission Support, who will then notify the History Library to contact the vendor and schedule pickup of the first shipment of materials for digitization.

System Issues:

- MiDAS and FIPS were both down for part of the day Monday, June 27.

Training:

- 6/28, Crystal Williams completed Plain Language training

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** *Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

**5. Accomplishments:** Please list significant accomplishments for the week.

- June 28 & 29, penultimate and final in a series of meetings on Genealogy and Records Operations business rules and MiDAS, attended by staff from Genealogy, Records Operations, OIT, and the contractor CSC.



## 1. Issues and Risks:

### Operations:

### Policy:

### Personnel:

### Contracts:

- The meeting History Library and Mission Support Staff with the NTIS vendors is still scheduled for Tuesday, July 19<sup>th</sup>, to include delivery of the first batch of material for scanning. The only outstanding issue was described by Crystal Williams in an email of 7/14:
  - "Peter Dietrich from the Burlington VT Office sent the electronic version of the order and IAA this morning to NTIS. The order shows an end date of 11/30/11 and NTIS's agreement reflected an end date of 9/30/11. Burlington is working with NTIS to see if they can do a pen and ink change on the IAA so that they both reflect 11/30/11 since the project is estimated to take approx 60 days to complete. Cassandra can you check into this with Burlington on Monday to see where things stand or if this will delay the project and send an update to Marian and I so we will know what the status is of possible pick up of items scheduled for July 19, 2011 with NTIS."
  - Cassandra replied she is checking on this.

### System Issues:

Migration issues continue for Genealogy and FIPS7. Various Genealogy staff cannot access FIPS at certain times due to IRM vs. CIS1 password issues. We are working with NRC to resolve.

### Training:

- Thursday, July 14: History Library staff, alongside DHS and other DHS libraries representatives, delivered a day-long training workshop in the Tomich Center covering electronic resources available to DHS employees.
- Four Genealogy staff completed ECN 101 training.

### Other:

## 2. Upcoming Travel (include name of individual traveling, location, dates and purpose):

## 3. Items that require a decision or action by the Associate Director:

## 4. *Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

## 5. Accomplishments: Please list significant accomplishments for the week.

- Tuesday, July 12: History/Genealogy, Records Operations, and RTEM representatives met with CSC MiDAS contractors for in-depth discussion of efforts to account for missing images in MiDAS, re-indexing, and other technical matters. The meeting was extremely productive and all agreed to meet again in future to explore other topics.
- Wednesday, July 13: Marian Smith delivered two presentations at the National Institute for Genealogical Research at the National Archives.
- Historians Marian Smith and Zack Wilske were recognized in a letter of thanks from the United States Embassy in Cambodia to DHS Assistant Secretary John Morton. The letter expressed thanks for their research which helped to locate the next of kin needed for DNA analysis and final identification of the remains of a United States soldier who has been missing in action (MIA) since 1975. (copy of the letter attached)
- The History Library is finishing phase 1 of the Summer 2011 inventory project, a project designed to utilize the student employees. Finishing this first phase of the tedious work so quickly suggests we may complete phase 2 before the summer is over. The purpose of the project is to ensure data integrity in the library catalog database and to make sure all resources listed therein are available to customers.
  - Phase 1 – Identifying things on the shelf that are not in the database (and adding them)
  - Phase 2 – Identifying things in the database that are not on the shelf (and updating)
- The library succeeded in getting it's link to the top left position on the USCIS Connect home page. Also, OCOMM updated the library web video to reflect the link position change.

## 1. Issues and Risks:

### Operations:

- The library currently has no computers that read a DVD drive as needed to access the digitization deliverables we expect. A request was sent to Justin asking about availability of this equipment.

### Policy:

### Personnel:

- Genealogy's new student employee (vice Miller) EOD'd this week.

### Contracts:

- All remaining issues regarding the Library Digitization IAA between USCIS and NTIS were settled by Burlington. On July 19<sup>th</sup> library staff met with NTIS and vendor staff to review the agreement. At that time vendors picked up the majority of materials for digitization. Library staff are now preparing the final items for pickup by the vendor. We expect all deliverables within 60 days.

### System Issues:

### Training:

- July 21-22 – Vanessa Thornton and Carleita Plight in FOIA refresher training (Genealogy)
- July 20 – FIPS scanning training for Demetrius Marshall and Erica Talley (Genealogy)

### Other:

## 2. Upcoming Travel (include name of individual traveling, location, dates and purpose):

- Aug 24-26 Marian Smith, Society of American Archivists Conference, Chicago (panel participant in "Documenting the History of U.S. Immigration through Records in the National Archives").
- Aug 30-Sep 2 Zack Wilske, Annual Meeting of the American Political Science Association (presenting a short course on immigration and naturalization research).

## 3. Items that require a decision or action by the Associate Director:

## 4. *Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

## 5. Accomplishments: Please list significant accomplishments for the week.

- 7/19 – Zack Wilske delivered a session to the Records Academy via Webex
- 7/20 – Marian Smith delivered a presentation on USCIS Historical Programs to the OCC training conference in Leesburg, VA
- Crystal Williams provided statistics and comment feedback (attached) for the Library Training Day she coordinated and facilitated (July 14th).
- Librarian Char Cook, with the help of summer student Samantha Williamson, completed the first phase of the summer 2011 library inventory project.

## 1. Issues and Risks:

### Operations:

### Policy:

### Personnel:

### Contracts:

- Library materials are now being digitized per the IAA with NTIS. The first batch of (or all) deliverables are expected for Q/A review in mid- to late August.

### System Issues:

- FIPS7 issues continue for the Genealogy Program. Genealogy continues to report those cases that will not "drop" in FIPS to the IT FIPS team for resolution.

### Training:

- New STEP Student Weldon Randall has been cross-trained by all three Genealogy Program teams and will begin working in the MiDAS system next week. To date he has been training and filing.

### Other:

- The Genealogy Program is preparing a broadcast message to be submitted next week. The message will acknowledge the third anniversary of the Genealogy Program (launched August 13, 2008) and summarize program accomplishments.
- The History Office and Library are considering ideas for celebrating the 25<sup>th</sup> anniversary of the History/Historical Reference Library program in 2012 (founded in 1988). Suggestions are welcome.

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- Aug 24-26 Marian Smith, Society of American Archivists Conference, Chicago (panel participant in "Documenting the History of U.S. Immigration through Records in the National Archives").
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## 4. *Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

## 5. Accomplishments: Please list significant accomplishments for the week.

- Summer 2011 library inventory project – Phase 1 is complete and Phase 2 is underway. So far, results are good in that no lost items have been identified.

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

Info for historical files digitization provided to Robert 8/3

System Issues:

- FIPS7 issues continue for the Genealogy Program. FIPS IT staff came to 1200 1<sup>st</sup> St. on Aug 3<sup>rd</sup> to work the problem and reset printers.

Training:

Other:

- The Genealogy Program has prepared a broadcast message (attached) to acknowledge the third anniversary of the Genealogy Program (launched August 13, 2008) and summarize program accomplishments.
- The History Office and Library are considering ideas for celebrating the 25<sup>th</sup> anniversary of the History/Historical Reference Library program in 2012 (founded in 1988). Suggestions are welcome.

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**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** *Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

**5. Accomplishments:** Please list significant accomplishments for the week.

- Summer 2011 library inventory project – update?

## 1. Issues and Risks:

### Operations:

### Policy:

### Personnel:

### Contracts:

- A meeting is scheduled for August 30, 2011, 10am where NTIS/Digital Edge will provide digitization project samples to Library staff. (Library Digitization Project)

### System Issues:

- FIPS 7 access problems continue, both in Genealogy and the FRC. Currently Genealogy has 90+ cases ready for approval by NRC but the NRC approver cannot access the GEN queue. Unless and until NRC staff regain access GEN cannot close the cases.

### Training:

### Other:

- OCOMM submitted a request to the History Office and Library for assistance regarding a Lunch and Learn tentatively scheduled the week of Aug. 29<sup>th</sup> to commemorate September 11<sup>th</sup> and review USCIS history since that date. Zack Wilske agreed to research and contribute to a timeline document, and Marian Smith agreed to participate on the Lunch & Learn panel discussion.

## 2. Upcoming Travel (include name of individual traveling, location, dates and purpose):

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## 4. *Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

## 5. Accomplishments: Please list significant accomplishments for the week.

- Adijatu C. Abiose, Field Office Director at Kingston, Jamaica, visited and met with Crystal Williams in the History Library to obtain pictures of refugees and pictures of the naturalization of Harry Belafonte's parents. Student employee Najah Barrow scanned and provided the images.
- Summer and STEP student employees in Genealogy created 81 cases in the database, searched 17 names, verified 104 file numbers, pulled 15 files from microfilm, and mailed letters/filed 290 folders.

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

- Summer intern Samantha Williamson's last day is August 19<sup>th</sup>. This summer she has inventoried the library collection of 13,000 volumes, identifying about 158 items that were on the shelves but not listed in the collection and another 250 items that were listed in the collection but not found on the shelves. She has also done several other special projects including writing an article for the current Historical Newsletter on Braceros.

Contracts:

- A meeting is scheduled for August 30, 2011, 10am where NTIS/Digital Edge will provide digitization project samples to Library staff. (Library Digitization Project)

System Issues:

Training:

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

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**5. Accomplishments:** Please list significant accomplishments for the week.

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

- A meeting is scheduled for August 30, 2011, 10am where NTIS/Digital Edge will provide digitization project samples to Library staff. (Library Digitization Project)

System Issues:

Training:

- Char Cook completed 3 WebTA courses and DHS No Fear course. She did not need to take the Privacy class as she is a new hire in 11/2010. She did take PKI training 8/30/2011.

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.

**5. Accomplishments:** Please list significant accomplishments for the week.



**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Library need 4gb from EOS executed to Mission Support.

Need funds for Abbyfine Reader

Contracts:

8-30-11

Crystal Williams organized digitization meeting for the delivery of sample digitized documents. Marian Smith and Charlaine Cook were in attendance. Review of the material was done and Marian is pleased with the outcome.

Next pick-up date is September 13, 2011, NTIS will pick up images and video. At this time the project is 70% completed.

9-8-11

Crystal and Char met with Milton Gross regarding storage on USCIS server. Marian has capability on her H. drive to store the deliverables for manipulation purposes.

9-13-11

NTIS picked up Historical video and Images. Project is 80% complete.

System Issues:

Training:

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.

**5. Accomplishments:** Please list significant accomplishments for the week.

\*Library Digitization Project is on-schedule

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Operations:

Policy:

Personnel:

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System Issues:

Training:

Other:

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**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.

**5. Accomplishments:** Please list significant accomplishments for the week.

\*Library Digitization Project is on-schedule

## 1. Issues and Risks:

### Operations:

### Policy:

- 9/20 – The record schedule SF-115 to authorize disposal of Genealogy request folders and request database records when 2 years old was sent by Records Policy to NARA for approval. They advise the process can take from 5 months to 1 year.

### Personnel:

- Approval/Disapproval to convert Matthew Miller, Genealogy Program to a STEP. Decision needed NLT 9/30/2011 (end of SEP). – Mitch was working on this today and likely has updated info.

### Contracts:

### System Issues:

### Training:

- 9/20-9/22 – Paul R. Jones, Project Management Skills & Principles Seminar, 1200 First Street, 3<sup>rd</sup> Floor Training Room, Washington, DC
- 9/19-9/21/ Vanessa Thornton, 2011 ASAP FOIA/PA Training Workshop, Sofitel Chicago Water Tower, Chicago, Illinois
- 9/21/2011, Lynda K. Spencer, Chief, Genealogy Program, Financial and Estate Planning Workshop, 1200 First Street

### Other:

## 2. Upcoming Travel (include name of individual traveling, location, dates and purpose):

## 3. Items that require a decision or action by the Associate Director:

## 4. *Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

- Oct 12-21, Marian Smith, Annual Leave

## 5. Accomplishments: Please list significant accomplishments for the week.

9/20 – History staff responded to an OCC request for legislative history on the 3 and 10 year bars and section 245 adjustments.

9/21 – History staff responded to a California Service Center counsel request for background on the naturalization of veterans of World Wars I and II.

9/22 – Conference call w/ NRC re extension of FOIA approval authority to Genealogy.

9/23 – finalized package of “confidential” documents dated 1940-1952 and prepared for delivery to OSI with request for review and broad guidance regarding declassification.

## 1. Issues and Risks:

### Operations:

Due to the absence of key personnel on the Genealogy Records team, production slowed somewhat while remaining team members re-distributed the workload among themselves. At this time it remains unclear how long the Records Team will be without a team leader.

### Policy:

### Personnel:

### Contracts:

The EOS library services (online catalog) annual billing cycle is set to renew each year at or about October 1<sup>st</sup>, causing annual stress for both USCIS and the vendor. Marian seeks suggestions or options on how the renewal date can be adjusted to avoid this predictable problem.

### System Issues:

On 9/28 we learned that ECN, after migration to SharePoint 2010 in mid October 2011, will no longer be compatible with Internet Explorer 6. MiDAS users remain locked into IE 6 and so presumably will be unable to use ECN after the migration.

### Training:

9/29 – First of two sessions of Vignette training for Weldon Randall (Genealogy) who will assist in the remodeling of the History, Library, Genealogy website.

### Other:

## 2. Upcoming Travel (include name of individual traveling, location, dates and purpose):

## 3. Items that require a decision or action by the Associate Director:

### 4. *Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

- Oct 12-21, Marian Smith, Annual Leave

### 5. Accomplishments: Please list significant accomplishments for the week.

9/27 – Package of “confidential” documents dated 1940-1952 delivered to OSI with request for review and broad guidance regarding declassification.

9/27 – Historical Research Branch staff met with Greg Crist, OCOMM web team, to discuss remodeling of .gov history, library, and genealogy web sites. The decision was made to build anew on the development site rather than in Vignette (production site), then migrate to production. When the new integrated site is up and working the old pages will be deleted. Given our sites will not migrate to the new web environment for about another year, there is plenty of time to create the new site prior to migration.

9/28 – Genealogy FOIA team met to finalize processing and approval procedures prior to October 3, when Genealogy will begin exercising approver authority.

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

System Issues:

Training:

Other:

We ask that the following message be submitted via ESD to OCOMM for inclusion in the USCIS Today broadcast:

The Historical Research Branch just published its October newsletter, featuring articles on National Disability Employment Awareness and a history of "Federal Courts and Naturalization." The recent September edition includes notes on the USCIS Genealogy Program's third anniversary and an entry on "Citizenship Day History." The October newsletter is the last in PDF format. The same content will henceforth appear on their website and Connect pages. See the Historical Newsletters [HERE](#).

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** *Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

- Oct 12-21, Marian Smith, Annual Leave

**5. Accomplishments:** Please list significant accomplishments for the week.

9-28-11 Crystal Williams received Presidential Volunteer Award signed by Barack Obama and received a letter of acknowledgement from USCIS Director Mayorkas

**1. Issues and Risks:**

Operations:

Policy:

Personnel: Charlaine Cook attended the OEP Meeting October 17, 2011 and will be Crystal Williams back-up Floor Monitor.

Contracts:

System Issues:

Training: Charlaine Cook took the DHSTogether /Building Employee and Organizational Resilience course 10/17/2011.

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** *Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

**5. Accomplishments:** Please list significant accomplishments for the week.

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Student Volunteer Nida Kanwal entered on duty in the History Library.

Contracts:

System Issues:

Training:

DHS Electronic Records Management -- Char Cook

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

Crystal Williams -- Nov 21-25 -- Vacation LV

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** *Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

**5. Accomplishments:** Please list significant accomplishments for the week.

- Obtained approval from the USCIS Global Technology Change Advisory Board (GTCAB) for purchase of Abby Fine reader software for the library.
- Stuart Phelan completed two days of research and file indexing of old Bureau of Naturalization Correspondence Files at the FRC in Suitland, MD.
- The History Library responded to a request from Julie Krotter, CBP corporate counsel, on historical questions regarding the B-1 and H-1 visas as found in the Operating Instructions 1950 – 1990
- 10/27 Attended a briefing by CSC on the options proposed in their "Modifying MiDAS to Support the Current Business Processes of Records Use4rs Analysis and Recommendations Whitepaper." Essentially, they presented the following options:
  - i. 1 - Continue present path, constantly fixing a broken system (leaving no time for real enhancement) and always trying to catch up through upgrades; Continue to maintain two

separate CMT applications for Genealogy and Records. Reach Sec. 508 compliance in well over 3 years. No real enhancements.

- ii. 2 - Skip the upgrades and jump to the latest application versions; Rebuild the system on the new platform, building just one CMT application to be shared by Records and Genealogy. Achieve 508 compliance and some major enhancements in 2 years, more major enhancements in 3 years.
- iii. Two more options that are variations on the second option, neither of which were appealing.
- iv. They recommended option 2 and all were in agreement. Nate Goodwyn of OIT said he thought he could convince the boards and panels on option 2. All agreed CSC should prepare a comparison table for presentation to the Records Front Office and ESD:



**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

System Issues:

Training:

11/2 - Stuart Phelan attended the Forensic Documents Lab Training

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** *Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

**5. Accomplishments:** Please list significant accomplishments for the week.

- Marian reviewed an exhibit script for the National Archives entitled "Attachments: Faces and Stories from America's Gates." The exhibit focuses on the stories of immigrants, photos of whom were found in various records at NARA. Among the files highlighted are INS Chinese Exclusion Files at NARA San Francisco and in DC, INS Correspondence files in DC, Records of the US District Courts, US Public Health Service, War Relocation Authority, and others.
- 11/2 – Monthly staff meeting of the Historical Research Branch. Staff were updated on the progress of the following projects: History Library digitization project, Genealogy SOP's, portal website remodel, intranet site migration to Connect, and MiDAS issues. The group also reviewed card records used to track the issuance of blank naturalization certificates to courts between 1906 and 1956, and discussed various ways that data could be useful in current operations (or systems).
- Students in the Genealogy Section created 72 new cases, scanned 20 files, otherwise processed 36 files, mailed 50 cases, and filed 175 folders. They also performed the monthly files audit.

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

11/8 – Sent an email to Karen Tyler asking her to forward our request to Burlington for amendment of the library digitization SOW with NTIS to change our remaining funds to cover paper documents rather than videotapes. We hope the change can be made as soon as possible as the contract ends November 30<sup>th</sup>.

System Issues:

Training:

11/9 – Denise Long and Demetrius Marshall attended Leadership for Non-Supervisors

11/10 – Marian Smith attended Plain Language Training

Other:

Historians Stuart Phelan and Zack Wilske have been approved to visit the FDL Library in McClean, VA, on Monday, November 14<sup>th</sup>, to review the collection there and perform research on their project to identify the exact dates of signatory authority for every past Commissioner or Director (and acting) from 1891 to the present.

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** *Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

**5. Accomplishments:** Please list significant accomplishments for the week.

- 11/8 Historical Research Branch staff met to review progress on the rebuilding of the History and Genealogy uscis.gov website, and to issue assignments for the next two weeks. Progress continues but the speed is determined by the time one Genealogy staffer can devote to working in Vignette. In future we may request additional, temporary help from those with Vignette expertise. If this resource is not available (say, from RTEM staff) it will limit the amount of material that can be loaded in the system. The meeting determined most of the content added so far needs only formatting edits. Some content was returned for re-writing according to Plain Language standards.
- 11/8 Provided answers to questions from the CFO's office regarding the Genealogy fee review (email attached)

- 11/9 – Genealogy received a complimentary email from a very happy customer (email attached)

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts: November 30, 2011 Library Digitization Project Ends currently we are 99.1% towards completion of this project. As of November 15, 2011 there was a change in the IAA agreement to duplicate additional text instead of video. Changes were made by Mission Support and the request has been forwarded to Burlington to ensure items can be completed by the due date.

System Issues:

Training: Char Cook, Librarian attended 2010 Sharepoint overview Nov. 14<sup>th</sup> and Military Librarians Disaster Recovery seminar Nov. 16<sup>th</sup>.

Other: Crystal Williams and Charlaine Cook provided info to Dave Martens of ICE-CBP on Mariel, Sea Signal and Open Arms (mass refugee responses) on Nov. 14<sup>th</sup>. Originally came as RFI to Fraud from ICE.

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.

**5. Accomplishments:** Please list significant accomplishments for the week.

**On November 3, 2011 Crystal Williams received a letter of thanks from one of our USCIS Office of Chief Counsel Paralegal Specialist for assistance given with locating 1990 Immigration Act materials and finding additional on-line materials for our USCIS attorney's**

Met with Genealogy Team Leads about issues/goals for FY12

- Clarifying the 2-step process on the new website to end confusion amid customers (from Search)
- Improve upon time to retrieve C-Files (NFTS data does not match physical FRC location, ARCUS data doesn't either) OR improve upon instruction/guidance available
  - Need to set meeting with Genealogy Records and ORM Files folks to compare notes and prepare one set of question for NARA??
-



## 1. Issues and Risks:

### Operations:

FYI, Genealogy Record Request case closure continues to be largely dependent on the closure of cases run through FOIA, and the FOIA closures are dependent on the presence of the FIPS approver. Since granting of FIPS approver authority to Genealogy there is only one approver, and she is frequently out of the office on a variety of matters including union steward duties. The solution of granting FIPS approver authority to Genealogy may not be a solution if the approver cannot be in the office enough to approve all the processed cases.

### Policy:

### Personnel:

### Contracts:

- Worked with NTIS to make a small change to the IAA allowing for the last remaining funds to be used to digitize text rather than video. NTIS accepted the change; Waiting to hear from Burlington.

### System Issues:

FIPS continues to give Genealogy problems, and those problems increase the time it takes to process a FOIA-requiring Genealogy Case. The following email was sent to Craig Blackstone of CSC, the FIPSPROBLEM mailbox, and many others on 11/25/11:

*Our office (GEN) continues to experience delays with cases dropping down for case creation a/f they have been scanned into FIPS. On Wednesday November 23, 2011, cases were scanning into FIPS for case creation. However, this morning the cases still had not dropped for case creation. Previously, we experienced this problem where the cases were scanned into FIPS on or about November 9, 2011 but did not drop for case creation until November 22, 2011. Please see the email communications below beginning November 10, 2011 describing our issues. Do you know if a determination has been made as to what causes this delay?*

- There is a LONG record on this problem, but it has become worse since the FIPS contractor changed. As can be seen, if cases take nearly 2 weeks to "drop" in the FIPS system, that adds 2 weeks to the Genealogy processing time of those cases.

Training: Charlaime Cook took Proper Use of Government Charge Cards on 11/17/2011.

### Other:

## 2. Upcoming Travel (include name of individual traveling, location, dates and purpose):

## 3. Items that require a decision or action by the Associate Director:

## 4. Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.

Marian will be on leave 11/28 to 12/2. Her AWS is 12/5, so she'll return to the office Tuesday 12/6.

## 5. Accomplishments: Please list significant accomplishments for the week.

- Marian met with LaVon Proctor (LER) and Joel Alvary (OCC) on Tuesday, Nov. 22.

- Nov 22, Zack Wilske of the History Office responded to a request from OCC (Phil Busch) on the Mann Act and whether INS had ever received any of the reports required under that act. Zack sent a thorough reply consisting of explanation and a research plan. Mr. Busch replied he would send one or two paralegals to meet with Zack, who will guide them in researching old INS files at the National Archives.
- Natasha Adigwe of the Genealogy Search team identified a 6-digit A-number in Flex in response to a Search Request. These rare numbers are all of the 900,000 series of A-numbers issued to foreign diplomats resident in the US in 1940. Rather than the AR-2 form, this series of numbers was issued on DOS form PR-1. The situation posed a problem for Genealogy: The record is found in the alien registration microfilm (AR-2's, \$20), but because they do not use form AR-2 we cannot cite them as AR-2's. The records are under an A-number below 8 million and so could qualify as A-files under the Genealogy rule. But the A-file fee is \$35 because A-files are on paper. The record in question is on microfilm. Natasha developed a solution by drafting an explanatory letter identifying the records as an "alien registration document" and providing instructions on how to correctly request it online or via mail for only a \$20 charge.

**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

System Issues:

- Genealogy Section Chief Lynda Spencer worked with OIT and CSC to identify and resolve the long-standing issue of cases "not dropping" in FIPS 7. Since, Ms. Spencer has monitored FIPS daily and reports all cases are dropping as they should. She will continue to monitor and report.
- FIPS experienced service interruptions during the week that stopped FOIA work in Genealogy. Every delay in processing Record Requests in FIPS delays closure of the Genealogy Record Request, adding to the "days pending category."

Training: Charlaïne Cook took sexual harassment training 12/5/2011.

Other: Charlaïne Cook attended the quarterly Web Content meeting 12/7/2011.

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

**3. Items that require a decision or action by the Associate Director:**

**4. Leadership Availability:** Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.

**5. Accomplishments:** Please list significant accomplishments for the week.

- 12/7 – Charlaïne Cook attended the quarterly Web Content meeting held by OCOMM's Web Team. Items of interest from Ms. Cook's report include:
  - The new HTML software Alfresco is going forward. This is the web content system that will replace Vignette for the public website over the next year. The History, Library, and Genealogy Programs are now doing a complete re-build of their web site in a Vignette production environment (per the Web Team's advice) so it can migrate into the new system. Our goal is to complete and publish the new site prior to migration of our site, which is scheduled for Summer 2012 or later.
  - The Web Team confirmed that USCIS is doing nothing to preserve "versions" of the web site and see no need to do so "since the web is dynamic and this would only be a snapshot. The library responds to a constant stream of requests for prior editions of forms, previous editions of handbooks, and—increasingly—copies of web pages that are no longer found. Obviously the library cannot be responsible for any web content, past or present (beyond their own).
  - The Web Team asked about the Library Digitization Project (more below).
- Library staff facilitated scanning of a few final items in the Library Digitization Project which wraps up next week (deliverables meeting Dec 13, 9 am). The next step will be to identify digital documents for publication in the USCIS History Library online catalog and work with EOS (the catalog host) to upload and link that content. We will also explore options and methods for publishing the remaining items to agency personnel via Connect or ECN.



**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Contracts:

System Issues:

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Training: Charlaïne Cook took sexual harassment training 12/5/2011.

12-14-11 Crystal Williams completed Records Required E-Advantage training.

Other: Charlaïne Cook attended the quarterly Web Content meeting 12/7/2011.

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

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**1. Issues and Risks:**

Operations:

Policy:

Personnel:

Genealogy student employee Matthew Miller departed 12/16 and student employee Weldon Randal will depart Jan 12. By that time student employee Chontyce Pointer, here over the holiday break, will return to school. One replacement STEP student is in the pipeline as a replacement. Genealogy needs at least one additional STEP student to fill the gap after Weldon leaves.

Contracts:

12-21-11

Marian Smith met with Dominick Gentile to extend the existing Library's Digitization Contract. Marian created a Statement of Work to digitize Central Office (CO) Policy Files and this project has been approved. This project will be handled by the Office of Records.

System Issues:

IE 6 (MiDAS) users are using the Firefox browser to access ECN/Sharepoint 2010. It seems to be working for everyone except Zack Wilske (he has a help ticket).

Training:

Other:

**2. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

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**5. Accomplishments:** Please list significant accomplishments for the week.

On December 21, 2011 Crystal Williams, USCIS History Office and Library Project Manager has completed the USCIS History Library's Digitization Project. Crystal express the need for the digitization project to management and implemented the idea of Digitization of Historical material for means of expanding our customer base in the future. This idea was excepted and accomplished with the aid of Charlaine Cook, Librarian and Zack Wilske, Historian.

All materials have been delivered to the Library and currently planning meetings are being held as to the best way to set-up and deliver items to our cusomers internally and externally. There is more to come from the History Office and Library.

## 1. Issues and Risks:

### Operations:

### Policy:

### Personnel:

- As reported last week, Genealogy needs new STEP students to fill the gap left by departing students.

### Contracts:

- 1/5/12 – Marian and Dom met with Valerie Work, Sr. Business Developer and Program Manager, National Technical Information Service (NTIS), and Michael Frawley and Alex Moussavi of Edge Digital Group to review sample digitized CO Subject Files and to resolve questions in the draft SOW. Digital Edge will now prepare a costing and information needed by Ms. Work to prepare a modification and extension to our current Interagency Agreement (IAA).

### System Issues:

- 1/3/12 – FIPS down again for some time mid-day.

### Training:

### Other:

## 2. Upcoming Travel (include name of individual traveling, location, dates and purpose):

## 3. Items that require a decision or action by the Associate Director:

## 4. *Leadership Availability: Please state the planned leave for the Division Chief, Deputy Division Chief, and Chief of Staff for the next 30 days.*

## 5. Accomplishments: Please list significant accomplishments for the week.

- 1/5 – Prepared for submission a visa card purchase to add 4 gigabytes of storage to the services we purchase from EOS for our online catalog. This storage will be used to house newly-digitized public documents that will be linked to the library's catalog. Users will be able to locate the items via catalog search, then click open the PDF file to access the document. The storage costs \$100 per gigabyte per years. The current purchase covers ¾ of a year and so costs \$300.
- 1/3-6 - Stuart Phelan completed a 1<sup>st</sup> draft of INS History webpages for inclusion on the new Historical Research Website.
- 1/6 - Stuart continued working on the Acting/Commissioners List.
- 1/6 - Stuart also began packing for his move to the History Library in the near future.

**1. Issues and Risks:**

Operations:

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- 1/6 - Stuart continued working on the Acting/Commissioners List.
- 1/6 - Stuart also began packing for his move to the History Library in the near future.
- 1/9-13 – Stuart augmented the 1<sup>st</sup> Draft of the INS History webpages. He added links to short explanations of significant events and articles discussing the Records Series (linked to Genealogy

webpages), Border Patrol, the Bracero Program, and Women & Naturalization (A summary of Marian's Prologue Essay).

- 1/9-13 – Stuart self-educated concerning the following:
  - Diseased Aliens and efforts to evade Immigration Inspectors,
  - The PATRIOT Act and The Enhanced Border Security and Visa Entry Reform Act of 2002,
  - St. Albans Lists and immigrant entry via Canada,
  - Castle Garden,
  - Ellis Island Manifests (Missing Cabin, Destroyed Immigrant Lists before 1897),
  - Immigrant Inspection Procedures,
  - Naturalization: "Old Law", post-1906 judicial naturalization, and IMMACT 90 administrative naturalization, Women & Naturalization and the Cable Act, and
  - The Child Citizenship Act of 2000.
- 1/12 – Stuart reached out to the CA Service Center for information about the past Commissioners and Acting Commissioners.

# New Format!

## 1. Bi-Weekly Metrics

Monthly

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1		11/16/2011	Historical Records & Programs Webinar (Basic Records Academy)
Conference 2		4/18-22/2011	Organization of American Historians (OAH) Conference, Milwaukee, WI
		June 2012	Institute of Historical and Genealogical Research (Samford)
		July 2012	National Institute for Genealogical Research (NARA)

Quarterly

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	History	#Total Rqsts Pending	# pending + 90 days	Pct pend 90+ days	Measure
Oct - Dec 11		259	45	17%	< 10%
Jan - Mar 12					
Apr - Jun 12					
Jul - Sep 12					

## 2. History Office & Library Update (accomplishments, meetings, visitors, problems, questions, etc.):

Operations: Stuart successfully researched request for information re: request for return of personal documents (G-884) received by Library via phone on 1/19/2012.

Training: Charlaine Cook took Office Safety and Workplace Safety.

Stuart attended the Classification Determination Training on 1/18/2012.

Policy:

Personnel:

Contracts:

System Issues:

Other:

**3. Genealogy Program Update**

Operations:

Training:

Policy:

Personnel:

Contracts:

System Issues:

Other:

**4. Upcoming Travel (include name of individual traveling, location, dates and purpose):**

## Historical Research Branch Bi-Weekly

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
		2/17/2012	Interview (Marian Smith) on GeneaBloggers BlogTalk Radio.
		4/18/2012	NARA Genealogy Fair
		4/19-22/2012	Organization of American Historians (OAH) Conference, Milwaukee, WI
		June 2012	Institute of Historical and Genealogical Research (Samford)
		July 2012	National Institute for Genealogical Research (NARA)

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:* Numbers below are bi-weekly snapshots taken the morning of the report.

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	History	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days	Measure
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1/24/2012		274	53	19%	
2/7/2012					
2/21/2012					

### 2. Program Updates

#### Projects & Tasks

- NRC Training request
  - 1/19 - Heard back from NRC re training for case resolution unit. Marian replied 1/23 with information a request for clarification.
  - MiDAS Pilot. ECN site for MiDAS was modified to cover the Pilot project. A Pilot document library and a discussion area were added.
- February Branch Meeting
  - Training budget (Marian)
  - Telework Pilot update (Marian)
  - Declassification Training update (Lynda)
  - ECN Training (Veda)
- H&L - History Library celebrating 25<sup>th</sup> Anniversary during National Library Week April 9-13, 2012. : Crystal has reserved the Tomich Center for the kickoff on April 9<sup>th</sup>, and is finalizing the week's schedule. We hope to add a notice and schedule to the broadcast by late February for periodic publication through early April.
- GEN - Revised Genealogy Rule / Forms Revision, etc. A conference call is scheduled for 1/25 with regulatory and budget people to discuss options regarding the fee, form date extension (and eventual revision), etc.



#### Training:

- Charlene Cook took Office Safety and Workplace Safety.
- Stuart Phelan attended the Classification

#### **History Office and Library**

- Stuart's Move: Week of 1/23 Stuart reported to the History Library and awaited his boxes and computer.
- Stuart completed his move on 1/27/11.
- Stuart rearranged furniture to bring History Office into compliance with fire code per the Safety Officer's instructions.
- Digital EOS –
- Digital library backup and internal access.
- Reading Room/Admin Decisions removal –
- Microfilm Scanner move.
- Stuart began indexing the Historian's file in Marian's old office.

#### Requests and Researchers

- Stuart successfully researched request for information re: request of personal documents (G-884) received by the Library via phone on 1/19/2012.
- Stuart researched visa requirements for South Americans after 1924 in response to an inquiry for DOS on behalf of the Embassy of Peru.

#### **Genealogy Program**

No update until meeting on Wednesday.

#### Operations:

#### System Issues:

- MiDAS
- FIPS

#### Other:

History Library celebrating 25<sup>th</sup> Anniversary during National Library Week April 9-13, 2012

- Quality Study update:
- Files Retention Schedule:

## Historical Research Branch Bi-Weekly

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports):

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1		4/18/2012	NARA Genealogy Fair
Conference 2		4/19-22/2012	Organization of American Historians (OAH) Conference, Milwaukee, WI
		June 2012	Institute of Historical and Genealogical Research (Samford)
		July 2012	National Institute for Genealogical Research (NARA)

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1/24/2012		274	53	19%	
2/7/2012		288	33	11%	
2/21/2012					

### 2. Items Requiring Action or Attention:

- FIPS is still not working properly for the Genealogy Program. Roger Romero, CSC, FIPS/SODA came to 1200 1<sup>st</sup> on Friday the 3<sup>rd</sup> and reportedly diagnosed the problem successfully. He gave the impression all "missing" cases would drop by Monday the 6<sup>th</sup> but they did not. Currently Genealogy has been advised NOT to scan any more cases into FIPS until the problem is resolved. This effectively stops work on any cases requiring FOIA processing (including those pending more than 90 days, or those nearing that threshold).
- Broadcast and flyer for History Library Anniversary forwarded 2/7 for approval and forwarding to ESD (thence to OCOMM).

### 3. Program Updates

#### ESD Tasks

- Draft Process for Obtaining Certified Copies of Certificates. *Kelly indicated this morning this item is still in ESD's court.*

#### Records Tasks

- MIDAS Pilot
  - Modified the MIDAS ECN site to include areas for MIDAS Pilot information [here's a [LINK](#)] (including a MIDAS Pilot document library, discussion area, and a link to separate training/web guidance (follow "Instructions and Guidance" links).

- Sent Teddy and Heather the link to the above site, where they have access rights, so they can use/add/contribute.
- 100 year project task
  - *Meeting scheduled Tuesday 2/7 at 2:30 pm.*

#### Branch Tasks & Accomplishments

- Branch Meeting for February was held on 2/1. The meeting included updates on the training budget and telework pilot. Veda Whisnant delivered additional ECN training. Genealogy staff remained to discuss proposed changes to the seating arrangement.

##### History Library

- Char Cook and Crystal Williams attended a meeting of DHS librarians the afternoon of February 1 (from 3-5 p.m.) at the ASIS International office in Alexandria, VA to discuss ways we can share information, resources, knowledge and education.
- OIT (Helpdesk) is uploading the digitized library materials to a backup shared drive for read access by USCIS staff and read/write access for History Library staff. The upload is expected to be complete by Thursday 2/9.
- Library staff are emptying the obsolete hard copy materials formerly occupied by the FOIA Reading Room, freeing up space for library use.
- One microfilm scanner was moved from the reel room (where it was not working) to the library at 111 Mass Ave. A technician from the Library Store moved the machine and reported we needed a specific cable to complete installation. Furthermore, we needed a newer CPU that would accept the cable. Mission Support is expected to deliver the new CPU by Thursday 2/9. We will then schedule the technician's return visit with the cable to complete installation.

##### Genealogy

- On 2/6 the Regulatory Products Division sent forward a 60-day notice of extension of the expiration date for the G1041 and G1041A (Genealogy) forms.

#### Requests and Researchers

- The library (Char and Stuart) responded to inquiries (1) for immigration statistic information from economics researcher Prof. Mastrobuoni of Collegio Carlo Alberto in Italy; (2) information concerning Indochinese Refugees from Daniel Cosgrove, Public Affairs; and (3) copies of old I-94s. Stuart also referred an individual seeking guidance re: deportation proceedings to the National Customer Service Center.

## Historical Research Branch Bi-Weekly, Feb 8-21

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1		4/18/2012	NARA Genealogy Fair
Conference 2		4/19-22/2012	Organization of American Historians (OAH) Conference, Milwaukee, WI
		June 2012	Institute of Historical and Genealogical Research (Samford)
		July 2012	National Institute for Genealogical Research (NARA)

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2/7/2012		288	33	11%	
2/21/2012					

### 2. Items Requiring Action or Attention:

### 3. Program Updates

#### ESD Tasks

- Draft Process for Obtaining Certified Copies of Certificates – *no update*

#### Records Tasks

- MiDAS Pilot
  - Marian met with Tom Schlosser 2/14 re the updated pilot plan, etc..
  - 2/15 – [meeting re MiDAS Pilot update]
  - Marian scheduled NRC Case Resolution training trip for March; and while there will assess training needs for future MiDAS Pilot deployment there.
- 100 year project task

#### Branch Tasks & Accomplishments

- --  
History Library

- The digitized library materials collection was successfully loaded onto a shared drive (read only). The same and complete content was successfully loaded onto a hard external drive for storage at a separate location, thus ensuring against loss. To see and search the material, paste the following URL into your browser:
- \\z02rschr01\share\SHQREC\GENEALOGY\Library Digitization Documents
  - See and click the "Start" PDF file
  - In the search window, choose to search "In the index named USCIS.pdx" (see illustration below). As an example, try searching Central Index System

Where would you like to search?

☐ In the current document  
☐ All PDF Documents in  
☒ In the index named USCIS.pdx

What word or phrase would you like to search for?

Central Index System

☐ Whole words only  
☐ Case-Sensitive  
☐ Include Bookmarks  
☐ Include Comments

Search

### Genealogy

- – Stuart created a document containing form letter language for GEN Search Request Response Letters and posted it on the GEN Projects ECN page. This document contains canned responses that goes beyond the more generic language contained in the MiDAS form letters to address both common and rare GEN records search scenarios. The compilation draws from responses Natasha and Stuart drafted in response to GEN requests during the Fall and early Winter of 2011. The document can be updated by ECN users and contains internal links for easy navigation.

### Requests and Researchers

- The Library responded to an inquiry from an Officer concerning the possibility of obtaining an old I-94 for a nonimmigrant that arrived in the 1970s; Zack referred the Officer to records for a manual search. Stuart also referred an individual seeking guidance re: deportation proceedings to the National Customer Service Center.
- Stuart received an inquiry from a genealogical research who previously obtained a visa file for his relative from the Genealogy Program. The researcher had questions concerning this unique case because the individual had 2 visa files, applied for Registry, and naturalized under Sec. 701 of the Nationality Act of 1940's special provisions for military personnel. Research into this unique case and correspondence with the researcher is ongoing.
- The Library hosted Michael Holacheck, a high school researcher interested in Chinese Immigration.
- Zack and Stuart responded to an inquiry about immigration records before 1891 from Professor Heller of George Washington University.
-

# Historical Research Branch Bi-Weekly, Mar 2012

## 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
		3/21/2012	Historical Records training and A-Files History training at NRC
Conference 1		4/18/2012	NARA Genealogy Fair
Conference 2		4/19-22/2012	Organization of American Historians (OAH) Conference, Milwaukee, WI
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3/6/2012		257	17	6%	

## 2. Items Requiring Action or Attention:

### 3. Program Updates

#### ESD Tasks

- Draft Process for Obtaining Certified Copies of Certificates – *no update*

#### Records Tasks

- MiDAS Pilot
- 100 year project task

#### Branch Tasks & Accomplishments

#### Genealogy

#### History Library

## Requests and Researchers

Stuart responded to the following Researcher Inquiries:

- (1) 2/22 - Phone inquiry from GEN Researcher Essie Bell re: payment and types of records;
- (2) 2/22 - Email to History Mailbox inquiring about immigration records research from Prof. Heller at GW;
- (3) 2/28 - Request from Youngsun Shin of the UMO re: Optional Practical and Curriculum Practical Training Program Histories;
- (4) 3/1 - Assisted Jeff Young with Inquiry re: Derivative Citizenship rules under the Nationality Act of 1940;
- (5) 3/2 - Aided Mr. Rodney Ross from NARA with question from researcher about where records most likely housed; referred researcher to us if not at NARA.

Stuart also:

- (1) Completed a short article on the Centralization of A-File storage in Lee's Summit, MO, and
- (2) Started an article on Chinese Exclusion laws.

The I&N Reporter was uploaded onto EOS.

Char Cook took training – EEO-ADR and Introduction to Continuity of Operations.

Feb-March – Crystal Williams designed the new webpages of the internet for the Library site. Char is implementing these changes to the new website. There will be exciting link that will take you to the EOS catalog where our digital material is being uploaded.

March 6-8 - Crystal Williams attended the three-day Immigration and Nationality Act (INA) Overview training held March 6-8, 2012, at the training site listed below. Classes begin at 800AM and will end at 430PM.

Library working on USCIS Library Week Promotion with OCCOM (web designer is making banner to flash on the USCIS connect page as additional advertisement)

### Crystal and Char responded to:

Deborah E. B. Keller

Research Librarian

Research Library and Information Services Program

Enterprise Systems Development Office

Office of the Chief Information Officer

RE:

Looking for USCIS Employees broadcast 2-16-2010 Memorandum: Mayorkas- Ethics & Integrity Policy Memorandum No.1

### Crystal responded to:

Deborah Patterson

Thomson Reuters (legal division)

RE:

Description of the needed document: "Customs General Notice regarding royalty payments of February 10, 1993 ("HASBRO II").

The History Library did not have this information but I referred her to a counterpart in CBP. They located the information and Char supplied additional references to other CBP rulings.

Yaroslava Odvarko, Research Specialist| San Francisco, CA 94108-2693

Re:

I-9 Form and Process



# Historical Research Branch Bi-Weekly, Mar 2012

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3/6/2012		257	17	6%	
3/20/2012					

## 2. Items Requiring Action or Attention:

## 3. Program Updates

### ESD Tasks

- Draft Process for Obtaining Certified Copies of Certificates of Naturalization of a Deceased Person
  - 3/15/2012 – ESD approved the interim language for the website providing proposed instructions for public customers and directed that we “make the changes to your site.”
  - 3/16/-17, Marian, Teddy, Heather, and Lynda had preliminary discussions on what will be required to initiate this new process/service. Both HQ Records Operations and Genealogy will have to revise their SOP’s to incorporate the new service, and revise them in such a way to establish a cooperation or interaction that heretofore did not exist. Heather and Lynda will prepare their first drafts and lists of issues to be addressed the week of March 19<sup>th</sup>. After Marian returns from travel the four will meet again to review, and to draft an implementation plan.

### Records Tasks

- MiDAS Pilot
- 100 year project task

#### Branch Tasks & Accomplishments

Crystal Williams received Certificate of Completion for attendance of the Immigration and Naturalization Service course (March 6-8, 2012)

Stuart attended NARA's (1) KAI Records Management Overview at NARA II on March 8 and (2) The Case for Records Management: Issues for Federal Agency Counsel downtown on March 20.

Charlaine Cook took Building Employee and Organization Resilience course 3/20/2012.

#### Genealogy

##### History Library

I gave tour of library to two contractors working on transformation project (Summer Towers and Dan Gresser). They were particularly interested in the older documents.

#### Requests and Researchers

Stuart responded to the following Researcher Inquiries:

- (1) Responded to Ian McInnes, genealogical researcher, re: obtain C-files for deceased relative;
- (2) Responded to inquiry (with ZW) from Maryann Keeling, LL @ CBP, re: Nov. 2, 1954 Commissioner Memo to AG;
- (3) 3/7 - Assisted Mike Albidres with pursuing his Grandfather's Bracero claim - referred to Consulate & provided information about USCIS FOIA requests;
- (4) 3/9 - Responded to Prof. Khanapure's inquiry re: EB-5 Visas and the Regional Center Pilot Program;
- (5) 3/9-13 - Continued aiding Mr. Mendez, economics researcher from Rochester, NY researching H1-B visa processing & economic impact.

Stuart also began summarizing Naturalization Laws b/t 1790 and INA 1952 for inclusion on new website and as reference on Wiki.

March 6-8 - Crystal Williams attended the three-day Immigration and Nationality Act (INA) Overview training held March 6-8, 2012, at the training site listed below. Classes begin at 800AM and will end at 430PM.

## Historical Research Branch Bi-Weekly, Apr 3 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

Conduct 2 historical or genealogy research conferences: Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
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4/3/2012		301	20	6.6%	

### 2. Items Requiring Action or Attention:

### 3. Program Updates

#### ESD Tasks

- 3/26 – submitted remarks for Tammy Meckley's introduction to the Director's tour of the History Office and Library on April 4. *See NRC Trip Notes at the end of this document.*

#### Records Tasks

- MiDAS Pilot
  - 3/21, Marian Smith provided historical files training to the Case Resolution Branch at the NRC, and delivered two sessions of "A-Files History" to NRC staff and supervisors. *See NRC Trip Notes at the end of this document.*
  - 4/3 – Marian Smith and Zack Wilske attended Meeka's meeting on MiDAS webinar training]

## Branch Tasks & Accomplishments

### TRAINING

- Char Cook took Computer Security Awareness 3/22/2012.
- Stuart Phelan took Computer Security Awareness on 3/27/2012 and Telework Fundamentals on 4/2/2012.
- Stuart Attended NARA's *The Case for Records Management: Issues for Federal Agency Counsel* On 3/20/2012.
- Stuart attended the *Society for History in the Federal Government* annual meeting at NARA II on 3/21/2012.

### Genealogy

### History Library

- Zack Wilske, assisted by Stuart Phelan, submitted a timeline of key points in Immigration and Naturalization History to OCOMM for inclusion on the new USCIS Facebook page.
- Stuart made research trips to the National Archives on March 21, 22, and 28, 2012.
- The National Library Week Banner was/is displayed on the USCIS Connect site as the first item.

### Requests and Researchers

- Char Cook responded to Kim Dual, Northeast Region with a request for maps displaying historical changes in the Northeast region.
- On 3/24 & 27, Stuart answered inquiries re: H-1B visas from Dr. Ray Marr in Austin, TX.
- On 3/28/2012, Stuart assisted Ben Rissing, Ph.D. candidate.
- On 3/30/2012, Stuart responded to Cathy De Vitto's request for information concerning immigration records of forebearers (referred to GENIE - C-File - and NARA - passenger manifests - with explanations of available records and how to obtain them).
- On 4/2/2012 Stuart responded to requests for information (1) about FOIA/G-639 from Shirley Ezzo, (2) a timeline overview of USCIS history from Nahid Khan, Ph. D. student at UMN, and (3) re: Green Card application process in 1953 from Greenberg Traurig, LLP; (4). Stuart also responded to a reference request from Deborah Keller and Lea Wade at DHS Library.
- 

### NRC Trip Notes

Marian Smith and Vanessa Thornton traveled to the NRC March 20-22. On March 21 Marian Smith delivered training to NRC staff and Vanessa Thornton received training in NRC FOIA. Ms. Thornton also gathered details regarding opportunities and limitations for HQ staff to participate in FOIA overtime.

The most important findings of the trip were revealed when Ms. Smith worked with the NRC's Case Resolution Branch (CRB) staff regarding their work with non-A-files. Such files are irregular in a facility devoted to A-file processing and require a Headquarters manual search of the Master Index, or MiDAS. Unfortunately, lack of clear communication between the NRC's CRB and HQ's Records Services Branch (RSB) results in confusion and a lack of appropriate action. Two examples will illustrate the problem:

1. Lack of instruction regarding consolidation of C-Files. The CRB frequently encounters Old DO Series and other odd series files containing paperwork relating to nationality status. This paperwork contains no A-number and generally no C-number. To resolve the case CRB submits a manual search request to HQRSB. In reply, RSB sends back a letter identifying a C-file for the subject of the paperwork and usually includes a print of the MiDAS index card for the C-file. But the response does not include any guidance or instruction for CRB telling them what to do with this information.

- The appropriate guidance to be included in such a letter is as follows: "A C-File closed prior to April 1, 1956, has been identified for the subject of this request. All files and documents related to this subject should be consolidated in their C-File. Please forward your file to HQ RSB for consolidation with the Headquarters C-File."
  - A cursory review of the ROH found no instructions regarding the requirement to consolidate C-Files. On the contrary, the A-file-focused ROH's discussion of A-file consolidation could confuse field staff and cause them to create an A-file and consolidate C-file material therein, which would be a violation of policy and the C-File retention schedule.
2. Lack of information needed to locate responsive A-File. The CRB routinely encounters "low A" A-files not recorded in CIS. To resolve the case CRB submits a manual search request to HQRSB. In reply (when found), RSB responds with a letter identifying the same A-number and file. RSB also "creates" a record in CIS using information found on the MiDAS index card. Presumably because the information from the card has been entered into CIS, the card image print is not included with RSB's letter to CRB. It would be helpful to CRB to receive the MiDAS card image for the A-File.
- In the case of COW accessions, the MiDAS index card for the A-file contains box and accession information. For any other FCO the card indicates the FCO and the last date the file was inventoried at that location. In either case, if the card were in the hands of CRB staff, they could confirm the file indexed by MiDAS and the file in their hand are one and the same file. They could then proceed to update CIS with any missing information found in the file.
  - If the MiDAS card appeared to relate to an additional A-file jacket bearing the same number as the file in hand, but at/from a different FCO, CRB staff would be alerted to the possibility of multiple jackets and/or subject for the same A-number. This information would be of great value to a program devoted to case resolution.

The two examples above are only the two most common cases where inadequate communication between NRC and HQ cause inefficiencies and delay, and may cause deviation from policy.

#### Recommendations:

- Provide MiDAS access and training to NRC's Case Resolution Branch so they may employ MiDAS in their day to day operations. CRB's function is the most directly related to the purpose of MiDAS (location and tracking of files) and extension of MiDAS to CRB makes logical sense.
- Prepare and publish clear guidance on the consolidation of C-files closed prior to April 1, 1956.

## Historical Research Branch Bi-Weekly, Apr 17, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

Conduct 2 historical or genealogy research conferences: Interpreted to mean attendance, participation, presentation, etc.

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		July 2012	National Institute for Genealogical Research (NARA)

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4/17/2012		356	26	7.3%	

### 2. Items Requiring Action or Attention:

### 3. Program Updates

#### ESD Tasks

#### Records Tasks

#### Branch Tasks & Accomplishments

4/11/2012 vendor under NTIS digitization IAA picked up materials for digitization. 31 reels of subject index microfilm and 2 reels of microfilmed records for eventual (sample) upload to MiDAS.

#### Genealogy

## History Library

The History Office and Library National Library Week (April 9-12) was successful. Planning and coordination was done by Crystal Williams. Speakers included Marian L. Smith and Zack Wilske. Library tours were conducted by Charlene Cook. Students assisted with library handouts.

Stuart Phelan attended 2 NARA Trainings: (1) (Researching) The 1940 Census; and (2) Introduction to Genealogical Research in Civilian Records. He also performed archival research at NARA.

OCOMM published the historical timeline on the USCIS Facebook page. The historians will continue to prepare and submit historical material for this project.

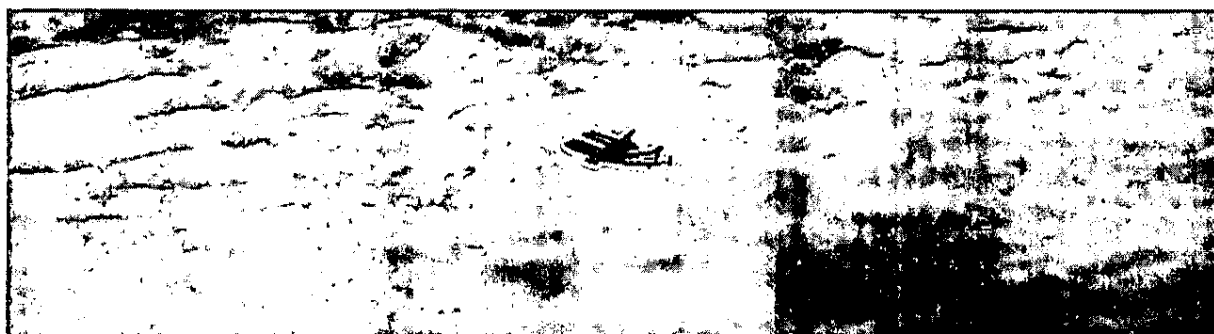
## Requests and Researchers

Librarian Char Cook helped Lesha Glenn-Pryer of the Buffalo Verification group with materials on the Mariel Boatlift (typical documents found in an A-file of Marielitos) and Canadian Border crossing records of Canadian-born Native Canadians. The information was for a training program. Zack helped with the Canadian border crossing material.

4/11/2012, Heather Lee, Brown University, visited the library to do historical research on the WW II Seaman program and Chinese restaurant workers.

4/4/2012, PHO submitted a request for historical records training to be delivered Monday 4/9. Because the request came with such short notice and our schedule was already full, we had to decline. We did offer to provide said training at a later date.

4/17/2012 – ca. 10:05 am, Marian took this picture of the Space Shuttle from the roof of 1200 1<sup>st</sup>:



## Historical Research Branch Bi-Weekly, May 2, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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5/2/2012		305	30	9%	

### 2. Items Requiring Action or Attention:

### 3. Program Updates

ESD Tasks

Records Tasks

Branch Tasks & Accomplishments

Genealogy



Genealogy staff manned a booth at the annual NARA Genealogy Fair held April 18-19, 2012.

History Library

TRAINING: Char Cook took Library of Congress class in "Searching the Web" April 25, 2012.

Char, Zack and Stuart provided statistics of History Office and Library reference and resource requests to RTEM contractors studying business processes.

Requests and Researchers

- Char Cook helped Meredith Coleman, Field Office, track down a form for requesting legal information from Library of Congress 4/23/2012. This was a broken link. Lea Wade was able to provide the form and the contact person.

## Historical Research Branch Bi-Weekly, May 15, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

Conduct 2 historical or genealogy research conferences: Interpreted to mean attendance, participation, presentation, etc.

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		June 10	JGSGW Annual Meeting
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5/15/2012		338	36	10.6%	

### 2. Items Requiring Action or Attention:

INC 1446030

IT remotely installed Adobe software on Zack's computer. Upon restart he could no longer log in. He called in a help ticket and when the Help guy arrived, he determined that Zack's profile had been deleted from the network. Help tries to blame the IT remote guy, and vice versa. No one is trying to solve the problem, just trying to close the ticket. He has what was backed up on the H:drive, but still has many important files on the C:drive. We need IT/HELP to provide some other answer than simply "Sorry, nothing we can do but close the ticket." The files must still be on that CPU box. His Help ticket is still pending (if they haven't closed it).

The Genealogy Section is still experiencing issues with the FIPS scanner multi-feeding (pulling more than one page at a time). The tools provided in the scanner kit were used to mitigate the issue, but to no avail. Another

helpdesk ticket was placed. This problem delays processing of Records requests because every time the scanner multi-feeds, staff must re-scan and manually insert the re-scanned pages and page breaks. We need to purchase a service contract for this machine so it can be repaired (or replace it?).

### 3. Program Updates

#### ESD Tasks

#### Records Tasks

#### Branch Tasks & Accomplishments

##### **Website Project**

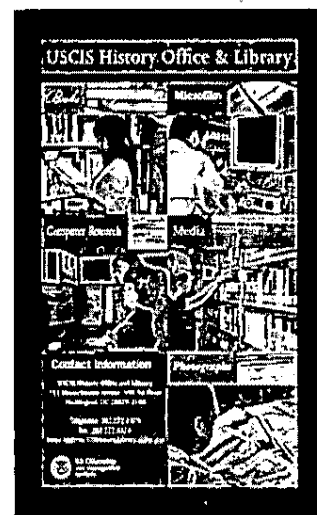
- 5/2/2012, Marian Smith, Crystal Williams and Char Cook met with Raymond Drake of OCOMM to discuss the new History-Library-Genealogy .gov website. All work done to date was approved, and our plan for continued construction got the "go ahead." Mr. Drake advised that we cease construction in the "QA Vignette" environment and begin building in the "Production Vignette" environment, since it was unclear that the QA content could ever be migrated to production (where it must be for publication).
- Char Cook was given access to Web Analytics to obtain statistics regarding our .gov web pages. In the near future she will capture and report numbers on our current site (benchmarks), to be compared later with the same reporting on the new site.

#### Genealogy.

- The Genealogy Section Chief submitted requests for NSI clearance at the Secret level for all three members of the Genealogy Records Team.
- 5/11/12 – Genealogy and Records Operations held their second planning meeting to discuss future standard operating procedures for providing certified true copies of naturalization certificates or certification of nonexistence of a naturalization record of deceased individuals.
- Certain Genealogy staff moved to different cubicles within the Section space (thanks to BMO for their help with Facilities). Now all Genealogy teams are seated together.
- The supply of Genealogy Program brochures was exhausted at the NARA Genealogy Fair in April. Marian placed a new printing order on May 2, 2012 to refresh our supply.
- Training:
  - 5/1/2012, Paul Jones, Leadership Skills for Non-Supervisors

#### History Library

- May 14-15, 2012 Crystal Williams represented the History Library at FEDLINK's "Brave new world" Exposition, May 14-15, 2012 at the Library of Congress. The History Library partnered with Customer Service for the Poster Session of the event. Some of the other libraries and agencies in attendance of the Poster Session were: Federal Science Repository Service, Fedlink Human Resources Working Group, Smithsonian Biodiversity Library, Office of Minority Health Resource Center, NOAA's Office of Program Planning and Intergration, the Pentagon Library, Proquest, Midwest Library Services, CREDO Reference, the National Institute of Health Library. The USCIS History Library poster got rave reviews, some attendees even asking to take pictures of it as a successful way to illustrate all the different services offered.



### Requests and Researchers

- Char Cook and Stuart Phelan tracked down a 2000 memo on Visa Waiver Program for ICE – Gayle Dixon. Found in the RAIO Virtual Library and copies filed in our library. (May 2, 2012)
- Char Cook copied Marian Smith's article in the Interpreter Releases for Public Affairs/OCOMM to give to Slate Magazine. (May 2, 2012)
- Char Cook gave tour to Chinese American Citizens Alliance (contact person: Melissa Lin) on 5/10/2012.
- Char, Zack and Stuart provided statistics of History Office and Library reference and resource requests to RTEM (Enterprise) contractors studying business processes.

### Researchers of note:

- Attorney Wayne Pierce visited to research temporary visas, labor certification, 1917-1952
- Duane Austria, USCIS Nebraska Service Center requester historical Codes of Admission
- Antatol Shmelev, academic researcher from Stanford University – complex request regarding Russian Refugees, 1930-50s. Interested in policy files and files for specific individuals.
- Char Cook helped Francis Hsu of Verification. He was looking for LexisNexis access. I showed him the subscriptions in DHS Library Services and then showed him some other services he might use until he gets a LexisNexis subscription. Project was what are the repercussions if Obama Healthcare is passed for legal and illegal aliens and demands on the agency.

### Training

- 4/25/2012, Char Cook took a Library of Congress class in "Searching the Web"
- 5/14-15, 2012, Char attended two days training at Library of Congress & FEDLINK's "Brave new world" Exposition, May 14-15, 2012.

## Historical Research Branch Bi-Weekly, May 15, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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### 2. Items Requiring Action or Attention:

### 3. Program Updates

ESD Tasks

Records Tasks

Branch Tasks & Accomplishments

## Website Project

### Genealogy

#### History Library

- All of the Immigration Annual reports have been loaded into the catalog from 1892-1986.
- The Legal Opinions of the General Counsel 1981-1988 have been loaded onto USCIS Connect at the History Program page.
- Char Cook joined the Asian American Pacific Islander Heritage Month event about the 1882 Chinese Exclusion acts on 5/23/2012. Brought samples of books from the library.
- Stuart undertook 6 trips to NARA to research Naturalization Bureau case files, deportation proceedings against criminal, immoral, and politically radical aliens, and appeals of Ellis Island Board of Special Inquiry exclusion rulings.

#### Requests and Researchers

- Zack Wilske, Stu Phelan and Char Cook responded to a request from Legislative Affairs from an inquiry from Sen. McCain office on Filipino nationals and citizenship on 5/23/2012.
- Zack Wilske worked with researcher Jessica Harriett on Italians 5/22/2012

#### Training

- Charlaine Cook took Continuity of Operations training 6/4/2012.

## Historical Research Branch Bi-Weekly, June 12, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

Conduct 2 historical or genealogy research conferences: Interpreted to mean attendance, participation, presentation, etc.

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		June 2012	Institute of Historical and Genealogical Research (Samford)
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5/2/2012		305	30	9%	
5/15/2012		338	36	10.6%	
5/29/2012					

### 2. Items Requiring Action or Attention:

### 3. Program Updates

ESD Tasks

Records Tasks

### Branch Tasks & Accomplishments

Crystal Williams has achieved getting revision date printed on Genealogy Brochure and item has been ordered. Expected delivery is before June 29<sup>th</sup>, 2012.

### **Website Project**

### Genealogy

### History Library

- Char Cook created ECN Team Site for Isaac Clayton for the Program Management Office. This is basically a place holder with a calendar and more development is expected.
- On June 5<sup>th</sup> Zack Wilske delivered a "Know Your Records" lecture at the National Archives in Washington, DC. The presentation used records from survivors of the Titanic Disaster to demonstrate techniques for researching with immigration and naturalization records. The talk also illustrated how records available to the public through the USCIS Genealogy Program can shed new light onto well researched topics. The lecture was repeated at Archives II in College Park, Maryland on June 7<sup>th</sup>.
- On Sunday, June 10<sup>th</sup>, Zack Wilske was the featured speaker at the Washington Area Jewish Genealogy Association's Annual Meeting. The presentation introduced researchers to two newly available names indexes that make the records of the INS more accesable to genealogists.

### Requests and Researchers

- Char Cook and Stuart Phelan worked on two questions asking for the 1987 N-400 form. We believe this is related to dual citizenship of the former Pakastani ambassador's wife.
- Char Cook responded to a request for the electronic document: Review of Restrictions on Persons of Italian Ancestry During World War II and current location of DOJ employee associated with it for Lawrence DiStasi.

### Training

June 4-6, 2012

Crystal Williams attended Leadership for Non-Supervisors training held in the 1200 New York Ave location. The goal of this training was to learn to be an effective leader; learning your strengths, behavior, character and helping develop effective and productive work relationships while also learning some of the challenges our supervisors are faced with on a daily basis.



## Historical Research Branch Bi-Weekly, June 26, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

Conduct 2 historical or genealogy research conferences: Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
		3/21/2012	Historical Records training and A-Files History training at NRC (Marian)
Conference 1		4/18/2012	NARA Genealogy Fair (Zack)
Conference 2		4/19-22/2012	Organization of American Historians (OAH) Conference, Milwaukee, WI (Zack)
		June 5 and 7, 2012	NARA Know Records Talks (Zack)
		June 10, 2012	JGSGW Annual Meeting (Zack)
		June 12, 2012	Institute of Historical and Genealogical Research (Samford Univ., Marian)
		June 20, 2012	National Archives Evening Ellis Island Panel (Marian)
		July 18, 2012	National Institute for Genealogical Research (NARA, Marian)
		July 18, 2012	Lunch and Learn on "USCIS Historical Records" for RAIO program (Zack)

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6/26/2012		348	30*	8.6%	

\*12 cases actively working, 16 cases pending FOIA, 2 cases pending declassification.

### 2. Items Requiring Action or Attention:

- EOS/OPAC, our library services program, is moving toward "OPAC Discovery" which can only be administered with Internet Explorer 8. They could make the change by the end of the year, or a year from now, but they will be making the change and probably within the next year. If USCIS cannot upgrade to IE 8 we may have a serious problem administering the library catalog.
- Release of MiDAS 2.3, scheduled for the weekend of June 16-17, was delayed. Perhaps Isaac can find the latest information on when it is now planned?

### 3. Program Updates

#### ESD Tasks

#### Records Tasks

#### Branch Tasks & Accomplishments

- June 20: Marian Smith moderated a program at the National Archives entitled "Ellis Island and the Immigrant Experience." She gave a brief introduction to the topic and presenters Megan Smolenyak, genealogy expert and author of *Hey America, Your Roots are Showing*; John Phillip Colletta, genealogy

expert and lecturer; and Joel Wurl, senior program officer at the National Endowment for the Humanities. She then moderated the audience question and answer session. The program was very successful and drew a large audience.

### Genealogy

- Our new supply of Genealogy brochures was delivered 6/22..
- On June 21, Records Officer Tricia Canard notified Lynda Spencer that the Genealogy request folder files retention schedule is on the Archivist's desk (where it has been since June 12). It cleared the Federal Register process and we hope will be signed in June or July.
- The Washington National Records Center (FRC Suitland) agreed to undertake a special search for 30 files requested but unable to locate to date. If the special search cannot locate the files the requests will be closed as "no record."
- Genealogy FOIA completed processing of a 779-page case, one of those 30 cases pending more than 90 days. It will now be closed.

### History Library

- On June 12<sup>th</sup>, the History Library received a request from Matthew Stanley, Chief, Learning Services Branch, within HCT's Training and Career Development Center. He asked for 20 historical trivia questions to be used in the new USCIS LearningEDGE system, which will replace EDvantage. The History Office responded one week later with the attached questions and answers. Mr. Stanley was most pleased, saying the History Library "team's provision of the attached USCIS trivia questions is helping my team meet critical deadlines for the replacement of EDvantage with our new online learning system, the USCIS LearningEDGE, by October of this year."

### Requests and Researchers

- June 13, Archivist Suzanne Harris at NARA requested and received assistance from History staff to reply to a researcher request regarding documentation of deportation from the 1880's to the 1940's.
- June 13, Scholar Jen Ridgely (post-doc at NYU) visited the library to research the INS's 1940 move from DoL to DoJ.
- Marcy Gough emailed Marian looking for older Admin manuals on Badges. Emailed her 3 scanned pages from 1996 Admin manual. 6/14/2012. Crystal offered to put her contact with Security and Zack found 2001 Admin Manual on arresting officers getting shields.
- June 20, Lucee Romemarie Fan, Community Relations Officer at San Francisco, asked for information on 1991 immigration application fees. The History Library responded with the 1991 fee schedule as found in 8 CFR, and a copy of an article discussing revision of the fees in that same year.
- June 20, Magtelda La Bella of Citizenship came looking for memo on requirements for review with 60 days of adopted kids near 18<sup>th</sup> birthday. Was able to find memo dated December 1995.
- June 20, Pulled documents on T, U, V visas for graduated student Katherine Collins. Contacted DHS Statistics about numbers. They redirected to the Dept. of State web site for statistics and warned that the numbers are not entirely accurate. The student intern is compiling numbers of the T, U, V visas for the past 10 years from Table XVII of Dept. of State. Katherine Collins, graduate student in Hispanic Studies at UC San Diego, visited the library to research T and U visas, as well as general information about the Bracero Program
- June 22, a Paralegal Specialist from NRC FOIA requested assistance in interpreting a MIDAS index card received in reply to a manual search request. History staff determined an Old DO Series file was misidentified as an A-file. We hope this prevented the creation of a CIS record for a nonexistent file.

### Training

- June 13: Librarian Charlaime Cook reported on the Disaster Recovery Seminar she attended. The seminar was sponsored by the Special Libraries Association.

- Stuart Phelan attended NARA's Records Management Course KA3 – Scheduling Records. Stuart has now completed 2 of 6 course towards the RM Certification.

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5/29/2012		350	34	9.7%	
6/12/2012		370	38	10.3%	
6/26/2012		348	30*	8.6%	

# Historical Research Branch Bi-Weekly, July 10, 2012

## 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

Conduct 2 historical or genealogy research conferences: Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
		3/21/2012	Historical Records training and A-Files History training at NRC (Marian)
Conference 1		4/18/2012	NARA Genealogy Fair (Zack)
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		June 5 and 7, 2012	NARA Know Records Talks (Zack)
		June 10, 2012	JGSGW Annual Meeting (Zack)
		June 12, 2012	Institute of Historical and Genealogical Research (Samford Univ., Marian)
		June 20, 2012	National Archives Evening Ellis Island Panel (Marian)
		July 18, 2012	National Institute for Genealogical Research (NARA, Marian)
		July 18, 2012	Lunch and Learn on "USCIS Historical Records" for RAIO program (Zack)

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests: Numbers below are bi-weekly snapshots taken the morning of the report. For historical data see the last page of this report.

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	History	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days	Measure
7/10/2012		404	48	11%	

## 2. Items Requiring Action or Attention:

## 3. Program Updates

### ESD Tasks

### Records Tasks

### Branch Tasks & Accomplishments

- On 7/3 Marian Smith was interviewed by a Slate Magazine reporter about the history of green cards. The interview was arranged by OCOMM.

### Genealogy

- Genealogy Program production suffered the week of July 2-6 due to the holiday, staff away on scheduled leave, and staff away on unscheduled leave due to the extreme heat wave. Also, during this reporting period FIPS administrators converted the Genealogy FOIA staff to a shared FIPS printer. Not all connections to the new shared printer worked, which in turn prevented printing cases for closure by the Records team. As of 7/10 the FOIA team is still having problems printing some completed cases.

- 6/28 -- The MiDAS system went entirely down due to typos in the server names entered by OIT when pushing changes to a stage environment and accidentally pushed them to the MiDAS servers. The system was restored at approximately 10:20 am

### History Library

- Awaiting word from BMO on status of new STEP student Ijah Wilson for the History Library (to replace Najah Barrow who separates in August).

### Requests and Researchers

#### History Library Requests of note:

- 7/10 -- Request from the ICE attaché, US Embassy in Cambodia, via FDNS, for research assistance in identifying possible records related to MIA case.
- 7/5 - Karen Drummond, EOIR, via DHS Libraries, requested historical information regarding requirements for student visas. Supplied with information from historical OIs, CFRs, and Immigration Manuals.
- 6/27 -- Field Operations request regarding information required on naturalization certificate and authority for collecting it. Requested related CO file for researcher to review in the library.
- 6/28 - Arturo Arzola, Santiago Solutions Consulting, requested information on IRCA applicants and naturalization. Supplied him published reports and statistics from Library Collection.
- 7/2 Was able to direct Damian Kostiuk to library catalog to access Statistical Yearbook and other digitized items. He was looking for it on ECN and Connect. Links have now been created to redirect people from the library ECN page to the online library catalog.

### Training

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6/12/2012		370	38	10.3%	
6/26/2012		348	30*	8.6%	
7/10/2012		404	48	11%	

## Historical Research Branch Bi-Weekly, July 24, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

Conduct 2 historical or genealogy research conferences: Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
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		July 18, 2012	National Institute for Genealogical Research (NARA, Marian)
		July 18, 2012	Lunch and Learn on "USCIS Historical Records" for RAIO program (Zack)

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests: Numbers below are bi-weekly snapshots taken the morning of the report. For historical data see the last page of this report.

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	History	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days	Measure
7/24/2012		416	40	9.6%	

### 2. Items Requiring Action or Attention:

### 3. Program Updates

#### Branch Tasks & Accomplishments

- Rudy Gomez completed ECN 101 and 201 training, as well as a course on web 508 compliance. He is now eligible for facilitator rights to both ECN and Connect.

#### Genealogy

- Training. On July 12, 2012, Lynda K. Spencer, Chief, Genealogy Program attended USCIS' First-Ever "Unity Through Diversity Day" hosted by the USCIS Equal Employment and Inclusion (OEIO). The event focused on cultural awareness and diversity with the USCIS workforce. In addition, she was present for the leadership training seminar entitled "Moving Beyond Diversity" as well as both afternoon break-out sessions, "Ouch! That Stereotype Hurts" and "Generational Differences." Additionally, Denise M. Long represented the Federally Employed Women (FEW) by disseminating literature pertaining to the organization.
- FIPS Problems and Outages:
  - July 17, 2012: FIPS Outages 7:00am -7:30am and 3:30pm - 4:06pm

- July 18, 2012: No FIPS outage. However, user connectivity issues were confirmed that impacted
- Outlook and connecting to the internet.
- July 20, 2012: FIPS Outage 10:15am – 11:00am
- Genealogy SOPs. All Genealogy SOP's have been reviewed and approved by the Section Chief.
- The Genealogy quality control study is pending the assessment of three functions performed by the Records Team before the study can be finalized and the final report delivered.
- Certified True Copy (CTC) of a naturalization record of a deceased person. The last meeting/communication with Records Operations Branch on this issue was on 6/1/2012 via teleconference with Lynda K. Spencer and Heather Williams. Heather and Lynda further discussed the implementation plan and conversed on her progress with incorporating information into the CTC SOP. Heather informed Lynda that she had made minor edits to the SOP, but it was not complete. Furthermore, Heather communicated with Teddy Davis, Branch Chief, on this subject matter and was advised that if it involves the "Certificate Only" ROB has committed to stamping, conducting the QA and mailing the final product to the requester. In addition, ROB will access Genealogy's internal tracking log (which will be housed on the Share Drive) and update log when process is complete so the Genealogy Program can close case(s) in CMT.
  - Front office leadership will want to meet with Teddy, Heather, Marian, and Lynda on this issue before any changes are implemented (unless Records Operations is already doing it?)

### History Library

- Crystal Williams has been working with the Office of Customer Service and OCOMM's Web Team to enroll the History Office and Library in GovDelivery services. Not only will this allow public and other customers to subscribe to email alerts to changes on our new History, Library, and Genealogy web pages, it will also allow us to send broadcast-type messages to targeted groups of staff. Our first GovDelivery message will be an announcement for the upcoming Library Resources training session in the Tomich Center (September 19<sup>th</sup>).

### Requests of note:

- 7/11 – Sybil Williams of GPO inquired about the status of the INS Fact Book. This looks to have ceased publication in 1997 per our collection. She was redirected to DHS, Office of Statistics and our web site.
- 7/12 – Located old greencard issuance codes for Mike Quinn, at the request of Forensic Document Lab.
- 7/13 – Provided Verification with documentation for ADIT and greencard data entry (related to case above).
- 7/13 – Met with Rebecca Sharp, NARA, re: Boards of Special inquiry and researching immigrants held for BSI.
- Consulted with FSU grad student Erin Conlin, who is researching temporary workers from the British West Indies, and provided advice re: files at NARA and CO files both at NARA at w/ USCIS.
- 7/17 – Conducted Lunch & Learn session on USCIS Genealogy Records for RAO, over 20 attendees.
- 7/19 - Answered Spanish filmmaker Roi Fernandez's questions about documents related to a 1932 deportation.
- 7/17- Located prior additions of the Adjudicator's Field Manual for the Washington District Office for use in an ongoing trial.
- 7/18 – responded to researcher working on a history of the Nighthawk Canadian Border Port.

### Training

- Charlaime Cook took the webinar on Career Development on July 16, 2012.

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## Historical Research Branch Bi-Weekly, August 7, 2012

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*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:* This measure will now be reported monthly as part of the balanced scorecard.

### 2. Items Requiring Action or Attention:

### 3. Program Updates

#### Branch Tasks & Accomplishments

Over the past two weeks Rodolfo Gomes completed 508 compliance training as well as ECN 101 and 201 training. He is now a facilitator for both ECN and Connect for the Records Division.

#### Genealogy

- FIPS Problems and Outages:
  - July 25, 2012: FIPS Outage: 2:50pm – 3:10pm
  - July 30, 2012: FIPS Outage: 3:30pm – 3:50pm
- The Genealogy Program finalized SOP documents covering all program operations and functions. This is a significant accomplishment. The SOPs are now currently available to each team via their ECN sites. Lynda Specer implemented a schedule for future review and update of the SOPs.
- Genealogy staff met on multiple occasions with the OIT Enterprise Architecture team to document genealogy processes.
- The following email arrived in the Genealogy mailbox on July 12<sup>th</sup>:

Sent: Thursday, July 12, 2012 9:44 AM  
 To: [genealogy.uscis@dhs.gov](mailto:genealogy.uscis@dhs.gov)  
 Subject: Thank you re: GEN-10107689

Upon returning home from vacation this week, I found a letter from Lynda K. Spencer, Chief, Genealogy Section, and I wanted to express my appreciation for the obvious care with which my request was handled. I knew it might be a long shot to find records for my great-grandfather George Joseph Moliuis aka Moluse, but I figured it was worth \$20 or so to try. I sent off my request, not expecting to hear anything for weeks. My request was processed in four days. Although my request did not turn up a record for my ancestor, it at least lets me continue to search in other ways.

The letter from Ms. Spencer indicated the researcher went above and beyond, checking census information and explaining what steps I can take to further my research.

Government agencies and employees often get maligned but Ms. Spencer's attention to customer service stands out.

Thank you!

JoAnn Stringer

### History Library

- Charlaïne Cook and Crystal Williams gave a presentation on library services to Administrative Appeals Office (AAO) in the Crystal City office, July 24, 2012. They were especially impressed with online services available at their desktop from DHS Library Services.
- Charlaïne Cook completed the upload of all digitized Bureau of Naturalization Annual Reports, 1913-1933, and all Naturalization Laws and Rules, 1906-1936, to the online library catalog.
- The History Office and Library received positive evaluation results for Zack Wilske's presentation of July 18<sup>th</sup>, indicating interest in the history, library, and genealogy programs among agency staff. The evaluation results are included at the end of this report.
- The OIT Enterprise Architecture survey team provided a draft document to the History Library.

### Requests of note:

### Training

- Veda Whisnant, Management and Program Analyst, Genealogy Program successfully completed "Customer Service Excellence" training at USDA Graduate School, July 23-24, 2012.
- Library staff are planning enhancements to the public library catalog web page. To that end Charlaïne Cook and Crystal Williams attended EOS On-line Web Virtual Classroom – OPAC Discovery Features for Explorer 8.

## RAIO Brown Bag Evaluation Form

July 17, 2012

### Introduction to USCIS Genealogy Program

I. Was this Brown Bag lunch a good idea?

Yes - 12

No - 0

Tell us why?

Interesting topic about which little is known by general public.

Eat and learn.

Good topic.

Good to know what other offices do – and genealogy is an easy topic to relate to.

Fun and interesting, helps connect our professional and family lives.

Interesting subject matter. Glad to have this info and handouts.

Because this is not common knowledge.

Narrow the scope of the search

2. Please rate the speaker, Zack Wilske, on the scale below:

1

2

3

4 - 3

5 - 9 (Excellent)

3. Did you learn something new or useful?

Yes - 12

No

4. If so, list one or more items?

I didn't know the USCIS Genealogy Service existed

Where to start process looking for Imm. Records

The search process for records related to different years and programs & fraud related to immigration documents and shipwrecks.

As a Black American, I found that there are still records related to my history that could be searched in the USCIS genealogy Program, at least I think there probably are records related to our past history.

Lots new – all the various available programs.

Availability of different historical document series.

Search options forward (passenger manifests) or back from Natz – what info is in what files.

Types of records USCIS keeps.

C files: 1906 date

More information on researching my family.

5. Would you attend a future RAIO Training brown bag lunch? Yes - 12 No - 0

6. What topics would you like to see discussed at future brown bags?

Work-life balance topics

Learning what is in the Library

More about what USCIS Library has / does

Asylum for Mexicans related to drug conflict

Puerto-Rican birth certificates

Haiti stuff

Operation Peter Pan (Cuba)

## Historical Research Branch Bi-Weekly, August 21, 2012

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8/8/2012	327	20	6.1%
8/21/2012			

### 2. Items Requiring Action or Attention:

### 3. Program Updates

## Branch Tasks & Accomplishments

### Genealogy

### History Library

#### Requests of note:

Worked with Roger Pitcairn, OP&S, to locate date specific versions of USCIS Guidance (Memos, AFM, AM, other manuals) and coordinate future responses to requests for legal materials.

Reviewed re-write of History of the Oath of Allegiance for the Office of Citizenship.

Provided historical IRCA/SAW statistics to Rakeen Mabud, Department of Government, Harvard University.

Worked with Sofya Aptekar, City University of New York, to locate texts for historical naturalization ceremony speeches,

### Training

## Historical Research Branch Bi-Weekly, September 4, 2012

### 1. Bi-Weekly Metrics (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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6/27/2012	348	30*	8.60%
7/10/2012	404	48	11.80%
7/24/2012	416	40	9.60%
8/8/2012	327	20	6.1%
8/21/2012	287	29	10.10%
9/4/2012	274	24	8.75%

### 2. Items Requiring Action or Attention:

### 3. Program Updates

#### Branch Tasks & Accomplishments

#### Genealogy

#### History Library

- Charlaïne Cook did a presentation on History Library and DHS Library services to the Verification Group at 131 M Street August 29<sup>th</sup>.
- Charlaïne Cook and Zack Wilske compiled historical quotations on citizenship and naturalization for use by the Office of Communications in a Citizenship Day naturalization ceremony.
- Zack Wilske prepared a presentation for the American Political Science Association Annual Meeting (the meeting was canceled at the last minute due to Hurricane).
- Zack Wilske edited an updated version of the history of the Oath of Allegiance for publication on the Office of Citizenship website.
- With Crystal Williams out, Charlaïne Cook made decisions for the forthcoming Library Training Day in the Tomich Center (9/19) on set up and communication releases.

#### Requests of note:

Suzanne Harris and Bill Creech of NARA on manifest notations and the use of reentry permits. Explained notation system and provided example images of manifest, reentry permit application, and reentry permit.

Erin Conlin, graduate student U of Florida, working on dissertation about Temporary labor from the British West Indies. Consulted on files at NARA and CO files to be requested through FOIA.

Adria Hirsh, legal researcher, searching for public comment letters from a final rule re: affidavits of support, published 2006. Ongoing.

Suzanne Vitale on meaning of defunct NP-1 admission code. Provided description of code and texts of related legislation and federal code.

Angela M. Menendez, DHS/USCIS International Operations, searching for older position descriptions. Provided links to PD database.

Simon Behrman, scholar in residence at the Library of Congress, visited the library 8/29-30 to research refugee policy and the 1980s Sanctuary movement.

#### Training

- Zack Wilske completed Computer Security Awareness Training

## Historical Research Branch Bi-Weekly, September 18, 2012

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		July 18, 2012	Lunch and Learn on "USCIS Historical Records" for RAIO program (Zack)

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
Initial report	259	45	17%
1/24/2012	274	53	19%
2/7/2012	288	33	11%
2/21/2012	280	21	8%
3/6/2012	257	17	7%
3/20/2012	302	17	6%
4/3/2012	301	20	7%
4/17/2012	356	26	7%
5/2/2012	305	30	9%
5/16/2012	338	36	10.60%
5/30/2012	350	34	9.70%
6/13/2012	370	38	10.30%
6/27/2012	348	30	8.60%
7/10/2012	404	48	11.80%
7/24/2012	416	40	9.60%
8/8/2012	327	20	6.1%
8/21/2012	287	29	10.10%
9/4/2012	274	24	8.75%
9/18/2012	233	15	6.43%

### 2. Items Requiring Action or Attention:

- The Library's online catalog system (EOS) renewal payment is due 10/1. All the preparatory work is done in FFMS for REC130009, however that requisition cannot be "funded" and paid until the new fiscal year.



Until then library staff will continue to get a "payment due" message every time they log into the EOS system.

### 3. Program Updates

#### Branch Tasks & Accomplishments

- Wednesday Sept. 19<sup>th</sup> Digital Edge will meet with Marian Smith to ~~make~~ partial delivery for the most recent digitization task (3 items) and will present a report and demonstrating of progress on the 4<sup>th</sup> and final item.
- Marian Smith, Zack Wilske, and Stuart Phelan are scheduled to attend a DHS Historians meeting October 2, 2012, at the TSA HQ in Arlington, VA. During the meeting Marian Smith will moderate a panel discussion on "Historians at DHS." A copy of the agenda is attached.

#### Genealogy

- Recently, both Genealogy and the History Library received requests and inquiries from a researcher who is also a genealogy blogger. The researcher wrote positively about her experience with both programs (link to the blog below) and wrote us the following email:

**From:** Pat Spears [<mailto:spearspat@hotmail.com>]  
**Sent:** Thursday, August 23, 2012 6:35 PM  
**To:** [genealogy.uscis@dhs.gov](mailto:genealogy.uscis@dhs.gov)  
**Subject:** thank you to L. Spencer

Dear Ms. Spencer,

I want to thank you for helping me find the application for John Ulrich Kreis, my great, great grandfather. In all my years of genealogy research, I have ~~not~~ received such professional, thorough, and courteous treatment.

Because of your help, I know now for sure that John came from the Canton of Thurgau in Switzerland. I am happy to see that my "best guess" was correct.

Sincerely,

Pat Spears

*Her blog about her experience with USCIS:*

<http://spearspat.blogspot.com/2012/08/get-familiar-with-uscis-home-of-us.html>

#### History Library

- Charlaine Cook gave a tour of the library to Field Services (D. Posey & E. Borjal) 9/10/2012.
- Crystal Williams continues working on the DHS Library Training Day. Announcements have been placed in the USCIS Broadcast, DHS library consortium and ICE Broadcast message. We are continuing to reach CBP public affairs and will disseminate flyers within the 20 Mass Building and 111 today and tomorrow. Charlaine Cook and Crystal Williams will meet with media center today to handle logistics.

#### Requests of note:

- The Genealogy mailbox received an inquiry from the DOS National Passport Center with a question about the naturalization and citizenship of a US-born subject, the deceased grandfather of the passport applicant. DOS staff found naturalization records online at Ancestry.com but were unsure how to interpret the record given other facts. Marian Smith replied to the inquiry. *One has to worry if DOS is relying on Ancestry.com to determine US citizenship.*
- The History Office provided Claire Nicholson, OCC, with information about derivative citizenship policies and historical background on the 1924 Quota Act. (9/6).

- The History Office is assisting Deborah Posey, Field Ops, to research history of derivative certificates, specifically when and why the "AA" and "AB" notations were adopted (9/6).
- The History Office provided Anna Pegler Gordon, Professor at Michigan State University, with research guidance re: INS Annual Reports, INS records at the National Archives, as well as an explanation of the BSI process and warrant process for deportation cases (9/10).
- The History Office is assisting the CBP law librarian research the history of the Yuma Border Patrol Sector (9/18).
- The History Office provided pre-IMMACT 90 policy to Time Schaffer, FDNS (9/7).
- The History Office provided MiDAS court codes to Jessica Gutierrez, USCIS data entry clerk (9/18).

### **Training**

- All but one Historical Research Branch employee has completed the Culture of Privacy Awareness training due by September 30<sup>th</sup>. The remaining one will complete the training by COB September 21.
- Charlaine Cook attended a seminar on Emergency Power Outages at the Library of Congress 9/5/2012.
- Demetrius Marshall, Management and Program Analyst, Genealogy Program successfully completed "*Positive Approaches to Difficult People*" training at USDA Graduate School, September 10-11, 2012.

## Historical Research Branch Bi-Weekly, October 2, 2012

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
		3/21/2012	Historical Records training and A-Files History training at NRC (Marian)
Conference 1		4/18/2012	NARA Genealogy Fair (Zack)
Conference 2		4/19-22/2012	Organization of American Historians (OAH) Conference, Milwaukee, WI (Zack)
		June 5 and 7, 2012	NARA Know Records Talks (Zack)
		June 10, 2012	JGSGW Annual Meeting (Zack)
		June 12, 2012	Institute of Historical and Genealogical Research (Samford Univ., Marian)
		June 20, 2012	National Archives Evening Ellis Island Panel (Marian)
		July 18, 2012	National Institute for Genealogical Research (NARA, Marian)
		July 18, 2012	Lunch and Learn on "USCIS Historical Records" for RAIO program (Zack)

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

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8/21/2012	287	29	10.10%

9/4/2012	274	24	8.75%
9/18/2012	233	15	6.43%
10/2/2012	229	17	7.42%

#### Items Requiring Action or Attention:

- The DHS Private Sector Office is organizing a DHS Museum Task Force connected to the DHS 10<sup>th</sup> anniversary in March 2012. Marian Smith was invited to participate in the kick off meeting October 4, 2012, at DHS HQ.
- Effective Monday, October 1, 2012, Najah Barrow, Pathways Program Student, who currently works in the History Library at 111 Mass Ave will be detailed to 1200 1<sup>st</sup> Street to support the Genealogy Program and Branch statistical reporting.

#### Genealogy

##### FIPS/MIDAS Problems, Outages and Updates:

- FIPS Outage: 9/21/2012 – 8:00am-10:30am (2.5 hours)
- MIDAS Search Engine Problem: On Monday, September 24, 2012, throughout the entire day MIDAS users received an error message when searching certain file types in the MIDAS Search Engine via CMT. This problem was caused due to TECC removing the IRMNET accounts over the weekend that allowed MSE to connect to the many of the file system folders where the images reside. The IRMNET accounts on these folders should have been replaced with CIS1 accounts during the CIS1 migration, so this shouldn't have been an issue. It appears that this was not done. On Monday evening TECC added the correct CIS1 accounts to the permissions for the folders where the accounts were missing, which resolved the issue.

##### Accomplishments:

- Denise M. Long is currently drafting a FOIA/PA Overview for the USCIS Genealogy Program that will be presented on October 10, 2012 from 9am-12pm.
- The Genealogy Program Quality Control Study is complete and currently undergoing review.
- On Thursday, September 20, 2012, Rudolfo Gomes presented the progress to date in rebuilding the website to the Branch and the Genealogy, Section Chief and Administrative Team Lead.

#### History Library

- The USCIS History Office and Library partnered with the Department of Homeland Security (DHS) Virtual Library in planning and coordinating the 2012 DHS Library Training Day which was held on September 19, 2012. This training allowed employees to learn how to navigate for legal resources from their desktops. In attendance were companies such as: Lexis Nexis, Thompson Reuters, Bloomberg Gvt./Bloomberg Law and Westlaw. Crystal Williams was instrumental in initiating and organizing this training event, which generated positive feedback. As a result of the training Librarian Charlaime Cook received several individual office requests for additional, one-on-one library services training.

#### Requests of note:

- Bill Wright of OCOMM requested the article "From Wong Yang Sung to Black Robes," 65 *Interpreter Releases* 453 (1988) for a Boston Globe reporter – Maria Sacchetti.

- The Genealogy Program was invited to participate in an Open House scheduled for September 28, 2012 at the Vermont Service Center. The invitation came from Donna Kane, Section Chief, Community Engagement & Customer Service. Due to the short notice and travel budget constraints, Genealogy could not send a representative but did forward 100 brochures for distribution to Program attendees.

### **Training**

- On Monday, September 24, 2012, Denise Long attended the Fifth Annual Women's Leadership Forum – "Trailblazers: Leadership, Mentoring and Advocacy." The Forum was co-hosted by the DHS Headquarters Equal Employment Opportunity Office and the Federal Employed Women, Cherry Blossom Chapter.
- All Branch employees completed mandatory training courses due by September 30<sup>th</sup>.

## Historical Research Branch Bi-Weekly, October 16, 2012

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1			Jewish Genealogical Society Conejo Valley, Los Angeles, CA, May 5, 2013
Conference 2			Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
			National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
			<i>National Genealogical Society of San Diego, May 2013 request pending</i>

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target : <10%)
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8/8/2012	327	20	6.1%
8/21/2012	287	29	10.10%
9/4/2012	274	24	8.75%
9/18/2012	233	15	6.43%
10/2/2012	229	17	7.42%
10/16/2012	232	21	9.05%

**Items Requiring Action or Attention:**

(b)(6)



- Crystal Williams attended the kickoff meeting of the DHS Museum Task Force organized by the DHS Private Sector Office on October 4, 2012, at DHS HQ. Crystal and Marian Smith subsequently met with Avital Wenger, Private Sector Office Chief of Staff, in the History Library on October 10<sup>th</sup>. They reviewed USCIS historical materials available to support the DHS task.

#### **Genealogy**

FIPS/MIDAS Problems, Outages and Updates:

Accomplishments:

#### **History Library:**

- Crystal Williams is working with OCCOM in the set-up and delivery of GOV.delivery notices for the Historical Branch.

#### **Requests of note:**

#### **Training:**

## Historical Research Branch Bi-Weekly, October 30, 2012

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1			Jewish Genealogical Society Conejo Valley, Los Angeles, CA, May 5, 2013
Conference 2			Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
			National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
			National Genealogical Society of San Diego, May 2013 request pending

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target <10%)
10/2/2012	229	17	7.42%
10/16/2012	232	21	9.05%
[10/29/2012*]			

\*MiDAS could not be accessed to obtain the number on the morning of 10/29 – MLS.

### Items Requiring Action or Attention:

OSI and Declassification of records requested from USCIS Genealogy: There are currently 3 files/cases pending with OSI for declassification. Those three have been with OSI since June 14, 2012. OSI has not been and is not currently accepting any additional declassification work.

OSI has communicated they review the documents for all of USCIS' as a collateral duty and do not have a dedicated staff to carry out this function. They did mention they are looking to hire dedicated staff to perform this duty in the near future. In the interim, they are not accepting anymore documents until they complete the backlog of cases they currently have in their possession.

The Genealogy Program has approximately 14 more sets of documents that require action on the part of OSI. Per Genealogy procedure those cases are placed in "suspense" until the documents have been reviewed by OSI, deemed unclassified, and returned to Genealogy for processing and closure.



On as related matter, suspending cases means they are closed, then re-opened when the documents return from OSI, only to closed again when completed by Genealogy. This is the practice not accounted for by the MiDAS CMT system thus deflating the number of cases pending in Genealogy reports. It has been the subject of recent email discussions on the FY13 National Production Report template.

DHS Museum Task Force – Crystal Williams participated in the DHS Museum Task Force conference call on October 23.

## **Genealogy**

### FIPS/MIDAS Problems, Outages and Updates:

FIPS Problems/Outages: October 19, 2012: Weblogic restart activity was initiated approximately at 8:40AM EST and was completed successfully at 9:20AM EST. NRC confirmed users were able to login to FIPS and perform FIPS functions. Outage duration: Approximately 40 minutes

MIDAS Problems: None

### Accomplishments:

Since the first successful destruction of disposable Genealogy case folders on 10/5/2012, the Genealogy Section began a project to pull additional folders from the working file cabinets and box them for retirement storage and ultimate destruction. Veda Whisnant is leading this effort and enlisted the help of all Genealogy staff who committed to pull files for a number of hours each week. Ms. Whisnant prepared a detailed project plan which includes pulling folders in a certain order, auditing the file cabinets, then reordering and reorganizing the file system for easier retention and disposition in future. The project began 10/15 and should be complete in early November.

## **History Library:**

Crystal Williams is working with OCCOM in the set-up and delivery of GOV delivery notices for the Historical Branch.

## **Requests of note:**

### **Training:**

- On October 19<sup>th</sup>, Charlaire Cook took: Workplace Safety for Federal Employees, DHS Basic Records Management and DHS Electronic Records Management.
- On October 24-25, 2012, Veda Whisnant, Management and Program Analyst, Genealogy Program attended a training class entitled "*Business Writing and Grammar Skills*" hosted by the USCIS Workforce Training Management.

## **Vacancies:**

The Historical Research Branch has only 1 vacancy, a GS-8 Case Resolution Tech in the Genealogy Section.

- It was originally recommended this slot be converted to a GS 7/9 PMA like all others in the branch, but for some reason BMO said this could or should not be done.
- We expected the position to be announced earlier in the Summer 2012, but it was not (don't know why). On October 19<sup>th</sup> BMO sent forms to this branch and Records Operations asking for analysis of the position. We are working on these documents but honestly we could use the help of an HR professional to translate our work/needs into the language required by the forms..

## Historical Research Branch Bi-Weekly, November 13, 2012

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1			Jewish Genealogical Society Conejo Valley, Los Angeles, CA, May 5, 2013
Conference 2			Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
			National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
			National Genealogical Society of San Diego, May 2013 request pending

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
10/2/2012	229	17	7.42%
10/16/2012	232	21	9.05%
10/31/2012	254	21	8.26%
10/13/2012	290	19	6.50%

### Items Requiring Action or Attention:

- Crystal Williams of the History Library continues to meet with the Department of Homeland Security Private Sector Office Chief of Staff and fellow component representatives regarding the planning of the Secretary's Gallery for the DHS Anniversary display. Charlaire Cook and Crystal Williams submitted topics for the gallery. The Secretary will select a topic before March 2012.
- USCIS ESD Records Division In-House CFC Kick-Off & Halloween Social: On October 31, 2012 from 2pm-3pm, the ESD Records Division hosted an In-House CFC Kick-Off & Halloween Social. Refreshments were served and treat bag were distributed containing various info about the CFC and pledge cards. Records Division employees raised \$105.00 in cash, received 1 CFC Pledge totaling \$780.00 and an electronic donation was made for \$200.00.
- USCIS ESD Records Division Silent Auction: On November 6, 2012 from 11am-2pm, the ESD Records Division hosted a Silent Auction to benefit the 2012 CFC. Records Division employees raised over \$150 so far and we expect to receive another \$100 from employees that placed bids on various items.

### Genealogy

After much persistence, the Genealogy Records Team received requested requested from the Suitland FRC regarding results of the C-File audit conducted by ROB in 2011. As expected, that data

confirmed 1) procedures developed in that project created new boxes of C-files but no new box list was ever provided to HQ Records, and 2) not all accessions of C-Files were included in the audit. Confirming these results is helpful in documenting the difficulties associated with locating, retrieving, and delivering needed case files.

#### System Issues:

- FIPS Problems/Outages: November 7, 2012 from 8:00am-9:56am; November 7, 2012 from 2:24pm-3:27pm
- MIDAS Problem: On October 31, 2012, Genealogy Employees were unable to access CMT with the new password (issued on October 26, 2012) due to problems that the database administrator encountered with the update. Fred Axmacher, CSC Team HP SPAS Program MiDAS Development, had to reissue some passwords and the problems were resolved quickly.

#### History Library:

- Library training for Field Operations staff: On November 1, 2012, Crystal Williams and Charlaire Cook gave a presentation on the USCIS History Library catalog and DHS Library Services for 32 attendees from the Field Offices Directorate. Their many questions covered preservation of USCIS web content and library resources supporting operational work.
- All the documents digitized by the History Library from 2011-2012 and publicly releasable have been loaded uploaded to the EOS (catalog) server and linked to the corresponding History Library catalog entry. Last loaded were the Chinese Orders and the Chinese Laws and Rules covering 1882-1943.

#### Vacancies:

The Historical Research Branch has only 1 vacancy, a GS-8 Case Resolution Tech in the Genealogy Section.

- It was originally recommended this slot be converted to a GS 7/9 PMA like all others in the branch, but for some reason BMO said this could or should not be done.
- We expected the position to be announced earlier in the Summer 2012, but it was not (don't know why). On October 19<sup>th</sup> BMO sent forms to this branch and Records Operations asking for analysis of the position. We are working on these documents but honestly we could use the help of an HR professional to translate our work/needs into the language required by the forms.

## Historical Research Branch Bi-Weekly, November 27, 2012

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1			Jewish Genealogical Society Conejo Valley, Los Angeles, CA, May 5, 2013
Conference 2			Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
			National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
			National Genealogical Society of San Diego, May 2013 request pending

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Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
10/2/2012	229	17	7.42%
10/16/2012	232	21	9.05%
10/31/2012	254	21	8.26%
10/13/2012	290	19	6.50%

### Items Requiring Action or Attention:

- 

### Genealogy

System Issues:

### History Office:

- November 15, 2012 – Historian Zack Wilske presented “An Overview of USCIS Immigration and Naturalization Service Records for Genealogists” for the Bull Run Regional Library’s RELIC Genealogy and Local History Center in Manassas, Virginia. In addition to delivering the presentation to 35 family historians, Zack advised RELIC’s staff on referring patrons to the USCIS Genealogy Program and provided them with Genealogy Program brochures to distribute.

### History Library:

- November 13, 2012 -- Crystal Williams and Charlene Cook attended the Mandatory Occupant Emergency Plan meeting conducted by Raymond Holmes of the Emergency Management & Safety Branch. It is imperative that each Branch let employees know that they need an emergency plan in the event of an emergency. Everyone should visit the FEMA website to obtain instructions and guidelines on how to conduct you within an emergency. The History Library has volunteered two employees to serve as 1<sup>st</sup> Floor Wardens. A separate meeting will be conducted to assigned Stairwell Monitors, Area Monitors, Assembly Area Monitors and two monitors for each person needing assistance.  
The Chief of each Branch will need to put together a COOP for any additional emergencies foreseen within their branch. For Example, what if the sprinkler system comes on within the library? How should we proceed to take care of that emergency?  
If you have any additional questions feel free to contact Charlene Cook on 202-272-8370.

#### Requests of Note:

November 13: Alan Wolf, Associate Regional Counsel, U.S. Citizenship and Immigration Services Northeastern Law Division, requested information about 1930 passport and emigration records for use in adjudicating citizenship status case. Provided with information about emigration records and referred to State Department re: passport records

November 14: Ned Bunn, FDNS IO Cleveland, requested information on historical A-file issuance. Provided table of historical A-file series.

November 15: Nancy Wing, National Archives, requested historical information re: name change upon information. Provided information from historical guidance (Natz Examiner's guide, OIs, etc.).

Dan Clippinger, USCIS Los Angeles, requested information from 1970 22 CFR, located and requested from Library of Congress Law Library.

#### Vacancies:

The Historical Research Branch has only 1 vacancy, a GS-8 Case Resolution Tech in the Genealogy Section.

- It was originally recommended this slot be converted to a GS 7/9 PMA like all others in the branch, but for some reason BMO said this could or should not be done.
- We expected the position to be announced earlier in the summer 2012, but it was not (don't know why). On October 19<sup>th</sup> BMO sent forms to this branch and Records Operations asking for analysis of the position. We are working on these documents but honestly we could use the help of an HR professional to translate our work/needs into the language required by the forms...

## Historical Research Branch Bi-Weekly, December 11, 2012

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1			April 16, 2013, Tomich Center, 1 <sup>st</sup> Annual HRB Conference (internal agency workshop on family history research)
Conference 2			San Diego Jewish Genealogical Society, La Jolla, CA, May 4, 2013
			Jewish Genealogical Society Conejo Valley, Los Angeles, CA, May 5, 2013
			Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
			National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013

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11/13/2012	290	19	6.50%
11/27/2012	264	26	9.84%
12/11/2012	267	24	8.98%
12/25/2012			

### Items Requiring Action or Attention:

#### Genealogy Program

- FIPS Problems/Outages: December 3, 2012 from approx. 8:20am-10:30am

#### History Library:

- The History Office and Library is gathering material in anticipation of the DHS and USCIS 10<sup>th</sup> Anniversary in March 2013.

#### Requests of Note:

Rodger Pitcairn, USCIS Office of Policy and Strategy (12/4)

Requested a copy of the *INS Examinations Handbook*. Located in the library collection.  
Requested 1986 attachment to 1992 memo re: Representation for refugee applicants. Memo was located in General Counsel Opinions that the library digitized and placed on Connect:  
<http://connect.uscis.dhs.gov/org/ESD/RD/HR/Pages/program.aspx>

Andrew Sciacca, USCIS Raleigh Field Office (11/29)

Requested script for Historical Records training from the Records Academy Basic Training for use in ceremony for children receiving N-600. After consulting with Mr. Sciacca we decided that the Academy presentation was not appropriate for the event and offered to help him develop a presentation that is.

Mary Beth Chopas, PhD Candidate University of North Carolina (12/5)

Requested information on the category "Internee at Large" which was used during WWII. We provided her with a definition and historical policy discussion from the library collection.

Laura Wittern-Keller, Professor University of Albany (12/12)

Requested research guidance re: Ellis Island's role as a detention center. Provided basic information and detailed instructions for finding and requesting related files at the National Archives.

Linda Vixie, via NARA (12/5)

Family history researcher sent from NARA to request file that should be in NARA custody. Provided documentation, explained that correspondence files could relate to more than one individual, provided instructions for requesting. Researched and translated acronym "C.O.A.P." (California Old Age Pension).

#### Vacancies:

The Historical Research Branch has only 1 vacancy, a GS-8 Case Resolution Tech in the Genealogy Section.

- It was originally recommended this slot be converted to a GS 7/9 PMA like all others in the branch, but for some reason BMO said this could or should not be done.
- We expected the position to be announced earlier in the Summer 2012, but it was not (don't know why). On October 19<sup>th</sup> BMO sent forms to this branch and Records Operations asking for analysis of the position. We are working on these documents but honestly we could use the help of an HR professional to translate our work/needs into the language required by the forms.



## Historical Research Branch Bi-Weekly, December 25, 2012

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1			Jewish Genealogical Society Conejo Valley, Los Angeles, CA, May 5, 2013
Conference 2			Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
			National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
			National Genealogical Society of San Diego, May 2013 request pending

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
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10/31/2012	254	21	8.26%
11/13/2012	290	19	6.50%
11/27/2012	264	26	9.84%
12/11/2012	267	24	8.98%

### Items Requiring Action or Attention:

Writing for web training – interested in a launch meeting with stakeholders

### Genealogy Program

MIDAS 2.3

### History Library:

- Gave tour of the library to Naomi Chiba, Records Academy student, from California, and library school graduate.
- Requested Deborah Keller, of DHS Library Services, copies of Boston Globe articles on immigration since only available on Lexis.

### Requests of Note:

- Gina Short of FDNS requested text of the original amendment to INA on Nazis dated 1978 on very short (3 hour) turn around. Gotten through Law Library of Congress and NARA.
- Gayle Dixon librarian of ICE for James Dehn, ICE attorney, requested background information on CFR June 8, 1972 for representation of mentally ill. Also very short turn around, 24 hours. Used CO files.
- Erika Jarecki

### **Training**

- Char called in help ticket to NEW training system Learning Edge – problems with passwords (system wide)
- On December 18, 2012 - Crystal Williams participated in the 2013 Federal Technologist's Outlook webinar – discussion regarding new technologies within the Federal gvt. Improving current on-line identity (gvt. google, etc.,) Once you authenticate any individual within your data base you should put security measures in place. A good example of this is our new id badges. This agency has put into place secure measures which protect us as employees and they have asked that we obtain special badge holders for added security.

The recent rise of mobile access within the gvt is increasing in it's services. Everyone owns a smart phone because we want everything pocket-sized. Going public or mobile does pose some risk of breaching security. With CLOUD you are expanding your reach to the community one must decide what type of audience you want to reach when considering new technology. Moving to new technology within the agency depends heavily on the agency's cybersecurity. So, when thinking of these ideas contact your OIT office to ensure if this is a good idea or not. In addition, I observed something interesting we should do when working from home. When we work from home rememeber to keep all aspects of work as if you are working within the office. We have to determine what is public and be mindful of our telephone conversations this is called "public accountability".

### **Vacancies:**

## Historical Research Branch Bi-Weekly, January 8, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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12/11/2012	267	24	8.98%
1/8/2013	246	26	10.50%

### Items Requiring Action or Attention:

The Historical Research Branch plans to launch its new website on or the week of January 14<sup>th</sup>. The day after publication there will be a broadcast message submitted for publication in USCIS Today. The broadcast cannot be finalized until after publication on the 14<sup>th</sup> to establish the correct URL links.

### Genealogy Program

MIDAS 2.3 was deployed the weekend of December 15-16, 2012.

#### MIDAS Problem/Outages:

January 3, 2013, the Records Team discovered a newly developed issue when adding the "Responsive Record Received" activity into CMT. When there is just one (1) document to choose from, a significant amount of time is taken for this document to be selected automatically by CMT (approx. 2 – 4 minutes).

January 7, 2013, MiDAS CMT was down for both Genealogy and Records Operations from early morning until late afternoon. The CMT came back after 3:00. The outage was reportedly due to a DNS problem but otherwise not explained.

**FIPS Problems/Outages:**

December 27, 2012 10:30am-11:15am dml

December 27, 2012 12:55pm-01:21pm dml

January 04, 2013 - 10:45am - 11:15am dml

January 04, 2012 - 05:15pm - 03:55pm dml

The Genealogy Records Team has begun looking into the A-Files retired under accession 085-53A545 and later compacted at NRC to determine what percentage, if any, contain any documents beyond a simple AR-2 form. All A-files in this accession relate to subjects naturalized prior to 1953 ("A-files closed by reason of naturalization, 1940-1953) and were unfortunately recorded by NRC in CIS without status.

**History Library:**

**Requests of Note:**

NRC FOIA is again asking the History Library for prior "editions" of manuals now maintained in electronic format. Program offices responsible for the manuals seldom maintained any documentation on how the manuals were updated over time leaving the library (and the agency) unable to determine the specific policy stated in a given manual on a given date. This is already a problem and will only grow. The librarian plans to identify the program responsible for the new USCIS "Policy Manual" to learn if they have any plan to track changes and preserve prior policy documents.

**Training**

## Historical Research Branch Bi-Weekly, January 22, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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1/8/2013	246	26	10.50%
1/22/2013	257	31	12.06%

*Continuing bad news in the table above is attributed to 1) lingering effect of employee's holiday leave (like 2 weeks ago), and 2) employees out sick with the flu.*

### Items Requiring Action or Attention:

The Historical Research Branch did a "soft launch" of their new website on Monday, January 14<sup>th</sup>. On Monday and Tuesday Branch and OCOMM staff tested the site and established URLs for links. Branch staff presented a new website overview for ESD leadership on Wednesday the 16<sup>th</sup> and forwarded the text of broadcast messages for approval. We await that approval.

### Genealogy Program

Jan 15-16, Genealogy Section employees were interviewed individually by the Center for Occupational Health (HHS) mediation team.

### History Library:

- 1/17/13 – Zack Wilske received a page proof of his article on Bureau of Naturalization Correspondence files at the National Archives, which is scheduled to appear in the next edition of *Avotaynu*, the Journal of the International Association of Jewish Genealogical Societies.
- 1/16/13 - The History Office contacted the Panama City Field Office to request photos, documents, and other non-record material to document the office's history before it closes on February 1, 2013. We've received two sets of photographs and are waiting for additional material.

#### **Requests of Note:**

- Cecile Dunlap, Immigration Officer called Friday, January 11<sup>th</sup>, looking for sources on international law. The librarian sent her several links from a Google search and offered to call Library of Congress Law Reference Library with a specific question. The librarian followed up on Monday but there was no response.
- 1/14/13 – The History Office provided Dustin Meeker, from the Baltimore Field Office, with information on the history of immigration and INS activity in Baltimore for a planned historical exhibit in the Baltimore office. Student employee Ijah Wilson is gathering source material for Mr. Meeker.
- On January 17, 2013, the Office of Transformation requested information on creating public materials for children under twelve.

#### **Training**

## Historical Research Branch Bi-Weekly, February 5, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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1/8/2013	246	26	10.50%
1/22/2013	257	31	12.06%
2/5/2013	287	33	11.40%

*Though better than on Jan 22, the BSC number above is still in the yellow. The Genealogy Record Team reviewed the overdue cases and determined the main explanation rests with files that a) took 2 or more requests to retrieve, some taking up to a year to be received, and b) upon receipt the files were very large and so take more time to process by the Record Team and the FOIA Team. For example, one request just closed involved a file of more than 800 pages.*

- **Items Requiring Action or Attention:**
- **Branch Accomplishments:**
  - Feb 1, forwarded request via OIT to MiDAS contractor CSC asking for feasibility of a new report to generate statistics measuring the time between Genealogy Record Request file receipt and closure of case. Feb 4 CSC responded they would look into it.

- Feb 4, Marian Smith briefed the Director's Extended Leadership Meeting on the new History and Genealogy website.
- New University of Maryland student volunteers: Three new student volunteers entered on duty, Thomas Minter (1/28, Genealogy), and Molly Garfinkle and Esther Robinson (1/14 and 1/28, History Library).
- Prepared and submitted a printing order for 2,000 additional Genealogy Program brochures. 1,500 of the brochures will be shipped to the National Genealogical Society where they will be added to conference attendee registration materials. The cost of printing is approximately \$300, and the NGS service costs \$150.

- **Genealogy Program**

#### FIPS/MIDAS Problems, Outages and Updates:

##### *FIPS Planned Outages:*

- Friday, January 25, 2013, from 7pm EST to 9pm EST (FIPS 7.0.6.1 deployment)
- Sunday, January 27, 2013, from 5am EST to 3pm EST (Data Center Monthly Maintenance Activities)
- Thursday, January 31, 2013, from 8pm EST to 9pm EST (Staging - deployment to turn on Garbage Collection)
- Friday, February 1, 2013, from 8pm EST to 9pm EST (Production -- deployment to turn on Garbage Collection)

##### *MIDAS Problem/Outages:*

On February 1, 2013, Lynda K. Spencer, Chief, Genealogy Program noticed that cases closed on 1/31/13 were still active in the MIDAS CMT. She immediately reached out to the MIDAS Team to make them aware of this issue. As a result, INC000001772905 was created. After consulting with the Database Team, it was reported that an error occurred in the database which prevented the cases from processing (i.e., the database background job was not running). Consequently, the DBA manually processed and closed 25 additional Record Requests, and 23 additional Index Searches. Due to this error, the Genealogy Programs Monthly Statistics were impacted and instead of reporting a total of 199 Record Requests and 287 Index Searches closed in January 2013, 174 and 264 were reported. The unreported January work will appear in the February report.

#### New Genealogy Program Website

Since the launch of the new Genealogy website on 1/14/13, and the support of NGS posting a blog about the site (on 1/25 and 1/28), the program received an influx of Search requests in the last days of January 2013. Specifically, from 1/14/13-1/31/13, the Program received 190 Index Search Requests, and 122 Records requests, totally 322 Search requests for the month, and 172 Record Requests. This is an upsurge of the average volume of Index Search receipts by approximately 70+ cases, and although the Records influx is inconclusive, the number of Records Requests volume increased by approximately 20 additional cases.

- **History Library:**

Received published copy of National Association of Retired Federal Employees (NARFE) Magazine featuring historic INS verification image provided by the History Office for the magazine's "The Way



We Worked" feature. The feature highlights photographs of historical federal workers and asks readers (more than 275,000 subscribers) to submit information about their related experiences. The photo was submitted in conjunction with the Society for History in the Federal Government (SHFG), and the History office is working with SHFG to collect any historically relevant material submitted by readers.

#### **Requests of Note:**

- Cecile Dunlap, Immigration Officer called back Tuesday January 22, looking for sources on previous briefs produced by the Library of Congress through the Adjudicator Manual process. Char Cook contacted Janny Mitchum in Chief Counselor's office. They reported they did not have a database at the moment but they were working on one. Relayed to Cecile 1/25/2013.
- Researcher came in on the request of Bruce Mennell (England) researching further information on nationality and implementation.
- Dan Cosgrove, OCOMM, requested further information on Vietnam refugees for a reporter. Char Cook sent links to three I&N Reporter articles, one GAO paper and a bibliography of material only in print.
- Dan Cosgrove, OCOMM, request information on certificate ceremonies on U.S. military bases, 1965-75. Provided pages from 1972 Annual Report documenting ceremonies as well as background information on military naturalizations.
- Erica Munkwitz/Bruce Mennell, Academic researchers, extensive research project on pre-INA laws and regulations re: citizenship status of children born abroad. Ms. Munkowitz visited the library several time to consult Prior Law books, bound BIA decisions, and other historical guidance. The Library provided Mr. Mennell with scans of the 1944 Nationality Manual and information on where to find pre-INA policies.
- DHS Libraries, Questionpoint inquiry re: obsolete class of admission codes. Provided DHS Library with document listing obsolete codes to provide to patron.
- On Friday, January 18<sup>th</sup>, Adriel Sumathipala, a student contestant (and previous winner) in historical competitions, visited the Library; he continues to correspond with the historians regarding the 1965 Amendments to the INA.
- On Friday, February 1<sup>st</sup>, James Dupree, Graduate student researcher from Oklahoma University, visited the History Office to research Chinese Inspectors on Souther Border.

#### **Training**

Veda Whisnant, Management and Program Analyst, Genealogy Section, attended and successfully completed *Leadership for Non-Supervisors*, offered by *Workforce Training Management* from January 22-24, 2013.

## Historical Research Branch Bi-Weekly, February 19, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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1/22/2013	257	31	12.06%
2/5/2013	287	33	11.40%
2/19/2013	344	22	6.39%

- **Items Requiring Action or Attention:**

On Feb 12<sup>th</sup> Facilities *informally* notified the History Office and Library that their carpet would be replaced March 13-14 (Marian forwarded that information to Isaac the same day). Facilities also indicated boxes would be delivered to the library on March 7 so staff can box up their entire cubicles as well as all the video cabinets, vertical files (at least 10 file cabinets), and essentially every single thing in the library except the book cases. No additional information has been forthcoming.

Given the complexity of boxing and restoring library materials (it seems simple, but it is not), the new carpet will significantly interrupt History Office and Library operations for at least a week, maybe longer. In addition to packing and unpacking their own cubes, all staff will be responsible for boxing

a significant portion of the library then restoring all the material to its proper place. The Historical Research Branch will be sending at least one additional student employee from 1200 1<sup>st</sup> to help.

It is not clear whether facilities is aware of the impact of this project on a library or if they even care. If they are aware, their reasoning for exempting the bookcases may be to avoid having to hire professional library movers.

- **Branch Accomplishments:**

2/6 – Finalization (with OCOMM) of Strategic Communications Plan for the new History, Library, and Genealogy programs website.

- **Genealogy Program**

*The Genealogy Program biweekly report is not available as of this writing. The delay is explained by the death of Denise Long's mother on late Friday/early Saturday last. As soon as information about services or where to send a card is available I will forward it.*

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Planned Outages:*

*MIDAS Problem/Outages:*

New Genealogy Program Website

**History Library:**

- Historian Zack Wilske is preparing a draft brief of USCIS' first 10 years based on a review of press releases and other documents released over the last decade.
- Finalized the identification and research of images requested by OIT; Images are now available for loan to OIT for duplication purposes.

**Requests of Note:**

- Phillip Scott, DHS, DED (Deferred Enforced Departure) material for Persians and Chinese from 1989-1991. This was a request through DHS for DOJ. Searched our collection and did not find specific articles. Did find description of the situation in *Interpreter Releases*, scanned and sent that. Also found related documents but not the specific documents. Contacted Bush Library and they also found related documents which they scanned and sent but not the specified documents. Not knowing that this was a DOJ request, contacted the DOJ Library. They confirmed that they did not have the specified documents, have sent to Archives for them, and will copy us when/if they get them.
- Feb 10-11, Jason Raphael, Associate Counsel, NY requested through Ask-a-Librarian, the chapters 10&11 on Interrogation from the *Naturalization Examiners Guide* of 1982. After warning that they were not current policy and talking to Zack, Char scanned and forwarded the chapters which were then forwarded to an Associate Counsel William H. Richards in Boston.
- Feb 11, Raymar Hampshire and Heidi Fiesalman of ICE came by to check 1987 & 1988 budget books for the cost a particular project.

- Omar Rascon, Supervisory Border Patrol Agent, requested information about the change in title from Patrol Inspector to Patrol Agent and who was Chief of the Border Patrol in 1970 (Donald R. Coppock).
- Prof. Paul Nagle of UCLA requested research guidance concerning Genealogy records and NARA files for Samuel Bronston, deceased film director (b. 1908).

## **Training**

## Historical Research Branch Bi-Weekly, March 5, 2013

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2/19/2013	344	22	6.39%
2/5/2013	342	19	5.55%

- **Items Requiring Action or Attention:**

The History and Genealogy website Public Engagement meeting/webinar will take place at 1:30, Tuesday, March 12<sup>th</sup> (invitation attached).

- **Branch Accomplishments:**

- 2/28/2013 – official launch of new History and Genealogy website and related strategic communications plan

- 3/4/2013 Marian Smith delivered an introduction to the new website during the External Communicators Conference Call (Shannon Wheeler, *Division Chief, Strategic Communications Division*).

- **Genealogy Program**

On 2/26/13, student volunteer, Martine Gaetan, EOD to the Genealogy Program for the spring semester. Ms. Gaetan will initially support the Administrative Team to get accumulated with the front-end process, and rotate to all teams by the end of his internship.

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Planned Outages:*

*MIDAS Problem/Outages:* On February 27, 2013, the MIDAS Team made the Program aware that 29 Record cases that did not close the prior night, February 26, 2013 as scheduled. The MIDAS Team advised the Section Chief that a database error occurred which caused this issue. Furthermore, they didn't know why the error occurred and would continue to monitor the issue.

On February 28, 2013, Lynda K. Spencer, Chief, Genealogy Program noticed that only 17 of the 33 Search cases closed on 2/26/13 were closed in MIDAS CMT. However, the remaining 16 cases were still active. She immediately reached out to the MIDAS Team to make them aware of this issue. After consulting with the Database Team, it was reported that an error occurred in the database which prevented the cases from processing (i.e., the database background job was not running).

After further investigation, the MIDAS Team reported that a case (CMT-1124824788) caused the failure on 02/26 for the Records and Search cases due to multiple recordings of the Final Review activity.

Accomplishments:

After much research the Records Team was able to confirm that the "A-Files retired by reason of Naturalization":

- a) Have been erroneously entered into CIS due to the date in which the immigrant naturalized.
- b) Is not the file in its entirety since, from the sample taken, none of these records contain documents certifying the immigrant's naturalization.
- c) Contain much more than just an Alien Registration Form as previously speculated
- d) May be on the track to being permanently transferred to NARA (due to the immigrant's DOB)
- e) Correspond with C-Files that were captured in the last audit performed by ROB

**History Office and Library:**

The History Office and Library has received several requests related to the USCIS's 10<sup>th</sup> anniversary. To address these requests the History Office is drafting a review of USCIS's accomplishments during the past decade and we have partnered with the Office of Communications to develop a photo series pairing historical INS photos with analogous photos of current operations. The photos are scheduled to appear in USCIS Today and may be used in the Director's 10<sup>th</sup> anniversary event.

Due to the possibility of new immigration reforms the History Office and Library is anticipating an increase in requests related to IRCA, the last major immigration reform involving legalization. (See

OCOMM request below). To prepare for these requests we are updating an IRCA bibliography and reviewing IRCA-related material from our collection.

#### Library Tours:

2/28/2013- Librarian Char Cook provided a library tour for Paul Smith, OIT.

#### Requests of Note:

##### *Requests from USCIS Offices:*

Roselyn C. Brown-Frei, Office Policy and Strategy: Library provided historical images of NPHS medical inspections on Ellis Island (images captured to ECN gallery) and provided background information on legal history of designated civil surgeons.

Jason Johnsen, OIT and Bertha Johnson, Forms: Separate requests for documentation of why the signature was added to the green card (I-551). Library staff researched date of change (1977) and provided sample I-551 images and documentation of the ADIT system which precipitated the change.

Peter Shmaltz, VT USCIS attorney: Requested policy memos or SOPs documenting the decision to adopt different adjudication standards for Service Centers and field offices. Library staff provided Service Center SOPs from the early 1990s and process evaluations from the early 1980s.

Chris Bentley, OCOMM: Requested information on library resources related to IRCA since OCOMM is receiving an uptick in requests for information about prior legalization programs. The library provided an annotated bibliography prepared by Char Cook in anticipation of this request and invited OCOMM staff to visit the library and review the material in person.

Mary Anna McCabe, Office of the Director: Requested photographs of the Statue of Liberty for use by the Director. Library provided images from USCIS History Office collection and the National Archives, as well citation and use restriction information. Images captured in ECN photo gallery.

Neelu Dandamudi, RAIO/IO: Requested a History of the International Operations Division. Library provided documents from the *Communique*, *INS Reporter*, and a 1996 briefing documenting IO's founding.

##### *Academic/Other:*

Historians corresponded with academic researchers from UCLA and University of Connecticut, among others, re: accessing immigration records at USCIS and NARA and immigration enforcement statistics.

Corresponded with Delaware Historical Society re: history of the naturalization exam and pre-1924 naturalization requirements.

Historian met with Grace Grossman, Smithsonian National History Museum, to discuss upcoming exhibit on "Democracy" which will include a section on citizenship that incorporates historical citizenship education material. Discussed library material as well INS records now at NARA.

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3/5/2013	342	19	5.55%
3/19/2013	366	21	5.73%

**Why does it take so long to close Genealogy Record requests?** Much of the time is spent waiting for the requested file to be delivered to Genealogy. Once delivered, Genealogy processes the file to closure (including FOIA and/or declassification, if needed) in an average 40 to 43 days:

Average days from receipt of responsive FILE to closure of Genealogy Record Request	
3/3/2013	40
3/17/2013	43



- **Items Requiring Action or Attention:**

Carpet installation scheduled to begin March 29 and continue through April 1, 2013. The Library will be closed from March 29 – April 5, 2013

- **Branch Accomplishments:**

- **Genealogy Program**

- On March 4, 2013, Federal Occupational Health (FOH) Service delivered a final report to leadership (Marian Smith, Lynda Spencer and Kelly Gilmore) describing their findings from one-on-one interviews with staff and the 360 Degree Assessments and the next steps to address our needs. The report is now published to one of the Genealogy ECN document libraries under file named "FOH Final Report March 2013" where it can be reviewed by staff.
- On Thursday, March 14<sup>th</sup>, from 9:00 am to 12:15 pm, the first FOH Genealogy team building session for Genealogy staff was held. The next session is scheduled to be held on Wednesday March 20, 2013 from 9am-12:30pm.

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Planned Outages:*

- **History Office and Library**

Accomplishments:

- Prepared March 2013 updates to the .gov website, including new content for the Agency History section and a Genealogy Notebook entry. Drafted the related announcement to be delivered via Gov.Delivery and included in a USCIS Today broadcast (see page 4).
- Collaborated with OCOMM to covert 60 CDs (3000 images) of historical photos (1990s) from defunct/inaccessible Kodak image file-type to accessible JPEG images.

Ongoing:

- Waiting for a response from OCOMM on use of historical photographs in "Now and Then" series in USCIS Today to commemorate the agency's 10<sup>th</sup> anniversary.
- History Office continues to prepare relevant historical background material on historical immigration policy (legalization programs, visa preference categories) in preparation for immigration reform queries generated from current Congressional action.
- Crystal Williams continues to participate in the DHS Gallery (anniversary) planning meetings, now led by Catherine L. Moore, Homeland Security Senior Architect. This initiative includes representatives from historical programs throughout the Department. The gallery project completion date at the end of March as been pushed back.
- Crystal Williams continues to work with OIT regarding that program's selection and reproduction of images to enhance their workspace within the 111 Mass. building.
- Marian Smith, Zack Wilske, and Stuart Phelan inventoried the Historian's Office in preparation for the carpet move.

#### Requests of Note:

- *Requests from USCIS Offices:* Carolynn D. Vernon, Adjudications Policy Officer, Office of Policy and Strategy, requested information about the Uniform Subject Filing System (USFS). The History Office provided her w/ policy memos and a short summary of the INS/USCIS recordkeeping system, and also updated its USFS reference files.
- *Academic/Other:* Historians corresponded with academic researchers from SUNY Brooklyn (Historical Asylum Guidance), University of Connecticut (Historical immigration files), and CRC productions (1960s-era INS officer uniforms for a film), among others.

#### **Training**

- Zack Wilske completed the required Travel Card training and required Active Shooter training.
- Stuart Phelan completed the mandatory Computer Security Awareness and Active Shooter Trainings.

## USCIS History and Genealogy Website Updates, March 2013

### ***Genealogy Notebook:***

**Why request a C-File?** The Genealogy Notebook answers a question about the difference between USCIS C-Files and naturalization records found among court records or at the National Archives. [Read more about it!](#)

### **New History Content**

### ***NATURALIZATION OF WORLD WAR II SOLDIERS:***

The site's **agency history section** now includes a short history of the Immigration and Naturalization Service's efforts to naturalize members of the U.S. Armed Forces during WWII. The new [WWII naturalization page](#) also includes direct links to historical WWII naturalization articles first published in the *INS Monthly Review*.

Full issues of the *INS Monthly Review*, a periodical the agency produced in the years 1942-1953, are also available online from the [USCIS History Library](#).

***It is easy to  
remember our  
web address!***

### **User-Friendly Web Addresses:**

The History and Genealogy Program at USCIS strives to provide you the best service and experience. With that in mind we created friendly URLs to make access to our website quicker and easier. These are the pages and friendly URLs available now:

- History and Genealogy main page – [uscis.gov/historyandgenealogy](http://uscis.gov/historyandgenealogy)
- Genealogy Program main page – [uscis.gov/genealogy](http://uscis.gov/genealogy)
- Agency History main page – [uscis.gov/history](http://uscis.gov/history)
- Historical Library main page – [uscis.gov/library](http://uscis.gov/library)
- Research main page – [uscis.gov/research](http://uscis.gov/research)

### **Library Renovations**

The USCIS History Office and library will be closed March 28, 2013 – April 5, 2013 for the installation of new carpet. **We will re-open April 8, 2013.**

## Historical Research Branch Bi-Weekly, April 2, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1		4/16/2013	USCIS History Library Family History Day (half-day workshop in Tomich Center), April 16, 2013
Conference 2		4/17-18/2013	NARA Genealogy Fair – History Office and Library will provide a speaker, Genealogy Section will be an exhibitor
		5/4/2013	National Genealogical Society of San Diego, LaJolla, CA, May 4, 2013
		5/5/2013	Jewish Genealogical Society Conejo Valley, Los Angeles, CA, May 5, 2013
		5/6/2013	Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
		5/8/2013	National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
		August 2013 exact day TBD	33rd IAJGS International Conference on Jewish Genealogy, Boston, MA, Aug 4-9, 2013

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
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2/19/2013	344	22	6.39%
3/5/2013	342	19	5.55%
3/19/2013	366	21	5.73%
4/2/2013	334	14	4.19%

- **Items Requiring Action or Attention:**

Carpet installation began in the History Library on April 1, 2013. The Library will be closed from March 29 – April 5, 2013.

- **Branch Accomplishments:**

Managers reviewed a new Genealogy report measuring the time to process and close Record Request cases once that program obtains the requested file. That review identified issues with the report requiring modification or clarification. A request was sent to OIT asking for a meeting about the report with MiDAS contractors. That meeting is expected to occur the week of April 1-5, 2013.

- **Genealogy Program**

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Planned Outages:*

*MiDAS Outages:*

On Monday March 25, 2013, there was a brief MIDAS / CMT outage from 12:30pm – 3:04pm. The problem was resolved and MIDAS / CMT has been functioning normally.

**History Office and Library**

Accomplishments:

- Posted WWII military naturalization page update to History website: WWII military naturalization
- Sent out first gov.delivery message to History website subscribers.

Ongoing:

- Waiting for a response from OCOMM on use of historical photographs in “Now and Then” series in USCIS Today to commemorate the agency’s 10<sup>th</sup> anniversary.
- History Office continues to prepare relevant background material on historical immigration policy (legalization programs, visa preference categories) in preparation for immigration reform queries generated from current Congressional action. Posted DRAFT table of historical quotas, preference categories, and limits under past major immigration laws: Wiki Table

Requests of Note:

- *Requests from USCIS/DHS Offices:*
  - USCIS Records requested historical information on biometric data (fingerprints and photographs). The history office researched the topics, supplied a response documenting when INS began collecting photos and fingerprints. The information is now hosted on the History Wiki: biometrics.
  - ICE Public Affairs requested historical information on the I-94 form. The History Office researched the form’s history and provided it to ICE.
  - Dustin Meeker, USCIS Baltimore, requested information for his ongoing project documenting immigration history in Baltimore. The library provided information and scheduled an appointment for Mr. Meeker.
- *Academic/Other:* USCIS historians responded to academic researchers from the University of Connecticut and UM Baltimore and corresponded with historians/curators from the Smithsonian and Museum of Jewish History regarding exhibits at each of those institutions.

**Training**

- Stuart Phelan completed the mandatory Computer Security Awareness and Active Shooter Trainings.
- Char Cook completed Computer Security Awareness 3/25/13 and Active Shooter training 3/26/13. She also took the Brown Bag Sharepoint Security Refresher course 3/27/2013.

## Historical Research Branch Bi-Weekly, April 16, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

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3/5/2013	342	19	5.55%
3/19/2013	366	21	5.73%
4/2/2013	334	14	4.19%
4/16/2013			

- **Items Requiring Action or Attention:**

The Library carpet installation is complete. Facilities has some touch-ups to do which will not impact the daily operation. The Library is now open.

- **Branch Accomplishments:**

The History Office and Library completed final preparations for USCIS Family History day held April 16, 2013 in the Tomich Center. The event was announced on the broadcast and flyers were placed in buildings on Mass Ave and at 1200 1<sup>st</sup> Street. The event was available to offsite employees via video-conferencing.

- **Genealogy Program**

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Planned Outages:*

*MIDAS Outages:*

**History Office and Library**

Accomplishments:

Ongoing:

Crystal Williams continues to assist OIT in locating historical images for that office. She contacted the Ellis Island Foundation to obtain different images for the project which should be completed in May 2013.

History and Library staff continue to compile historical resources related to legalization, guest workers, and visa category in preparation for immigration reform legislation.

Requests of Note:

- *Requests from USCIS/DHS Offices:*

- Char Cook provided the DHS Library with the 1984 version of Operating Instruction (OI) 242.10 from 1984 (this required isolating the dated pages and recreating the OIs to read as they did during that year).
- The history office responded to an OCOMM request (a New York Times reporter) for information and guidance for researching the history of the N-400.
- History Library provided ICE Student and Exchange Visitor Program Division with a history of form M-242 (the form included all regulations Designated School Officials were required to read before signing a Form I-17 Petition for Approval of School for Attendance by Nonimmigrant Students).

- *Academic/Other:*

**Training**

- Apr 5, Zack Wilske attended "Oral History in the Digital Age" workshop at the National Archives, College Park, MD.
- Apr 10-13, Zack Wilske attended "Introduction to Oral History" workshop at Organization of American History Annual Meeting, San Francisco, CA.



**Historical Research Branch Bi-Weekly, April 30, 2013**

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

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3/5/2013	342	19	5.55%
3/19/2013	366	21	5.73%
4/2/2013	334	14	4.19%
4/16/2013			
4/30/2013	414	22	5.31%

- **Items Requiring Action or Attention:**

The History Office is proposing and recommending an internship program that will provide it with specialized support by recruiting student workers from local history and public history graduate programs. The proposed program announcement and application were drafted based on information about similar programs currently offered by the Department of Homeland Security and found on the DHS website, basing it most closely on the program described here: <http://www.dhs.gov/oha-volunteer-scholars-program>.

A draft description of the program and draft application form are attached for the purpose of discussion.

- **Branch Accomplishments:**

- **Genealogy Program**

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Planned Outages:*

FIPS 7.0.6.2 Deployment: FIPS 7.0.6.2 is will be deployed on April 29, 2013. On April 25, 2013, members of the GEN FOIA Team conducted testing of FIPS 7.6 case creation, processing and case approver via FIPS 7.6 UAT testing environment.

On Friday, April 26, 2013, Lynda K. Spencer, Chief, Genealogy Program, represented the Program on the Deployment Readiness Review (DRR) teleconference.

*MiDAS Outages:*

There were repeated outages in MIDAS / CMT throughout the day on April 25, 2013, and April 29, 2013.

**History Office and Library**

Accomplishments:

**USCIS Family History Day**

On April 16, the USCIS History Office and Library presented a Family History Day workshop for USCIS employees. Event speakers included Constance Potter and Damani Davis, both from the National Archives, and Zack Wilske, USCIS Historian. Branch Chief Marian L. Smith provided opening remarks and Librarian Char Cook gave closing thoughts. Thirty-two USCIS employees attended the event in-person in the Tomich Center and employees from several other sites joined us via video teleconferencing. After the morning presentations the librarian provided library tours for employees. Crystal Williams coordinated the event. The library has received positive feedback about the event and requests for similar future events. Pictures will be posted on the History Branch ECN site.

**New Web Content**

The History Office finalized new web pages that will soon appear in the research and genealogy sections of the USCIS History and Genealogy website. Gov.delivery and Broadcast notifications will be sent out upon final publication.

### **Library Tour**

On Tuesday, April 23 the Library provided a library tour to staff from the Office of Legislative affairs.

### **Ongoing:**

The Office of Field Operations is working with the History Office and Library to include historical material in their monthly newsletters. Crystal Williams and Charlotte Bevard, Field Operations, will coordinate the partnership. Agency Historians will advise on historical content.

### **Requests of Note:**

- *Requests from USCIS/DHS Offices:*

Dustin Meeker, USCIS Baltimore, visited the library to research and gather images for use in a historical exhibit that will be on display in the new Baltimore Field Office. The History Office and Library will work with Mr. Meeker until the project is complete. (April 18, 2013)

History Office and Library provided DHS Libraries with historical Operations Instructions in response to a request from DHS attorneys. (April 23, 2013)

The USCIS History Office and Library provided Matthew Emrich, Deputy Associate Director, FDNS with INS Operating Instructions dating from 2002 and before, covering INS information sharing policy. The Operation Instructions were consulted in preparation for a briefing of Secretary Napolitano covering the investigation of the Boston bombing. (April 23, 2013)

Crystal Williams met with Jeffrey Carpenter, OCCOM. Carpenter is working on OCCOM's 10<sup>th</sup> anniversary video, which includes interviews with employees who experienced the INS/USCIS transition. The Library was able to provide OCOMM with images, memorabilia, and video to use in the video. (April 26, 2013)

- *Academic/Other:*

Author Yoku Shaw-Taylor visited the library to do general research on INS/USCIS history for a book proposal he is preparing. Mr. Shaw-Taylor used the Library's image collection, annual reports, and general collection (April 18, 2013 and April 25, 2014).

### **Training**

Char Cook attended two sessions of the Library of Congress's preservation week seminars: "Rosenzweig Forum on Technology and the Humanities: Preserving and Interpreting Born-Digital Collections," and the webinar, "Preserving Your Personal Digital Photographs."

On Tuesday, April 30, 2013, Lynda K. Spencer, Chief, Genealogy Program attended the Mobile Work Exchange Spring 2013 Town Hall Meeting held at the Washington D.C. Convention Center.

The next Federal Occupational Health (FOH) Service Genealogy team building session for Genealogy staff was scheduled to be held on April 18, 2013 but was rescheduled to April 23, 2013. The April 23, 2013 session was cancelled. The date of the next session is TBD.

### Historical Research Branch Bi-Weekly, May 14, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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3/19/2013	366	21	5.73%
4/2/2013	334	14	4.19%
4/16/2013	356	18	5.05%
4/30/2013	414	22	5.31%
5/14/2013	361	19	5.26%

- **Items Requiring Action or Attention:**

The History Office is recommending an internship program that will provide it with specialized support by recruiting student workers from local history and public history graduate programs. The proposed program announcement and application were drafted based on information about similar programs

currently offered by the Department of Homeland Security and found on the DHS website, basing it most closely on the program described here: <http://www.dhs.gov/oha-volunteer-scholars-program>.

- **Branch Accomplishments:**

5/4-5-6/13: Marian Smith delivered the presentation "Obscure Records of Citizenship and Nationality" to Jewish Genealogical Societies of San Diego, Conejo Valley, and the Bay Area (Oakland). The lecture covered a variety of C-files available from the USCIS Genealogy Program as well as Bureau of Naturalization correspondence files at the National Archives in Washington, DC.

5/8/13: Marian Smith delivered the keynote speech at the National Genealogical Society conference in Las Vegas, NV. Her talk, entitled "Who was Morton Allan?" addressed the nature of genealogical research and how to overcome obstacles of our own making. Marian also attended conference sessions discussing record access issues. One, "RPAC Strategies in a Changing Environment: Fraud Prevention vs. Access" focused on activities of the joint Records Preservation and Access Committee (<http://www.fgs.org/rpac/>) and their efforts to influence both state and federal legislation and the odd coalitions forming around these issues.

- **Genealogy Program**

Genealogy Admin Team Special Project: The effort on the Genealogy Records Retirement Project continues. The WNRC picked up two batches of GEN Program case folders eligible for off-site storage until destruction. There remain two batches of case folders that must be prepared and sent to the WNRC for the project to be completed. Preparing the first of those batches is nearing completion.

The next Federal Occupational Health (FOH) Service Genealogy team building session for the Genealogy staff is tentatively scheduled for Wednesday, May 22, 2013.

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Outages:*

Thursday, May 09, 2013 at 7:44 AM - FIPS was not available due to all systems at TECC going down due to a cooling system failure which began approx. 4:30 am. FIPS restoration time was at 3:30pm.

*MIDAS Outages:*

**History Office and Library**

Accomplishments:

5/6/13: Zack Wilske participated in the *1882 Chinese Exclusion Act Symposium* hosted by the Smithsonian's Asian Pacific American Center. The meeting brought together representatives from Chinese-American Historical institutions and Federal History programs to discuss ways to promote Chinese-American History. Zack provided a short presentation on Chinese-American history resources available from the USCIS History Office and through the USCIS Genealogy

Program. Representatives from the National Archives, U.S. Forest Service, Library of Congress, and several Chinese Historical Associations also spoke.

**New Web Content:**

Drafts for two May updates submitted: A Historians Mailbox entry featuring the first Chinese American Naturalized after the repeal of the Chinese Exclusion Acts and a Library News entry featuring art in the library collection from the 1991 centennial art competition.

**Ongoing:**

**Requests of Note:**

**From USCIS Offices:**

5/2/13: Charlotte Bevard, USCIS Field Operations Directorate, requested information for the Field Ops newsletter. The library supplied an article from the *Monthly Review* and link to a related article on the USCIS History website.

5/6/13: The library assisted Ian Allred, Chief, Human Capital in locating information on knowledge management and contingency planning.

5/6/13: Pilar Peralta Mihalko, Branch Chief, IASB requested historical information re: Form I-407. The History Office provided guidance from several 1960s/70s-era resources, including the *Immigration Inspector's Handbook*, *Administrative Manual (AM)*, *Operations Instructions*.

5/9/13: Crystal Williams and Charlaïne Cook assisted Jeff Carpenter, OCOMM with information for the USCIS 10<sup>th</sup> Anniversary Video. Char researched documents on the backlog of 2004-2006. Seven documents were scanned and forwarded while a poster was set aside for future viewing.

**Academic/Other:**

5/2/13: Robyn Henry of the National Community Re-investment Coalition visited the library to collect information on the recent history of fees for certain USCIS applications and statistics for several types of applications. The History Library also referred Ms. Henry to the DHS Office of Immigration Statistics for detailed statistical data.

5/8/13: Yael Schacher, University of Connecticut requested information on historical policy re: crewmembers. The library supplied her with INS lectures and material from the *Interpreter's Releases*. She also passed along this message re: the new website:

By the way, I saw the wonderful digitized versions of I&N reporter and other publications on the USCIS website. Fantastic resources--thank you and your library staff! I'm doing a presentation at UConn for teachers on how to integrate digital materials into immigration history curricula. I'll be showcasing some of the materials on your site.

5/9/13: Jordan Jefferson, Yale Law School Librarian, requested information re: finding 8 CFR sections.

**Training**

4/25/13: Crystal Williams and Charlaine Cook attended the Drupal Content Management System (CMS) Vignette meeting.

5/1/13: Charlaine Cook completed online web training for EOS Advanced Cataloging on MARC tagging.



## Historical Research Branch Bi-Weekly, May 15-28, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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		5/8/2013	National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
		7/10/2013	National Institute for Genealogical Research, National Archives, Washington, DC, July 10, 2013
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4/30/2013	414	22	5.31%
5/14/2013	361	19	5.26%
5/28/13	358	21	5.83%

- **Items Requiring Action or Attention:**

The History Office is recommending an internship program that will provide it with specialized support by recruiting student workers from local history and public history graduate programs. The proposed program announcement and application were drafted based on information about similar programs currently offered by the Department of Homeland Security and found on the DHS website, basing it most closely on the program described here: <http://www.dhs.gov/oha-volunteer-scholars-program>,

- **Branch Accomplishments:**

- **Genealogy Program**

In late February (2/27/2013) ESD and Records discussed Genealogy's efforts to improve their monthly production report where the numbers did not always "add up" over time. Since, Genealogy staff gathered data from GEN CMT and from the contractor CSC for analysis. That analysis identified the source of traditional problems and helped develop solutions for future reporting. The solutions demanded and allowed for changes to the content/format of Genealogy's monthly report. The two slides attached use the April 2013 report in both old and new format to identify and explain the changes. **The May 2013 Genealogy report will be submitted in the new format.**

FIPS/MIDAS Problems, Outages and Updates:

*FIPS Outages:*

*FIPS Scanning Issue*

On May 10, 2013 Erica Talley, Genealogy Records Team reported that "there seems to be an issue with cases scanned into FIPS that will not drop into the case create queue. The cases were scanned several times between the dates of 4/26/2013 and 5/8/2013. Lynda Spencer checked the scan reports and it showed nothing was scanned on those dates. We also checked both the "Re-Scan" application and the barcode sheets to ensure they were not duplicated.

On May 10, 2013 Karla S. Einspahr created ticket INC-1899315 for this FIPS issue. The ticket was assigned to the FIPS Support queue in Remedy.

On May 22, 2013 Craig Blackstone reported the "Root cause, "sendToFips script pointing Genealogy at 64bit FIPS environment" didn't get executed properly. As a consequence, Genealogy cases from May 6-8 were pushed to 32bit FIPS. Resolution -moved missing cases from 32bit FIPS to 64bit FIPS for ingestion".

*MiDAS MSE Slow Down since 2.4.0 Revision Deployment on May 5, 2013*

On May 22, 2013 the following comments from users were reported to Tom Schlosser:

- The users experiencing the greatest system slow down are located in the Southeast end of the building, second floor.
- There is no relevance to the time of day the slowness is occurring
- Everything associated with CMT case work:
  - o Attaching items using Add CMT button
  - o When going between tabs
  - o Clicking on case to open new case
  - o Pulling next case down
  - o Going into MiDAS to ssearch
  - o Sending response to customer
  - o Attaching a document (size 5K) into CMT

## History Office and Library

### Accomplishments:

The History Office and Library gained access to the Office of Policy and Strategy's policy manual archives. The archives include Inserts and iLink updates covering 1995-2010 and supplement gaps in the Library's collection of hardcopy and CD-ROM policy updates. We hope to move a copy of the archives to our own servers soon.

### New Web Content:

May web content was published on [www.uscis.gov](http://www.uscis.gov): A Historian's Mailbox entry on the first Chinese American naturalized after the repeal of the Chinese Exclusion laws and a Library News entry highlighting original artwork in the library collection. Both updates correspond to May's designation as Asian Pacific-American Heritage month.

### Ongoing:

Crystal Williams reports OIT is nearing completion of their project to identify historical images from the library collection.

### Requests of Note:

#### *From DHS Offices:*

- 5/14/13: Sharon Rummery, USCIS Regional Media Manager, requested information on the history of the San Jose Field Office for use in the opening events at San Jose's new facility. The library provided basic dates for the previous office's operations and historical news articles covering INS in San Jose.
- 5/15/13: Deborah Keller of DHS Library Services, on behalf of DHS Legislative Affairs, requested the *Annual Report on Afghan and Iraqi Special Immigrants*. Char Cook located copies to provide to DHS and will incorporate them into USCIS History Library Collection.
- 5/15/13: Dawn Slavin, Citizenship Branch, Field Operations, requested information from the 2007 Adjudicator's Field Manual. The Office of Policy and Strategy provided the library with the information. As a result of ensuing discussion, the History Office now has access to the OP+S policy manual archives.
- 5/17/13: Gayle Dixon, ICE Law Librarian, requested a 1996 INS cable on derivation of citizenship for use by ICE attorneys. Library staff searched extensively for the report but could not locate it the library collection or from external sources.
- 5/17/13: Char Cook provided Julia Drake, USCG Librarian, with screen shots and information on the EOS International library catalog system.
- 5/21/13: Tiara M. Swear, USCIS, FDNS- Immigration Officer in Charlotte, NC requested historical data which was available online through the History and Genealogy internet site.

#### *Academic/Other:*

- 5/15/13: Laila Hass, teaching fellow Georgetown Law School, visited the library to research the history of Special Juvenile Immigrant status. She used the library's forms collection, historical policy manuals, and historical policy memos.

- 5/23/13: Alison Lefkowitz, Professor, Rutgers University, requested information re: the history of Marriage Fraud. The History Office provided her with guidance for finding records at the National archives, making FOIA requests, and using material from the library collection.
- 5/22/13: Melissa Chen, New York Historical Society, requested information on Chinese interpreters in the Immigration Service. The History Office provided guidance for locating records at the National Archives and information from the library collection.

### Training

- On May 20-21, 2013, Lynda K. Spencer, Chief, Genealogy Program attended and successfully completed "*Leadership Communications*," held the USDA Graduate School, Washington, DC.
- A **Federal Occupational Health (FOH) Service** group counseling session was held for Genealogy Section staff on Wednesday, May 22, 2013 from 1-2pm. Only four employees attended. After, the FOH counselors met with Marian Smith and Lynda Spencer and explained their decision to re-focus on leadership coaching until the group can focus on substantive concerns rather than procedural issues.
- May 13-15, 2013 Denise Long and Vanessa Thornton of the Genealogy Program's FOIA Team attended the **American Society of Access Professionals (ASAP) 6<sup>th</sup> Annual National Training Conference in Arlington, Virginia**. The conference provides intensive training tailored to meet the needs of all government information specialists and records managers.

## Historical Research Branch Bi-Weekly, May 29-June 11, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Historical	Date Conducted/ Attended	Conference or Meeting Name
Conference 1		4/16/2013	USCIS History Library Family History Day (half-day workshop in Tomich Center), April 16, 2013
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		5/6/2013	Jewish Genealogical Society of San Francisco, Oakland, CA, May 6, 2012
		5/8/2013	National Genealogical Society Annual Conference, Opening Address, Las Vegas, NV, May 8, 2013
		7/10/2013	National Institute for Genealogical Research, National Archives, Washington, DC, July 10, 2013
		8/5-8/6/2013	33rd IAJGS International Conference on Jewish Genealogy, Boston, MA, Aug 4-9, 2013

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
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4/30/2013	414	22	5.31%
5/14/2013	361	19	5.26%
5/28/13	358	21	5.86%
6/11/2013	309	25	8.09%

- **Items Requiring Action or Attention:**

*Bill – I keep leaving this here because I've heard nothing from Records or ESD in response.*

The History Office is recommending an internship program that will provide it with specialized support by recruiting student workers from local history and public history graduate programs. The proposed program announcement and application were drafted based on information about similar programs currently offered by the Department of Homeland Security and found on the DHS website, basing it most closely on the program described here: <http://www.dhs.gov/oha-volunteer-scholars-program>.

- **Branch Accomplishments:**

- **Genealogy Program**

Paperless Initiative

On June 3, 2013 the Genealogy Program began their effort to test the feasibility of "going paperless" in processing forms G-1041, Genealogy Index Search Request, submitted over the internet.

- G-1041's submitted online represent 75% of all G-1041's
- G-1041's submitted online represent 46% of all Genealogy Requests (G-1041 and G1041A, submitted online and via lockbox)

Traditionally, the Genealogy Admin Team printed 2 or more pages of paper, prepared labels, and created manila folder request case files for each request. In the paperless test environment, the Admin Team prints only one sheet of paper, the "case worksheet" implemented with the most recent MiDAS CMT release (requested since 2008). The Genealogy Search Team then processes the entire case electronically with minimal annotations on the case worksheet.

So far, this initiative is saving time for the Admin Team as well as paper (at least 50% for those cases) and supplies (folders, labels, etc.). Later in the summer the Genealogy Program will review all aspects of the paperless initiative, report findings, and make recommendations.

FIPS/MIDAS Problems, Outages and Updates:

*FIPS*

*MiDAS*

**History Office and Library**

Accomplishments:

New Web Content:

Ongoing:

Char Cook is preparing to deliver a training presentation on DHS & USCIS library services requested by the Texas Service Center. The training will be provided to a group of senior adjudicators and supervisors via AT&T Connect on June 17.

#### Requests of Note:

##### *From DHS Offices:*

- 6/3/2013 Julie Farnam, Legislative Affairs, reviewed historical I-90 form due to question in Congress.
- 6/5/13: MaryAnn Keeling, CBP Law Librarian, requested General Counsel Opinion 90-17 [J-2 remains subject to foreign residence requirement even if the former J-1 has satisfied the requirement]. The library was able to locate the decision in its INSERTS archive.

##### *Academic/Other:*

- 5/31/13: Marian Smith and Zack Wilske met with NPR correspondent and author Tom Gjelten (after OCOMM approved the meeting request). Mr. Gjelten had general questions about the 1965 Amendments to the INA and their subsequent impact on U.S. society. Marian and Zack provided background information to Mr. Gjelten and introduced him to some of the resources available in the USCIS History Library.
- 5/28/13: Laila Hlass, teaching fellow Georgetown Law School, visited the library to research the history of Special Juvenile Immigrant status. She used the library's policy memorandum collection and INS annual reports from 1990s.
- 6/6/13: Patrisia Macias, Professor at Sarah Lawrence, requested information about INS files related to deportation and detention policies during the 1960s. The library provided information about files available from the National Archives and through USCIS FOIA, as well as resources from the USCIS History Library.
- 6/10/13: Peter McHenry, Professor at the College of William and Mary, requested access to the IRCA "Legalization Summary Tapes." Char Cook located the tapes at the National Archives and directed Professor McHenry to them.

#### **Training**

- 5/29/13 Char Cook attended Leadership Directory training at the Library of Congress. Char Cook is attending a series of seven webinars on catalog training June 5<sup>th</sup> thru June 19<sup>th</sup> given by OCLC.
- 6/11/12 D. Stuart Phelan attended Creating and Maintaining Agency Business Information training at the National Archives in College Park, MD.

## Historical Research Branch Bi-Weekly, June 12-June 25, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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- **Items Requiring Action or Attention:**



- **Branch Accomplishments:**

- **Genealogy Program**

Paperless Initiative

FIPS/MIDAS Problems, Outages and Updates:

*FIPS*

*MIDAS*

**History Office and Library**

Accomplishments:

Crystal Williams received a letter of accommodation from the Office of Chief Information Officer (OIT), Executive Assistant for aiding in a four month project plan to lay out scope and design for OIT's office space. She was commended on management skills and procurement suggestions given in which they valued and support her proposed recommendations.

The History Office partnered with Joseph T. Roma, District Director USCIS Mexico City District and his staff to gather photographs, organization charts and other material from the Honduras Field Office, which closed early this month. The material will be incorporated into the library's collection.

Char Cook delivered a training presentation on DHS & USCIS library services requested by the Texas Service Center. The training will be provided to a group of senior adjudicators and supervisors via AT&T Connect on June 17.

New Web Content:

Ongoing:

The draft position announcement and application for the proposed History Office student employee program were presented to ESD and are currently being edited/revised.

Requests of Note:

*From DHS Offices:*

- Julia Drake of the US Coast Guard consulted with Char Cook and Crystal Williams on the EOS Library Systems software. The USCG library is considering using EOS and had questions about implementation.

#### *Academic/Other:*

- 6/18/06: Patrisia Macias-Rojas, Scholar-in-residence Institute for Research on Race and Public Policy, University of Illinois spent several days using the library collection to research the impact of the Civil Rights movement on immigration enforcement policy and practices.
- 6/24/06: Austin Kocher, graduate student from Ohio State University, used the library collection to research the development of the Immigration Court system.
- Marc Mappen, Rutgers University, requested information on immigration and naturalization records related to Vito Genovese (noted gangster). The History Office provided him information about requesting the records and general immigration policy history information.

#### **Training**

- 6/19/2013 Char Cook attended a seminar on the Digital Public Library of America at the Library of Congress. This is specifically aimed at how federal libraries can participate.
- 6/19/2013 Char Cook finished a series of seven webinars by OCLC on doing original cataloging in Worldcat.
- 6/14/13: Ijah Wilson (student employee) attended EOS – OPAC (online library catalog) Discovery training. The training covered creating new templates in EOS, adding graphics, menus, links and live testing EOS Discovery.
- 6/20/ 2013: Crystal Williams coordinated Customer Service training for the Historical Research Branch (HRB). Speakers included Veda Whisnant, Denise Long, Zack Wilske and Marian Smith. The training reviewed History Office and Genealogy Program customer service policies and provided branch employees with an overview of uscis.gov resources available to History and Genealogy customers.

## Historical Research Branch Bi-Weekly, June 26-July 09, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports):

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6/11/2013	309	25	8.09%
6/25/13	314	32	10.20%
7/9/2013	309	34	11.00%

The number of Genealogy Record requests pending more than 90 days again exceeded 10% of all pending requests. Review of the pending cases reveals the situation results from a number of traditional factors:

- *Lack of CMT transparency/tools to manage cases:* Until the most recent release CMT offered no effective way to “see” cases in trouble nor were there any “alerts” built into the system. The current cases over 90 days old remain from and in that environment. CMT now has a “Case Alert” function to flag any case that is inactive for a given amount of time. This function will help to manage and reduce the number of cases over 90 days in future.
- *Difficulties in locating/requesting old A-files:* Low-numbered A-files retired prior to and inactive since 1975 remain difficult to locate and request or receive. Requests must first go to the last known FCO for the file to obtain accession and box information NRC needs to pull the record. Unfortunately many requests cause the FCO to immediately enter the file as “Lost” in CIS. Genealogy staff work hard to persuade Field Office staff to assist in locating files, often to no avail. Meanwhile, Genealogy maintains contact with the customer who is always advised of their option to withdraw their request and take a refund. Many prefer to wait if there is a chance the file will be found.
  - The problems associated with and time required to retrieve old A-files, combined with the time required to FOIA/PA process them, are why Genealogy is proposing the A-files be removed from the Genealogy program rule and fee schedule. If they cannot be removed from the program’s responsibilities then the balanced scorecard measure should be reconsidered.
- *Difficulties in locating/requesting historical files from Suitland FRC.* In addition to file series for which there are no current/accurate finding aids, the C-files stored at Suitland present unique problems since NARA staff changed the location of many file without adequately updating USCIS. While some of the C-files can be tracked using NFTS, most old file series cannot be tracked in any system so Genealogy (along with Records Operations) follow time-consuming manual processes to locate and obtain files. As described above, while doing so Genealogy staff communicate with customers about the status of their case and the likelihood of eventually locating the file.
  - The lack of adequate inventory/location data for historical files continues to be a part of the MiDAS clean up project discussions.

• **Items Requiring Action or Attention:**

*ESD Hoteling Working Group:* On June 26, 2013 – Denise M. Long represented AFGE Local 1924 on behalf of Records employees at the first of a series of upcoming ESD Hoteling Working Group Sessions. The Working Group plans to meet at least once every one Month and perhaps more often. The purpose of the Working Group is to discuss examine performance measures for the Hoteling Pilot that is currently underway at VER, discuss challenges and/or issues relating to the pilot and the expansion of Telework and Hoteling Programs to other HQ/ESD Components (Records division and ESD Front Office). Hoteling Etiquette/Training is currently being developed for Managers and employees. The next ESD Hoteling Working Group Session is TBD

• **Branch Accomplishments:**

• **Genealogy Program**

Paperless Initiative/MiDAS 2.4.1.0 and 2.4.1.1

New features delivered by the recent MiDAS release prompted the "practically paperless" initiative in the Genealogy Program Search and Admin Teams. Both found the new case layout screen saves time because users "click" less and so spend less time waiting for the system to respond. The case worksheet feature also suggested savings through less printing and the use of fewer manila folders.



*Genealogy Search Requests closed between ca. February and mid-June 2013, prior to launch of the "practically paperless" initiative. The manilla folders represent the proportion of cases now being processed as "paperless."*

*The blue folders, much smaller in number, still require some paperwork but less than before (thanks to the worksheet introduced with the last MiDAS CMT release).*

The Genealogy Search and Admin teams continue their experiment going "practically paperless" in processing form G-1041 Search requests. The Search Team revised their SOP's to reflect the change while the Admin Team continues to collect data to measure savings in time and/or supply costs.

#### FIPS/MIDAS Problems, Outages and Updates:

*FIPS*--Testing for the next FIPS 7.0.70 deployment began July 8, 2013. On July 2, 2013 Lynda Spencer participated in a conference call regarding the deployment of FIPS 7.0.70 scheduled for some time after July 12, 2013. The NRC provided Release Notes for the SCR's, UAT template, etc. -- a copy of all of which Spencer forwarded to the FOIA Team.

There were FIPS testers for UAT July 8-10, 2013. One tester worked remotely (while teleworking) and one via their desktop beginning Monday, July 8, 2013. Denise M. Long tested from home on Monday using her laptop while teleworking and Carleita Plight tested her PC desktop onsite.

#### *MiDAS*

Genealogy requests submitted online via Pay.Gov did not appear or "drop" into the GEN CMT after 12 am July 1 2013. The contractor identified two cases that somehow clogged the system preventing all others from dropping. All cases were released and flowed into GEN CMT by COB on July 8<sup>th</sup>. CSC is still working to identify the root cause of the problem.

#### **History Office and Library**

##### Accomplishments:

##### *New Web Content:*

The History Office published three new pages on the History and Genealogy website:

- A "Genealogy Notebook" Page explaining why some C-file requests return files without Declarations of Intention ("first papers"): "Why some C-Files lack a Declaration of Intention".
- A Research Guide update covering Name Index to Bureau of Naturalization Correspondence recently published by the National Archives and made available to researchers. The index covers nationality files at NARA as well as files available through the USCIS Genealogy Program.
- An overview of immigrant name changes for genealogists whose ancestors supposedly "had their name changed at Ellis Island," including sample correspondence files showing actual instances of name changes: changing names.

#### Ongoing:

The draft position announcement and application for the proposed History Office internship program were presented to ESD.

#### Requests of Note:

##### *From DHS Offices:*

- Crystal Williams assisted Paul Moser of the Customer Service Division with images and old forms for a redesign of the "How Do I" agency brochures.
- The History Office assisted Kelly Garbus, Information Specialists (FOIA/PA Division), with information about the history of the National Records Center (NRC) for its upcoming 15<sup>th</sup> anniversary in 2014. The library provided Ms. Garbus with a short history of the NRC prepared by Stuart Phelan and will continue to provide support for the project.
- Mary L. Hinds, Immigration Service Officer at Metairie, LA, requested information about refugees held on Wake Island in the mid-1970s and asked for information re: the notation "V5" and nationality status of individuals born on Wake Island. History staff are currently researching these subjects.
- The History Office researched the definition of "N-file" at the request of Shannon Chowdhury, Immigration Services Analyst, WAS Field Office. The term appears with conflicting definitions in INS/USCIS publications. Historians provided information from older manuals showing the definition as "Non-Immigrant File."
- The Deputy Associate Director at FDNS requested historical Operating Instructions (OIs) covering the intelligence collection requirements of INS (OI 103.1(d)). Historians located the material and provided the appropriate pages to FDNS.

##### *Academic/Other:*

- Michelle Chen, CUNY Graduate Center, contacted the History Office for guidance on researching early 20<sup>th</sup> century immigrant community organizations. Historians provided her with advice about using INS finding aids and requesting records at NARA.

#### **Training**

- Marian Smith will travel to the NRC the week of July 15-19 to deliver training on the MiDAS MSE.

## Historical Research Branch Bi-Weekly, July 10-July 23, 2013

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6/25/13	314	32	10.20%
7/9/2013	309	34	11.00%
7/23/2013	296	27	9.10%

*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

- **Items Requiring Action or Attention:**

On Friday, July 19, 2013, Lynda K. Spencer, Chief, Genealogy Program submitted a request to extend or convert (b)(6) [REDACTED]

- **Branch Accomplishments:**

**New Web Content:** OCOMM suspended web publishing while uscis.gov migrated to a new content management system (Drupal). OCOMM hosted a meeting the week of July 15<sup>th</sup> updating content owners

on the status of migration and used the USCIS History and Genealogy pages as an example of pages that migrated best ☺

The week of July 15-19 Marian Smith traveled to the NRC to deliver MiDAS MSE training to NRC Case Resolution staff.

## Genealogy Program

### Locating Old A-Files

In the report of July [10?], 2013, the Genealogy Program reported various reasons why Genealogy Record Requests may be pending more than 90 days, among them:

- *Difficulties in locating/requesting old A-files:* Low-numbered A-files retired prior to and inactive since 1975 remain difficult to locate and request or receive. Requests must first go to the last known FCO for the file to obtain accession and box information NRC needs to pull the record. Unfortunately many requests cause the FCO to immediately enter the file as "Lost" in CIS. . . .

Declaring a file "lost" in CIS because an FCO has no finding aids adds months or years to retrieving a file. For example, on July 17, 2013, the Record Team received two NYC A-files requested 11 and 7 months prior. Each file had been located in and requested via CIS. Both then were updated in CIS to "Not Found" by the NYC Field Office. Field offices perform such updates because they have no tools or information available to help them locate an old A-file. Unlike other programs who accept the update, Genealogy's Record Team persists with requests that usually, eventually, produce the file.

Case Open Date	File Type	Original Date File Requested	Date File Received
8/2/2012	A-File	8/20/2012	7/18/2013
12/16/2012	A-File	12/26/2012	7/18/2013

Meanwhile, Genealogy's Record Team has been working find a better way, and recently worked with Records Policy and Implementation to identify retirement documents for certain accessions of A-files retired by the New York District. The Genealogy Record Team intends to obtain copies of these documents from the Federal Records Center (FRC) as no copies were maintained by the office that retired the files. The Record Team hopes to use the documents to identify the most likely location of a given file so they can submit direct FRC requests. If successful, they would request the file without contacting NYC and thereby avoiding the creation of a "Lost" A-file in CIS. This workaround solution would be used unless and until the old NYC accessions are compacted by the NRC.

**Summary:** In an effort to meet the "no more than 10% of Genealogy Record Requests pending more than 90 days" Balanced Scorecard measure, Genealogy staff find themselves assuming more and more tasks and functions that rightfully belong to other programs (i.e., OSI for declassification, Field Operations for Field FCO functions). While the Genealogy Record Team is enthusiastic and often suggests "doing it themselves" rather than waiting for others, Branch Chief Marian Smith does not like this trend and feels the cause of assuming so many duties is the Balanced Scorecard measure alone. There is no law or regulation mandating any time limit for turning around Genealogy Requests.

### FIPS/MIDAS Problems, Outages and Updates:



**MIDAS - Siebel Productivity Issues** - On Thursday, July 11<sup>th</sup>, Demetrius Marshall, Genealogy Records Team Lead, participated in Midas testing via teleconference where again the issue involving the attachment of documents into Siebel Public Sector presented itself (taking upwards of 30 minutes to add one attachment). With both the EID network team and OneNet hoping to identify the culprit(s) responsible for these reoccurring bottlenecks, we came upon no resolution (speculation continues re firewall blockages, network restrictions, etc.).

Thursday, July 18<sup>th</sup> – Demetrius Marshall, Genealogy Records Team Lead, participated in Midas testing at 111 Mass., where again the issue involving the delayed response in attaching documents. Since this issue could be recreated by pulling the attachments from a different server, OIT was able to identify the source of the problem, namely Siebel. Initially it was thought our recent transfer/migration to DCI was the cause behind slowness issues but it turns out this was not a significant factor. *[At the same time, our local server does and will play a small role because large applications (i.e. Siebel, EDMS, etc...) rely on this server and create exceedingly high traffic volume.]*

**FIPS - Testing for the next FIPS 7.0.70 deployment:** On July 9, 2013, Vanessa Thornton began testing the FIPS UAT Case Creation performance. On July 10 and 11, 2013, Vanessa Thornton and Denise Long began testing the FIPS UAT Case Processing performance. On July 10 and 11, 2013, Denise Long continued with testing the FIPS UAT Case Processing and Case Approver performance. Follow-up stages of UAT testing continue as of July 23.

## History Office and Library

Accomplishments: Historian Zack Wilske was elected to the Society for History of the Federal Government's Executive Board!

On-going: The Historical Research Branch is meeting with the Office of Human Capital and Training to discuss the next steps for implementing the History Office internship program.

### Requests of Note:

#### *From DHS Offices:*

- Kathy Ripley-French, Office of the Deputy Director requested historical information about IRCA. The library provided her with a report ("IRCA: INS perspective, 1991") as well as information from the *INS Reporter* periodical and the list of History Library IRCA resources prepared by Librarian Char Cook.
- Stuart Phelan provided information, photos, and documents to Kelly Garbus, NRC, in support of the NRC's efforts to commemorate their 15<sup>th</sup> Anniversary. The project is ongoing.
- The History Office Provided OCOMM with background information on the history of naturalization residency requirements in response to a reporter's query.
- History Office provided NRC staff with historical guidance and policy on verifying status from Alien Registration forms (AR-2s).
- History Office provided Anne Saba, CBP History Office, with staffing numbers for the Border Patrol, 1924-2002.
- History Office provided Ivory Brown, Office of Chief Financial Officer, with legislative history for INS and USCIS.
- History Office provided Robert Salyer, FDNS-IO/HSI-FL Liaison Officer, with historical forms for use in agency litigation.

#### *Academic/Other:*

- History Office consulted with author Marc Mappen on obtaining historical files related to noted criminal Vito Genovese.
- History Office consulted with author Edward Luft on the existence of non-court naturalization records prior to the advent of administrative naturalization in 1990.

### **Training**

July 16, 2013: Crystal Williams and Lynda Spencer attended by AT&T Connect the Contracting Overview Training.

July 17, 2013: Crystal Williams and Lynda Spencer attended by AT&T Connect the Procurement Package Preparation/Advanced Acquisition Plan Training.

July 18, 2013: Crystal Williams and Lynda Spencer attended by AT&T Connect –Cost Benefit Analysis Session.

Crystal Williams, Charlaine Cook, Rudolph Gomez and Ijah Wilson attended by AT&T Connect- Drupal Session hosted by Trish McKenzie.

Crystal Williams received Certificate of Training in Microsoft Project 2010: Level 1 from Management Concepts.

## Historical Research Branch Bi-Weekly, July 24-August 06, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Date Conducted/ Attended	Conference or Meeting Name
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- **Items Requiring Action or Attention:**

- **Branch Accomplishments:**

**New Web Content:** OCOMM suspended web publishing while uscis.gov migrated to a new content management system (Drupal).

## Genealogy Program

## Locating Old A-Files

## FIPS/MIDAS Problems, Outages and Updates:

## History Office and Library

### Accomplishments:

- The History Office and Library sent our first "Throwback Thursday" Tweet w/ OCOMM on July 31<sup>st</sup>.

On-going: The Historical Research Branch is meeting with the Office of Human Capital and Training to discuss the next steps for implementing the History Office internship program.

- The History Office continued to assist with research for the NCR 15<sup>th</sup> Anniversary Project.

### Requests of Note:

#### *From DHS Offices:*

- On 7/25 the History Office received a request from Claire Nicholson, USCIS Public Affairs Officer, Western Region, and Daniel Cosgrove, Public Affairs Officer, HQ, about the oldest naturalizations. Zack Wilske and Stuart Phelan sent them our list and some additional information.
- On 8/1 History Office directed Immigration Services Officer Michael Weiss of New York to Records Operations with a request for immigration records dating to August 1956 but relevant to a pending matter.

#### *Academic/Other:*

- Krista Oldham of University of Tennessee interviewed Char Cook, Librarian and Crystal Williams, Management & Program Analyst for her survey of federal libraries. Ms. Oldham questions included: management of our library, users and data collection, development and promotion of our services, How do we handle "new" technology? Our external relationship (EOS) and our personal working experience with this agency. Ms. Oldham has interviewed other libraries which included Wirtz Labor Library, the Department of Transportation and several others. She is expected to send the Management Analyst a copy of her interview once completed.
- Crystal Williams assisted the FDNS Office with library knowledge management data related to the Department of Homeland Security (DHS), Customs and Border Protection (CBP) and the Citizenship and Immigration Services (USCIS) library data collection and management collection. Rachael Stone and Garry Kilgore, FDNS Analyst, met solely with Crystal Williams obtaining suggestions and necessary skills needed in order to maintain their library collection.
- Melissa Castillo-Garsow, Yale doctoral student researching 1920s/1930s Afro-Latino immigration to New York, visited the History Library on July 30<sup>th</sup> and 31<sup>st</sup>. Zack and Stuart provided her guidance in using the 56,000 series finding aid and advice concerning research at NARA.

- On 7/31 Zack fielded a question about a unique Derivative Citizenship certificate from Nathaniel Wiltzen, Archivist at National Archives Boston.

### **Training**

- Char Cook is taking KMKS103 Knowledge Strategy: Developing the Enterprise-Wide Knowledge Culture from Special Libraries Association via webinar during the month of August.
- Char Cook and Stuart Phelan took Anthrax Awareness on July 24<sup>th</sup>.
- Char Cook and Stuart Phelan attended July Floor Warden training and are currently training, working with OSI, and educating themselves with provided materials to be prepared for the next Floor Warden meeting, drill, and any emergencies.

## Historical Research Branch Bi-Weekly, August 07 – August 20, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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- **Items Requiring Action or Attention:**

- **Branch Accomplishments:**

**New Web Content:** OCOMM suspended web publishing while uscis.gov migrated to a new content management system (Drupal).

## Genealogy Program

## Locating Old A-Files

## FIPS/MIDAS Problems, Outages and Updates:

## **History Office and Library**

### Accomplishments:

- Char Cook ran the broken URL report for the EOS library catalog. Out of 280 URLs there were 39 possible broken links. All were reviewed as OK, fixed link or deleted (document no longer available).
- Zack Wilske presented two lectures to the International Association of Jewish Genealogy Societies Annual Meeting. Both lectures covered INS records available through the USCIS Genealogy Program and both had a standing-room only audience.
- Crystal Williams promoted the Genealogy 5-Year Anniversary in Gov.Delivery as well as FACEbook.

### On-going:

The History Office continued to assist with research for the NCR 15<sup>th</sup> Anniversary Project.

The announcement for the History Office Internship Program is ready to be posted online (9/1/2013 is the target date).

### Requests of Note:

#### *From DHS Offices:*

- Chelsea Ziegler, USCIS Field Operations, requested information about Radio Free Europe's special designation under INA section 319.6 and how other organizations could apply for the same designation. Stuart Phelan provided her with information about the law.
- Provided Suzanne McGregor, USCIS Counsel, with a list of the ground for inadmissibility as they appeared in March 1956.
- The library provided Erica McGuirk, Associate Counsel USCIS, with 1943 Nationality Manual Section 1045.3.
- The library provided Scott Engelhard, Milwaukee ICE, with copies of old INS forms
- The library provided Larissa Wilson of ICE old editions of the Form I-589 and information about Asylum training manuals from 1997.

#### *Academic/Other:*

- Library staff researched William Stanton, for proof of age at citizenship (113) upon naturalization in 1938. If his age is verified he will become the second oldest known person to be naturalized in the U.S.
- Professor Rachel Rosenbloom of Northeastern University School of Law made research visit to library to consult INS publications and historical guidance/manuals.

### **Training**

- Char Cook took part in virtual meeting 8/8/2013 on the latest upgrades in the EOS Library System.
- Stuart Phelan completed the following training: Anthrax Awareness, DHS No FEAR Act; DHS Basic Records Management; DHS Electronic Records Management Training; USCIS Privacy Awareness Training; Security Awareness (SAT) Training; and Business Writing: How to Write Clearly and Concisely.
- Ijah Wilson completed the following training: Anthrax Awareness, DHS No fare Act DHS Basic Management, and Workplace Safety.
- Crystal Williams completed the following training: Anthrax Awareness



## Historical Research Branch Bi-Weekly, August 21 – September 03, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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- **Items Requiring Action or Attention:**

- **Branch Accomplishments:**

**New Web Content:** OCOMM suspended web publishing while uscis.gov migrated to a new content management system (Drupal).

## Genealogy Program

## Locating Old A-Files

## FIPS/MIDAS Problems, Outages and Updates:

## **History Office and Library**

### Accomplishments:

- August 25: Zack Wilske delivered a presentation on Chinese Exclusion Act enforcement for the Washington, DC Chinatown Community Cultural Center's (CCCC) "Talk Story" series. The presentation provided historical context for CCCC member Frank Moy's family history and highlighted the value of the USCIS Genealogy Program for researching Chinese-American family History.
- September 3: Zack Wilske provided a presentation on Bureau of Naturalization records at the National Archives for the National Archives "Virtual Genealogy Fair." The Virtual Genealogy Fair featured presentations available to the public via online streaming from the Archives website.

### On-going:

- The Historical Research Branch is waiting for approval to post the announcement and description for the History Office Internship program.
- The History Office continued to assist with research for the NCR 15<sup>th</sup> Anniversary Project.

### Requests of Note:

#### *From DHS Offices:*

- The History Office provided Suzanne McGregor, Chief, Northeast Law Division with a list of grounds for inadmissibility, as well as corresponding OIs, as they appeared in 1956.
- The History Office created an ECN gallery of historical Citizenship Day images for OCOMM to consult in its promotions for this year's events.
- The Library responded to a DHS Library request for documents re: the processing of Mariel Cubans by providing the requester with a copy of "Briefing Package: Cuban Program Detention and Deportation, Dec. 16, 1987."
- The Library helped Sharon Rummery, OCOMM, research the history of INS offices in Anchorage, Alaska.
- Larissa T. Wilson, San Francisco Office of the Chief Counsel, ICE, requested guidance for Asylum Officers from the late 1990s. Library staff searched the collection and provided the most relevant material.

- On Friday, August 30, 2013, Crystal Williams gave a USCIS History Office & Library tour to Jessica Cheeks with the National Records Center (NRC). As a result of the tour, Jessica is working working with Crystal to set-up History and Library webinars for NRC employees.

### **Training**

- Char Cook completed classwork for Knowledge Management class "Knowledge Strategy: Developing the Enterprise-Wide Knowledge Culture from Special Libraries Association."
- Ijah Wilson completed training for "Authors Introduction to Drupal Prior to Migration: Learned introduction to Drupal," to prepare for the uscis.gov migration.

## Historical Research Branch Bi-Weekly, September 4 – September 17, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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9/3/2013	344	44	12.79%
9/17/2013	352	38	10.70%

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- **Items Requiring Action or Attention:**

- **Branch Accomplishments:**

## Genealogy Program

### Annual Review of Genealogy Program Team SOPs

All Genealogy Program Team SOPs are currently under going an annual review. The final versions will be accessible on the Program's ECN page by October 1, 2013.

### FIPS/MIDAS Problems, Outages and Updates:

FIPS Planned Outage: Effective September 6, 2013 starting at 7:00 PM EST through September 8, 2013 11:59 PM EST

## History Office and Library

### Accomplishments:

On September 12, 2013 - Crystal Williams and Charlene Cook provided an Introduction to the USCIS Library and DHS Library resources webinar to the National Records Center (NRC) FOIA Significant Interest Group (SIG). The webinar received positive responses, such as "[y]ou guys did a fantastic job. I can see where this resource will be very beneficial for our Division. I for one plan on using it quite often in the future."

### Requests of Note:

#### *Ongoing:*

- The History Office continues to provide OCOMM with photos and historical information to support their weekly "Throwback Thursday" twitter post.
- The History Office responded to several requests from Kelly Garbus, who is leading the NRC 15<sup>th</sup> Anniversary research project.

#### *From DHS Offices:*

- The History Office coordinated with the USCIS Records Manager to have a set of Special Agricultural Worker (SAW) appeal files located in the Administrative Appeals Unit appraised for retention.
- Char Cook and Stuart Phelan responded to Roy Davis, USCIS Boston, who submitted a DHS Ask-a-Librarian question about the first naturalization in Lawrence, Massachusetts.
- Crystal Williams responded to customer seeking old forms and conducted one library tour.
- Char Cook responded to Lawrence Williams, Office of Security and Integrity with information about legacy INS position titles.

#### *Academic Researchers:*

- The History Office provided Lily Wong, New York Historical Society, with information about historical INS photos related to Chinese Investigations.
- Laura Madokoro, Columbia University History Dept., visited the library to conduct research on Indochinese immigration.

- Courtney Cain, Ph.D. candidate at University of Illinois at Urbana-Champaign came to research Haitian immigration. She used the library's vertical file and consulted with historians about finding file at the National Archives.
- Prof. Paul Nagle of UCLA Film Department continued to work with the historians to locate INS files for Solomon Bronstein.

## Training

- Drupal:
  - Char Cook completed training for "Authors Introduction to Drupal Prior to Migration: Learned introduction to Drupal"
  - Ijah Wilson attended "Drupal Author Training"
- Required:
  - The Historical Research Branch is on track to complete all required training by September 30.

## Historical Research Branch Bi-Weekly, September 18 – October 01, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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## History Office and Library

### Accomplishments:

- Zack Wilske provided a presentation on the USCIS Genealogy Program to the Annual Meeting of the Maryland Genealogical Society, September 28, in Baltimore Maryland.
- Char Cook gave library tours to Larry Helms, new project leader in OI September 23<sup>rd</sup> and to James Weidemann of Customer Service on September 24<sup>th</sup>.
- Char Cook and Ijah Wilson helped the web minister Rudy Gomes review and find errors on the new Drupal web site. Ijah provided a replacement pages of the picture galleries of various forms and numbers.
- The library received webcams and are in the process of setting them up.

### Requests of Note:

#### *Ongoing:*

- 

#### *From DHS Offices:*

- Char Cook helped Angela D. Williams, special assistant to OTC director find material on offices and directorates.
- Stuart Phelan helped Michael Bernacke of ICE research the history of Detention & Deportation Program.

#### *Academic Researchers:*

- 

## Training

- Char Cook and Crystal Williams attended a webinar sponsored by EOS International called "Taking back your library from Google." The speaker, Abe Liederman of Deep Web Technologies, discussed the various databases accessible by the web but not indexed by Google and therefor their information never reaches Google searches.



- Char Cook, Crystal Williams and a Congressional Liason employee attended a seminar on how to obtain information from the Leadership Directories (Congressional, Federal, Company). Leadership Directories is a service available to all DHS through the DHS Library Services.
- Ijah Wilson forwarded all Mandatory Training Courses from the Learning Edge to Najah Barrow. There were several issues with the Learning Edge however, everyone is in compliance.
- Crystal Williams attended Microsoft Project Level 2 on September 27, 2013 -- Management Concepts Training.

## Historical Research Branch Bi-Weekly, October 01 – October 15, 2013

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4/16/2013	356	18	5.05%
4/30/2013	414	22	5.31%
5/14/2013	361	19	5.26%
5/28/13	358	21	5.86%
6/11/2013	309	25	8.09%
6/25/13	314	32	10.20%
7/9/2013	309	34	11.00%
7/23/2013	296	27	9.10%
8/6/2013	288	26	9.02%
8/20/2013	328	29	8.84%
9/3/2013	344	44	12.79%
9/17/2013	352	38	10.70%

*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

- **Items Requiring Action or Attention:**

- **Branch Accomplishments:**

- Char Cook updated the HRB ECN site in preparation for the new project/goal/task year.

## Genealogy Program

### Annual Review of Genealogy Program Team SOPs

All Genealogy Program Team SOPs are currently under going an annual review. The final versions will be accessible on the Program's ECN page by October 1, 2013.

### FIPS/MIDAS Problems, Outages and Updates:

FIPS Planned Outage: Effective September 6, 2013 starting at 7:00 PM EST through September 8, 2013 11:59 PM EST

## History Office and Library

### Accomplishments:

- Meeting on conversion of Historian Office to conference room. A start build date of October 28<sup>th</sup> was agreed on. A discussion on the packing, retaining and distribution of videos ensued.
- HRB ECN site navigation was revised and all of the document libraries were made to open in client software rather than the browser.

### Requests of Note:

#### *Ongoing:*

- 

#### *From DHS Offices:*

- E.B. Duarte came in looking for historic forms (I-129F, I-130, and I-485) to be used in a court case.
- Millisaon Napper came in looking for outdated class of admission (V-57). Exhausted library resources and redirected her to other possible sources.
- Kelly Garbus is looking for a couple of lines on the history of the Records Operations Manual.
- Crystal Williams and Charlene Cook responded to Sara Pullman (California Service Center) request for overview of Immigration footage/video.
- Thomas Curley, new Director of the Manila Station, is looking for the history of Manila Station.
- Juan Urbina, of CBP, requested the history of Fort Hancock through Crystal.

#### *Academic Researchers:*

- Monique Laney of American University came in researching how preference for skilled workers started (particularly interested in post-World War II German scientists and what preferences were used before then).
- Directed Mariah Fulton, school student, to history information sources on the web site.
- Ahren Hollis, of Carnegie Mellon, was given genealogy research information.
-

## Training

- Stuart Phelan in two day Excel class. Crystal Williams in two day class. Char Cook took webinar on the new EOS OPAC. The History Library will need to go to the new format by the end of 2013.

## Historical Research Branch Bi-Weekly, October 16 – October 29, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Date Conducted/ Attended	Conference or Meeting Name
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The plan for FY14 is to deliver library, research, and genealogy program webinars. Will those satisfy this requirement? Is this still a requirement?

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10/1/2013	365	47	12.87%
10/15/2013	392	60	15.03%
10/29/2013	392	48	12.24%

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- **Items Requiring Action or Attention:**

### FY14 Travel Items

The Historical Research Branch has three speaking invitations and one conference attendance request pending that would require FY14 travel. I've listed them below along with the estimated travel costs totaling just over \$5,000. Even reduced the branch travel budget should cover the recommended items below, and the branch is seeking ESD approval of the following:

Speaker Requested	Event/ Organization	Date	Location	Topic	Estimated Cost	Recommendation
Zack Wilske	New York Jewish Genealogical Society 150-250 people	1/19/2014 (or a later date)	New York City	"USCIS (INS) citizenship records -- beyond the basics" May add NARA visit	\$1,200	<b>Accept</b> for a later date (Q2 or Q3) and combine with a program at NARA or training of NARA NYC staff.
Marian Smith	34 <sup>th</sup> IAJGS International Conference on Jewish Genealogy	7/27 to 8/1/2014	Salt Lake City	3 sessions	\$1,500 minimum	<b>Decline</b> Zack did 2 sessions for them in 2013 and we don't usually do their conference in consecutive years.

Marian Smith	2014 Genealogical Research Institute of Pittsburgh	7/20-7/24/2014	Pittsburgh, PA	Law School for Genealogists Course – 2 sessions both on 1 day (one on US immigration law history, the other on US nationality law history)	\$800	<u>Accept</u> Inexpensive opportunity to “train the trainers” of our customers.
n/a	2014 Special Libraries Association Conference	6/8-6/11/2014	Vancouver, BC	Char says “I want to take seminars in taxonomy, knowledge management and management as a solo librarian. Other seminars include copyright, social media, and usually a federal librarians meeting”	\$3,100	<u>Approve</u> . Charlaïne Cook deserves the opportunity to attend as her FY14 training. Her past requests to travel were always denied in favor of “speaking travel.” This year should be her chance to attend a professional conference, where she will make the most of every opportunity and session.

• **Branch Accomplishments:**

## **Genealogy Program**

Accomplishments:

FIPS/MIDAS Problems, Outages and Updates:

FIPS 7.0.8.0 Delayed -- Oct 18, 2013 is a NO GO. The new FIPS 7.0.8.0 deployment date is TBD per Pat Pero on Oct. 10, 2013 at 4:43pm. UAT Testing, status and UAT Tag Up meetings are ongoing.

## **History Office and Library**

Accomplishments:

- The History Office received its first applications for the USCIS History Office Internship program and has identified potential selections for the internship(s).
- The History Office and Library began renovations to install a new small conference room in the library. Library staff prepared the area for construction, boxed material for temporary storage, and identified material for potential long-term offsite storage. Facilities indicates the work will be performed between October 28 and November 14. The new space will be used for meetings, consultations, VTel, delivery of webinars, and more.

## Requests of Note:

### *Ongoing:*

- The History Office continued to support OCOMM's "Throwback Thursday" Twitter campaign. Student employee Ijah Wilson identified and scanned adoption-related historical photos for use during Adoption Month (November).
- The History Office provided ongoing reference to Kelly Garbus, lead for the NRC 15<sup>th</sup> Anniversary Project. The History Office provided her with historical information on HQ facilities in DC, maps of combined ICE, CBP and USCIS locations, and historical information about INS posters.

### *From DHS Offices:*

- Ely Borjal and Christine Sondag, USCIS Field Office Directorate, requested historical policy guidance re: LPR status and derivative citizenship for use in an ongoing case. The History Office provided dated guidance from the Operations Instructions (OIs), historical copies of 8 CFR, and out-of-print information from *Immigration Law and Procedure*.
- David M. Leckenby, USCIS Office of Policy and Strategy, requested historical policy memos from the 1990s for use in preparing the USCIS Policy Manual. The History Office located and provided Mr. Leckenby with the memos.

### *From other Government Agencies:*

- Katie Zeigler, Reference Librarian US Department of Justice, requested historical policy information about derivative citizenship and LPR status and information about the definition of "legal custody" under past laws. The History Office provided information from the OIs and *INS Interpretations*.
- Rebecca Sharpe, National Archives, requested information about searching the INS Subject Index to Correspondence files, as well as information for interpreting immigration records. The History Office provided her with historical information re: enforcement of the literacy requirement and other grounds for inadmissibility.

### *Academic Researchers:*

- Tom Diaz, author, researching immigration inspection on the Mexican Border during the early 1920s. The History Office and Library provided him with secondary sources from the collection, helped him interpret border manifests, and discussed archival research strategies.
- Marybeth Chopas, Ph.D. Candidate UNC, requested information re: overseas naturalization during WWII as well as about the status of enemy aliens interned during the war. The History Office provided her with historical information, links to relevant pages on the USCIS History website, and several digitized primary sources.

### *Media Inquiries:*

- Caroline Aghajanian from *Allure* magazine requested the information re: the date racial information was removed from the Greencard. The History Office redirected her to OCOMM and in subsequent research found that racial information was never included on the card.

- The History Office consulted with OCOMM re: a media inquiry about historic residency requirements for naturalization.

## Training

- October 22-23, 2013 Crystal Williams, Stuart Phelan, Vanessa Thornton, Veda Whisnant, and Demetrius Marshall attended Access *Introduction* class held at 1200 First Street for Records Division employees. Additionally, Veda Whisnant, Erica Talley, and Demetrius Marshall also attended Access *Intermediate* from October 24-25, respectively.
- October 23-25, 2013, Paul R. Jones, attended and successfully completed, *Effective Communications* at USDA Graduate School.



## Historical Research Branch Bi-Weekly, October 30 – November 12, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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11/12/2013	380	39	12.89%

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- **Items Requiring Action or Attention:**

### FY14 Travel Items

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Speaker Requested	Event/ Organization	Date	Location	Topic	Estimated Cost	Recommendation
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### Library Catalog Changes (FYI)

EOS International, our vendor for the History Library’s EOS online catalog has been purchased by SirsiDynix. There are no planned changes at this time. We’ve sent forward the question to verify SirsiDynix is federally qualified and expect a positive response. This vendor serves multiple DHS libraries, including USCIS RAIO (Refugee, Asylum and International Operations) <https://elibrary6.eosintl.com/U95026/OPAC/Index.aspx>.

### • Branch Accomplishments:

### All Historical

### Genealogy Program

### Accomplishments:

### FIPS/MIDAS Problems, Outages and Updates:

### History Office and Library

### Accomplishments:

- The installation of the new library conference room is underway. Facilities estimated that the work would be complete by November 14. As of November 12, the new wall is complete but no doors are installed and equipment and furniture is **not** delivered. Facilities reports delivery and installation of the V-tel equipment will be completed by Friday Nov 15<sup>th</sup> (delayed due to lack of one part).
- Marian Smith and Zack Wilske met with NARA's Washington, DC reference staff on Nov. 6 to discuss how to better coordinate reference efforts for USCIS History Library and Genealogy customers who also access INS records at NARA. The meeting kicked-off an initiative designed to streamline History Office reference services, eliminate needless and redundant referrals, and assure that researchers have access to historical INS records at NARA (11/6).
- Marian Smith and the History Office and Library staff provided a library tour to the Conference of USCIS Public Affairs Officers (11/5)

#### Requests of Note:

##### *Ongoing:*

- The History Office provided ongoing reference to Kelly Garbus, lead for the NRC 15<sup>th</sup> Anniversary Project, including locating historical maps of DHS facilities.
- The History Office continued to research historical derivative citizenship policy for the Field Operations Directorate, which needs the information for an ongoing legal proceeding. The History Office has provided information from the INS *Nationality Manual*, *OIs*, and *Interpretations*, and searched numerous other library resources.

##### *From DHS Offices:*

- The History Office provided MaryAnn Keeling, CBP Law Librarian, with a list of country codes used on I-89 forms and in the *ADIT* system.
- The History Office met with Linda Paine, USCIS contractor, to discuss images for use in the USCIS *Citizen's Almanac* publication. The library provided her with information about image copyrights and suggested rights-free INS photos to replace those from other sources.
- Anne Saba, CBP, requested historical information re: Immigration Inspector uniforms from the 1960s. The library is searching its photo collection to find responsive images.

##### *From other Government Agencies:*

- Char Cook and Crystal Williams provided the FEMA- U.S. Fire Administration Library with information about the EOS library catalog system.
- The Library provided the 5th Circuit Court of Appeals Library New Orleans Headquarters with information about sources cited in the USCIS policy manual.

##### *Academic Researchers:*

- The History Office continued to correspond with Tom Diaz about his research on the southwest border in the 1920s and immigrants who "passed" as Mexican in order to enter the U.S.
- The History Office provided David Hernandez, Mount Holyoke College, with historical nationality policies and advice on researching Mexican-American women who lost citizenship due to marriage.

- The History Office provided Nara Milanich, Columbia University, with information on INS records at NARA and discussed strategies for researching INS's early uses of blood tests to determine paternity in Chinese Exclusion Cases.
- Yael Schacher, University of Connecticut, received assistance in requesting INS CO (central office) files from NARA and USCIS FOIA.
- Devra Weber, University of California Riverside, received assistance in preparing requests for INS records at NARA about Mexican anarchists in the US prior to World War I.

## **Training**

## Historical Research Branch Bi-Weekly, November 13– November 26, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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### • **Branch Accomplishments:**

#### **All Historical**

#### **Genealogy Program**

#### Accomplishments:

#### FIPS/MIDAS Problems, Outages and Updates:

#### **History Office and Library**

#### Accomplishments:

The construction work on the library's new conference room is complete. The room will be ready for use once furniture is delivered.

#### Requests of Note:

##### *Ongoing:*

- The History Office continued to work with Field Operations and USCIS attorneys in Miami to locate historical derivative citizenship policy documents. At the request of the attorneys, the history office located, scanned, and sent to Miami an INS correspondence file now at the National Archives
- Librarian Char Cook coordinated with Anita Moore, USCIS Public Affairs Vermont, to reach out to contacts in the region and identify an old Border Patrol Station (circa pre-World War I) picture labeled "Camp Doak, Maine." Border Patrol officers identified the building in the photo as the Fort Fairfield Border Patrol camp on Maine border. The building is still there but no longer owned by the federal government. The Library continues working to identify historical INS field offices and other facilities.

##### *From DHS Offices:*

- Crystal Williams provided Wendy Tilley, Southern Region Assistant to Marla Davis, Special Assistant of the Naturalization Ceremony (Field Office Directorate, SR) with historical images for use in a looping power point presentation that will be shown during Naturalization ceremonies.
- The History Office provided MaryAnn Keeling, CBP Law Librarian, with historical policy from the old INS INSERTS disks.
- The History Office provided MaryAnn Keeling, CBP Law Librarian with five historical forms related to "confidential informants" from the library's forms collection.

##### *From other Government Agencies:*

- The historian consulted with Jen Johnson, Curator at the National Archives, on interpreting immigration and naturalization records related to individual featured in an upcoming exhibit.
- The historian provided Connie Potter, National Archives, with information on Canadian Border arrival records at NARA and A-files still in USCIS custody.

##### *Academic Researchers:*

- Patrick Weil, Professor at the Sorbonne and visiting Professor at Yale, met with the historian to discuss records related to INS's denaturalization program dating from the 1940s and 50s.
- Nara Milanich, Professor Barnard College, visited the library to meet with the historian and research with historical policy manuals in conjunction with a research project on INS's early uses of blood tests to determine paternity.

## **Training**

- Char Cook completed Office Safety for Federal Employees training on November 19, 2013.



## Historical Research Branch Bi-Weekly, November 27– December 10, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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11/12/2013	380	39	12.89%
11/26/2013	421	62	14.72%
12/10/2013	425	53	12.47%

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- **Items Requiring Action or Attention:**

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- **Branch Accomplishments:**

## Genealogy Program

### Accomplishments:

Lynda K. Spencer, Chief, Genealogy Program sent the following message to top 30 Genealogy Program customers who frequently submit requests:

As Thanksgiving draws near, all of us at the *USCIS Genealogy Program* want to say “Thank you” for your business in 2013.



We value our customers and are honored you trust us with your Genealogy research needs.

We are here to assist you with any future requests. Happy Thanksgiving!

Regards,

Lynda K. Spencer  
Chief, USCIS Genealogy Program

#### FIPS/MIDAS Problems, Outages and Updates:

At long last, FIPS 7.0.8.0 Print Services upgrade was installed on two workstations in the Genealogy FOIA team. This doubles our access/ability to print completed cases from FIPS and contribute to closing Genealogy Record Request cases.

#### **History Office and Library**

##### Accomplishments:

The History Office published a Historian's Mailbox update covering an INS outreach effort from the 1940s: <http://www.uscis.gov/history-and-genealogy/our-history/historians-mailbox/im-american>. All content was approved by OCOMM and document images were reviewed for FOIA compliance and cleared for publication.

The Library published a new Library News update covering Bracero images from the library collection: <http://www.uscis.gov/history-and-genealogy/historical-library/library-news>.

Construction work on the library's new conference room is complete and the furniture has been delivered. The VTEL system needs a reimaged PC, which IT is currently working on.

##### Requests of Note:

##### *Ongoing:*

- The History Office continues to provide photos and historical information to OCOMM for their weekly Throwback Thursday twitter campaign.

##### *From DHS Offices:*

- MaryAnn Keeling, CBP Law Librarian, requested and INS General Counsel Opinion from 1989. The History Office searched digitized and published collections of the GenCo Opinions but could not locate a corresponding Opinion.

- Ely Borjal, USCIS Field Office Directorate, requested historical policy guidance re: INA 341, covering Certificates of Citizenship. The History Library provided him with information from its collection of historical OIs and Interpretations.

#### *Academic Researchers:*

- The History Office provided Yael Schacher, University of Connecticut, with information about requesting Central Office (CO) files from the National Archives and through USCIS FOIA and consulted with her about "missing" INS files at NARA.
- The History Office provided Patrick Weil, Yale and The Sorbonne, with information about files re: INS's denaturalization program during the 1940s and 1950s and discussed how to find files for denaturalized individuals as well as policy files related to the program.

#### **Training**

- December 3, 2013, Denise M. Long attended the Coaching & Feedback Training for ESD employees.
- December 3-5, 2-13, Lynda K. Spencer, Chief, Genealogy Program attending and successfully completed the *Executive Survival Skills* training at USDA Graduate School
- December 5-6, Marian Smith attended Coaching and Feedback for Performance training for ESD supervisors

## Historical Research Branch Bi-Weekly, December 11–December 24, 2013

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

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*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

\*The number of Genealogy Program Record Request cases pending more than 90 days nearly doubled in this report because such cases are no longer being placed into "suspense" and cases already in suspense have been reopened.

### *What cases are these?*

- 24 cases previously suspended while awaiting **declassification**. OSI stopped accepting requests from Genealogy for declassification on June 14, 2012. Genealogy record requests needing declassification were then placed in suspense. Six months later Genealogy realized OSI was not going to accept any more work in the foreseeable future, and so suggested some Genealogy staff be trained and authorized to do this work. This plan was approved in April 2013 and OSI began training two Genealogy staff members in July 2013. However, OSI never authorized those staffers to finalize their own declassification and OSI has been unavailable to approve anything prepared by the Genealogy staffers since. In short, OSI has not declassified any Genealogy cases for at least 18 months.

- 20 cases **awaiting receipt of record(s)**. The majority of these are requests for A-Files retired by NYC prior 1975 that have been at the center of much discussion over recent years and months. Over the summer of 2013 Genealogy reported that requests for old A-Files retired by NYC were declared "lost" in CIS as soon as NYC received Genealogy's request for the file. In July 2013 Genealogy obtained copies of all NYC's pre-1975 A-file retirement SF-135 forms (box lists) thinking they could be used to submit requests for the A-files directly from Genealogy to the FRC in Lee's Summit. Unfortunately the FRC is unable to pull and ship an old A-file to any other office than the FCO that retired the file. In November 2013 this item appeared on the Regional Records Monthly conference call. It was then decided to provide the SF-135's previously obtained from NARA to NYC Records staff so that office can identify the location of old A-files when Genealogy (or anyone else) requests said files. The copies will be delivered to NYC shortly and all have high hopes that office will take the time needed to request the file (rather than continue to declare files "lost" as their method of delivering a "timely response").

### ***What will Genealogy staff do?***

First, Genealogy staff are contacting every requester related to these cases to confirm the customer still wants the file or wants us to continue trying to retrieve the file. Unless the customer requests their case be closed, the following will occur:

Declassification cases: Genealogy will

1. Identify each classified or potentially classified document in the file, remove it, and replace it temporarily with a referral sheet indicating the page/document has been referred to OSI for declassification
2. Process the file including referral sheets as usual, including FOIA
3. Close the Genealogy case
4. Replace the classified document(s) into the file and send the entire file to OSI for declassification whenever OSI will accept them (or until storage space becomes an issue).

File retrieval cases: Genealogy will

1. Deliver copies of the NYC SF-135 forms to NYC Records staff
2. Submit new requests for the old NYC A-files, and work with NYC staff to help them submit successful file requests to the FRC
3. Upon receipt of files, process and close the Genealogy cases as usual, including FOIA
4. If files cannot be obtained, close the Genealogy case and issue a refund

### **Items Requiring Action or Attention:**

- **Branch Accomplishments:**

December 11, 2013, Marian Smith delivered a demo and briefing on the MiDAS MSE to Raj Sharma, Chief Architect, Enterprise Architecture, and Russell M. Burnes, IT Specialist.

## **Genealogy Program**

### **Accomplishments:**

- During the week of December 16, 2013, the Genealogy Records Team provided training on scanning documents into FIPS to all members of the Genealogy FOIA Team to ensure they can assist with scanning when necessary.

#### FIPS/MIDAS Problems, Outages and Updates:

- Lynda K. Spencer and Paul Jones recently encountered issues using the FIPS Barcode Generator in InfoView to print separator sheets for scanning documents into FIPS. On December 17, 2013 it was determined that the inability to print the separator sheets was due to a font issue. On December 18, 2013, members of the CSC Team SPAS Program for FIPS Application were on site at the Genealogy Program. The issue was resolved by adjusting the necessary bar code fonts which allowed these users to print the bar codes necessary to scan documents into FIPS.
- Friday December 20, 2013 at 7:00PM ET through Sunday December 22, 2013 at 7:00PM ET, TECC Operation scheduled implementation of system changes and database upgrades to the FOIA/PA Information Processing System (FIPS) as part of FIPS Security Remediation plan. FIPS was offline and not available to users.

## **History Office and Library**

### Accomplishments:

### Requests of Note:

### *Ongoing:*

### *From DHS Offices:*

- Deborah Keller, DHS Librarian, requested INA Section 301 circa 1982 for a customer (unable to get from Westlaw).
- Ricky Murray, Northeast Region, requested information and history of the Form I-290C. Provided information from CFRs and put him in contact with Linda Norford in Forms Dept. who worked on the form in 2008.

### *Other Federal Agencies:*

- Steve Garber, NASA historian, requested contact information for CBP historian, 12/11/2013.

### *Academic Researchers:*

## **Training**

- All HRB staff have completed their mandatory LearningEdge training courses due by 12/31/12.

i. Historical Research Branch:

1. On October 2, the HRB Chief and Historian will teleconference with staff from the Angel Island Immigration Station Foundation, to discuss ways to collaborate, such as links to USCIS Genealogy from their website, stacks of brochures for their museum, possible USCIS kiosk, and future presentations or webinars. HRB will look to build relationships with additional organizations tied to historical ports of entry.
2. 225-people attended Mr. Wilske's presentations on "*USCIS Records for Genealogical Research and Introduction to Immigration & Naturalization Service Records for Family Historians*" at the Jewish Genealogical Society of Boston and the National Archives and Records Administration in Boston.
3. The Genealogy Program was mentioned in Past-Present-Future: Discovering Genealogy, One Ancestor at a Time blog dated September 23, 2014, entitled "*Treasure Chest Thursday: Bingo! A letter from the Genealogy Program at USCIS! Part II*" <http://the-past-to-the-present.blogspot.com/2014/09/treasure-chest-thursday-bingo-letter.html>.
4. Planned external event participation:

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
National Archives Virtual Genealogy Fair	October 30 2014	College Park, MD	Mr. Wilske will present a lecture on "U.S. Citizenship and Immigration Services" at the National Archives Virtual Genealogy Fair. The lecture will be broadcasted on YouTube. A complete schedule of lectures may be found at: <a href="http://www.archives.gov/calendar/genealogy-fair/2014/schedule.html">http://www.archives.gov/calendar/genealogy-fair/2014/schedule.html</a>



i. Historical Research Branch:

1. On October 2, the HRB Chief and Historian teleconferenced with staff from the Angel Island Immigration Station Foundation. As a result of the meeting, HRB provided the USCIS History Library and Genealogy web links summaries tailored to Angel Island. Additionally, Genealogy brochures will be mailed out to park officials for placement in the museum space. The Foundation is planning an Ancestry Day in October 2015, we will look into a West Coast speaking circuit for Zack once we have more details later in the year. HRB will look to build relationships with additional organizations tied to historical ports of entry.
2. Producers from the PBS series "Finding your Roots" contacted the History Office about immigration records for one of their shows. The Historian searched in MiDAS and ancestry.com and coordinated a response with USCIS OCOMM.
3. The Librarian responded to a request from DHS Library Services, Lea Wade, looking for information on former records employee, Jill Drury. We forwarded catalog record links since there were two policy memos authored by her in the catalog. Lea acknowledged that the request came from Kelly Garbus of National Records Center, who is writing a history of the NRC and has asked HRB to assist with research over the last two years.

4. Planned external event participation:

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
National Archives Virtual Genealogy Fair	October 29 2014	College Park, MD	Mr. Wilske will present a webinar on "Immigration and Naturalization Service (INS) Exclusion and Deportation Files" at the National Archives Virtual Genealogy Fair. The lecture will be broadcasted on YouTube. A complete schedule of lectures may be found at: <a href="http://www.archives.gov/calendar/genealogy-fair/2014/schedule.html">http://www.archives.gov/calendar/genealogy-fair/2014/schedule.html</a>

i. Historical Research Branch:

1. On October 24, the HRB sent 40 USCIS Genealogy Program brochures to the Angel Island State Park in California, as part of its ongoing promotional activities. Additionally the Angel Island Immigration Station Foundation published a link to the USCIS Genealogy program website.
2. On October 22, the Librarian and Historian provided an overview of the History Office and Library to the Field Operations Directorate. Zack provided information about the History Office's services for the public and agency employees, as well as highlights from the library collection, and Char provided a tutorial on the catalog and an introduction to DHS Library Services.
3. The Historian worked with Tim Counts, Public Affairs Officer for the USCIS Field Office in St. Paul, to research immigrant Medal of Honor winner Charles Bieger, who was selected as the namesake for the new USCIS facility in Kansas City, Missouri. Bieger immigrated in 1856 and served in the Civil War, meaning he has no records with our agency. Zack researched census, military, and other records online and contacted the Civil War Museum of Missouri for additional information and photos, which will be used in promotional material for the new facility.
4. The Librarian and Historian met with Tinnina Lauver, from the Office of Intake and Document Production (OIDC), to discuss the library forms collection, OIDC's forms collection, and the possibility of combining them in the library. OIDC has two four-drawer lateral file cabinets of forms dating from 1940s to the present which they may donate to the Library. Though space may be an issue, historical forms are one of the library's most-used collections and they should be maintained and made accessible.

5. Planned external event participation:

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
National Archives Virtual Genealogy Fair	October 29 2014	College Park, MD	Mr. Wilske will present a webinar on "Immigration and Naturalization Service (INS) Exclusion and Deportation Files" at the National Archives Virtual Genealogy Fair. The lecture will be broadcasted on YouTube. A complete schedule of lectures may be found at: <a href="http://www.archives.gov/calendar/genealogy-fair/2014/schedule.html">http://www.archives.gov/calendar/genealogy-fair/2014/schedule.html</a>

i. Historical Research Branch:

1. On, October 29, the Historian delivered a presentation covering INS Exclusion and Deportation files at the National Archives for the NARA Genealogy Fair. 566 people tuned in the presentation on YouTube and it will be posted for future viewing. The presentation highlighted the usefulness of the USCIS Genealogy Program Index Search request for finding INS files deportation/exclusion file at NARA.
2. On October 24 the Historian completed the research on Medal of Honor winner Charles Bieger for the naming of the Kansas City field office. In addition to the research, Zack put OCOMM in touch with the Director of the Missouri Civil War Museum, which holds a collection on Bieger and has contacts with Bieger's descendants.
3. On October 30, Eric N. Banks, Associate Counsel, USCIS Office of Chief Counsel, requested historical research on the origins of former INA section 309(c), which set the conditions for how unmarried U.S. citizen mothers pass U.S. citizenship to children born abroad. Zack began researching the Interpretations, OIs, legislative histories, and subject index to INS files. Research is ongoing.
4. OCOMM submitted several requests to the History Office during this reporting period:
  - a. For PBS's "Finding your Roots" - one for naturalization records and a second for records of "enemy alien status." The Historian searched MiDAS and failed to find records for either (more information is needed), explained the definition of "Alien Enemy" during WWII, and sent INS materials on the topic.
  - b. For additional information on the practice of naming USCIS facilities for immigrant Medal of Honor winners. The Historian research old editions of USCIS Monthly to locate the first facilities named and give an approximate date.
  - c. For assistance with an AP Press inquiry about USCIS's role in enforcing the Nazi War Criminal Disclosure Act (1998). The Historian provided documents showing INS's efforts to comply with the Act in 1998 and documents showing that as of 2005 USCIS was allowing DoJ's Office of Special Investigations to access USCIS indices and records if needed during the course of a Nazi war criminal investigation
5. Planned internal event:

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
History Office and Library Open House	January 20, 2015	111 Massachusetts Avenue, History	HRB staff selected a theme and drafted an announcement for the open house, which will highlight the renovated space. The Branch Chief will request ESD to invite the USCIS Director to

		Library	participate. Vendors and staff will demonstrate library resources and make brief presentations.
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6. Planned external event participation:

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
N/A			

## Historical Research Branch Bi-Weekly, December 25, 2013– January 7, 2014

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

Conduct 2 historical or genealogy research conferences	Date Conducted/ Attended	Conference or Meeting Name
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The plan for FY14 is to deliver library, research, and genealogy program webinars. Will those satisfy this requirement? Is this still a requirement? How can I get an answer to this question??

*Number of Genealogy records requests pending 90+ days will be less than 10% of all requests:*

Number of Genealogy records requests pending 90+ days will be less than 10% of all requests	#Total Record Requests Pending	# pending + 90 days	Pct pend 90+ days (Target: <10%)
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1/7/2014*	478	115	24.05%

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\*The number of Genealogy Program Record Request cases pending more than 90 days nearly doubled in this report because such cases are no longer being placed into "suspense" and cases already in suspense have been reopened. Discussion of the cases and causes can be found in this office's biweekly report of December 24, 2013.

### Items Requiring Action or Attention:

- **Branch Accomplishments:**

### **Genealogy Program**

#### Accomplishments:

#### FIPS/MIDAS Problems, Outages and Updates:

## **History Office and Library**

### Accomplishments:

### Requests of Note:

### *Ongoing:*

- The History Office and Library is Coordinating with RAIO to review 35 boxes of books and other material for possible incorporation into the Library's collection.
- Librarian Char Cook is researching possible new vendors for library acquisitions. The library has previously used Amazon.com, but Amazon's dynamic pricing methods make it difficult to reconcile the amount approved for purchases with the actual amount billed. Char has contacted other DHS librarians to find out how they manage their acquisitions.

### *From DHS Offices:*

- Robert Cullen, Border Patrol, Sonoita, Arizona, requested a comprehensive list of agencies heads of USCIS, CBP, and ICE for 2002 to the present. The History Office coordinated with historians and librarians at CBP and DHS to provide a response.

### *Other Federal Agencies:*

### *Academic Researchers:*

## **Training**

## Historical Research Branch Bi-Weekly, January 8, 2014 – January 22, 2014

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### External Event Presentations

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National Archives – New York City	May 2014	NYC	Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program
National Institute of Genealogical Research	July 2014	Pittsburgh, PA	Marian Smith will deliver two sessions, "US Immigration Records since 1892" and "US Nationality Records since 1906."
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Jewish Genealogical Society of Boston	Sept 2014	Boston, MA	Mr. Wilske has been invited to deliver the presentation "USCIS Records for Genealogical Research." He is contacting the National Archives in Boston to see if this travel could be combined with a presentation there.

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- **Branch Accomplishments:**

January 16, 2014, HRB staff participated in a conference call with Sarah Moses and Danielle Scott of the Public Engagement Division (PED) regarding the History and Genealogy Webinars. PED approved our communications plan and answered our questions. A second, in-person meeting is scheduled for January 23<sup>rd</sup> to practice using the AT&T connect software and fielding participant questions.

### **Genealogy Program**

#### Accomplishments:

During the week of January 13<sup>th</sup>, 2014, the Genealogy Records Team provided additional training on scanning documents into FIPS to all members of the Genealogy FOIA Team to ensure that they can assist with scanning when necessary.

#### FIPS/MIDAS Problems, Outages and Updates:

### **History Office and Library**

#### Accomplishments:

The History Library catalog (EOS) was updated to the "OPAC Discovery" format on Sunday January 12<sup>th</sup>. URL links in Connection, and ECN were updated the morning of January 13<sup>th</sup> and uscis.gov was updated the evening of January 14<sup>th</sup>. A GovDelivery announcement went out December 9<sup>th</sup> alerting users to the coming change in our URL.

The National Association of Retired Federal Employees (NARFE) published a USCIS History Office photo submission in it's January newsletter (attached). Crystal Williams is inquiring with OCOMM about how we can print this image as a poster to display in Records Operations Branch and/or the Genealogy Section.

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## **Training**

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**Training:**

## ***Historical Research Branch Bi-Weekly, January 22, 2014 – February 04, 2014***

- **Bi-Weekly Metrics** (reported bi-weekly, and the basis for Records monthly and quarterly reports).

*Conduct 2 historical or genealogy research conferences:* Interpreted to mean attendance, participation, presentation, etc.

### External Event Presentations

Event	Date Conducted/ Attended	Location	Conference or Meeting Name
Society for History in the Federal Government Annual Meeting	April 2014	Shepherdstown, WV	Zack Wilske will participate in two panel discussions: 1) An Introduction to Federal History Offices 2) Federal Historians, the Public, and "controversial" Topics in History
New York Jewish Genealogical Society	May 2014	NYC	Zack Wilske will deliver the presentation "USCIS Records for Genealogical Research."
National Archives – New York City	May 2014	NYC	Zack Wilske will meet with NARA New York City archivists and deliver a presentation at a NARA public program
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### USCIS History & Genealogy Webinars

Once our schedule is set, a table showing the upcoming webinars (next 90 days) will be inserted here.

On Thursday, February 6, HRB staff will meet with Sarah Moses and Danielle Scott of the Public Engagement Division to review the use of AT&T Connect software for delivering webinars and how to manage participant questions.

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1/22/2014	477	120	25.15%
2/4/2014*	425	101	23.76%

*In the interest of saving page space, the table above has been trimmed to show only the present and prior quarter.*

At least part of the above reduction in percentage of Record Requests pending more than 90 days was the receipt of one A-file originally requested in November 2012 and finally received on January 28, 2014. For an update on the cases removed from "suspense," see below under Genealogy Program Accomplishments.

\* Discussion of the cases and causes for this rise can be found in this office's biweekly report of December 24, 2013.

#### Items Requiring Action or Attention:

- **Branch Accomplishments:**

### **Genealogy Program**

#### Accomplishments:

On February 4, Lynda K. Spencer, Chief, Genealogy Program, held her first Monthly Genealogy Section Meeting for calendar year 2014. As part of that meeting, the Records and FOIA Teams discussed various workflow concerns. To resolve those concerns all agreed to revise their telework schedules to reduce the number of telework days performed from two to one telework day per week (from four to two days a pay period). This revised schedule will be effective Monday, February 10, 2014. Mrs. Spencer and I are optimistic the revised schedule will prove to be beneficial to accomplishing the Genealogy Section goal of timely service.

Also in response to the same workflow concerns, during the week of January 27, 2014, the Genealogy Records Team provided training on conducting Quality Assessment (QA) on G-1041A Hard Copy Requests to Denise M. Long, Genealogy FOIA Team Lead. Cross-training more individuals on both the Records and FOIA teams will ensure that all vital activities can be performed by someone in the office every day.

#### **Update on the Re-opened record requests removed from "Suspense:"**

*Records Awaiting Declassification* – The Genealogy Records Team contacted all involved customers to confirm a continued need for responsive record(s). For those who expressed a continued need for the record, the Records Team began reviewing and processing the files. Once complete, the classified files will be properly packaged and transferred to OSI for declassification. We do not know if OSI will accept this work, per our recitation of events in our biweekly report of December 24, 2013.

*Records Pending Receipt of Record* – As above, all customers were contacted and in those cases where the customer expressed a continuing need for the record the Records Team has:

- Reviewed and updated all pending A-file requests
- Established a calendar to update all waiting customers every six months
- Determined to close any case pending two years without a file and issue a refund.

In cases where the customer chose not to pursue the requested file, the Records Team first searched for an alternative file that might be released instead of the file requested. Failing that, they determined if the customer qualified for a refund and, if so, submitted the refund paperwork on the customer's behalf.

#### FIPS/MIDAS Problems, Outages and Updates:

- Siebel Productivity Issues: On January 22<sup>nd</sup> - 23<sup>rd</sup> – Demetrius Marshall, Genealogy Records Team Lead, participated in Midas testing where the issue involving the attachment of documents into Siebel Public Sector was proven to be resolved.
- FIPS Outage: Sunday Feb 2, 2014 starting at 5:00AM ET and ending at 6:00PM ET

### **History Office and Library**

#### Accomplishments:

The History Office and Library partnered with Office of Policy to develop a strategy to place historical USCIS policy memos in the library's online catalog. The memos, which will be watermarked as "historical," will be available to the public and keyword searchable through the catalog's existing search function.

#### Requests of Note:

#### *Ongoing:*

- The History Office and Chief of the Historical Research Branch are providing background research, editing, and historical information to support the Office of Communication's effort to name new USCIS offices after immigrant Medal of Honor winners. In the past two weeks the History Office has provided information used in the naming ceremonies for new offices in Puerto Rico and Baltimore.

#### *From DHS Offices:*

- Tim Futoran, ICE Policy Office, requested through DHS Libraries information on legacy INS policy. The History Library provided him with dated copies of OI 214.3 from 1985 and a scanned copy of the 2 volume set *Management Improvement of INS*, from February 1981. For a separate request by Mr. Futoran, the History Library located an unpublished report from the President's Management Improvement Council report on Foreign Students in the United States, dated July, 1981. The report, located in an old Central Office (CO) policy file, is now scanned and cataloged.

- At the request of the Training and Knowledge Management Division, Office of the Chief Counsel, the History Office reviewed, edited, and provided comments for the Immigration History for Non-Adjudicators training module that is being developed for use by the USCIS Academy.
- The History Office provided Robert Saylor, USCIS FDNS, with sample images and historical information about the OS series of overseas military naturalization certificates. Saylor forwarded the information to ICE's document lab and officials at the Department of State, who used the information to help verify a citizenship document.

#### *Academic Researchers:*

- Crystal Williams assisted researcher Shaw-Taylor gather images for a book on the last 100-years of U.S. immigration.
- The History Office provided Adam Goodman, PhD candidate University of Pennsylvania, with information about the historical definitions of the terms "deportations," "returns," and "departures" and their use in immigration statistics.
- The History Office provided Anna Pegler Gordon, Professor, Michigan State University, with immigration statistics and consulted with her on finding unpublished statistical information in INS records now at the National Archives.

## **Training**





## FOIA Search Staffing Sheet

Request number:  Date:

In responding to the above request for information made pursuant to the Freedom of Information Act, 5 USC 552, you must undertake a search that is ***reasonably calculated to uncover all relevant documents*** described in the request.

You must search in all places where responsive records may be found (electronic and paper). **Please complete all sections** and return to the National Records Center (NRC). Records should be uploaded into ECN. Records may also be submitted by regular mail at the following address:

National Records Center  
FOIA Division (SIG)  
150 Space Center Loop  
Lee's Summit, Missouri 64064-2137

Name:

Organization:

Position/Title/Grade:

Time expended on this search:

Hours:  Minutes:

Date Search Started:  Ended:

☐ Records Located: My responsive records are attached or will be sent at a later date. The estimated date on which I will send these records will be provided in the additional comments box on the third page.

☒ No Records: My search failed to locate any documents responsive to the request. Explain:

**Please fill out this entire form even if no records were located.**



## FOIA Search Staffing Sheet

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### **Electronic Search**

If you searched your computer files, please list where you searched.

*Examples include e-mail archives, hard drive, desktop, laptop, share drive, etc.*

Please list the Systems of Records and databases that you have searched.

*Examples include CLAIMS, PCQS, CIS, NFTS, ELIS, etc.*

Which search terms did you use?

Please provide your reasoning for the method of search, if appropriate.

*For example, name of case, commonly used acronym, etc.*

### **Physical Search**

Please list where you searched.

*Examples include paper files, file cabinet, microfiche, audio, video, etc.*

Please provide your reasoning for the method of search, if appropriate.

*For example, name of case, commonly used acronym, etc.*

If you searched your paper files, please provide information on how your paper files are organized and maintained.

*For example, file cabinet, bookshelf, alphabetical by name, etc.*



## FOIA Search Staffing Sheet

### **Search Recommendations**

Please indicate other offices or persons you believe may have records responsive to the FOIA request.

### **Previous Agency Disclosures**

Information that may be exempt from release based upon an applicable exemption might still be subject to release if the Agency has previously officially disclosed that information. While it is ultimately the FOIA Office's responsibility to determine what information is subject to release, background information provided by USCIS staff often assists the FOIA Office in determining whether a document, or the information in it, has been previously released by the agency. Please use the space below (or an attachment) to notify the FOIA office if any of the documents you have submitted have been made public by the agency.

### **Disclosure Recommendations**

While you are required to provide all documents that are responsive to this search request, the FOIA Office may determine that some information is exempt from disclosure and should be redacted. While it is ultimately the FOIA Office's responsibility to make that determination, recommendations provided by staff often provides necessary context and background information that the FOIA Office would not otherwise be able to discern from the document itself.

If you believe a FOIA exemption (or multiple exemptions) may apply to any information in the documents you are submitting, please use the space below (or an attachment) to provide any information that may be helpful to the FOIA staff in making disclosure determinations. For your reference, the Appendix to this staffing sheet includes a short explanation of the most common FOIA exemptions used by the FOIA Office.

By typing your name below, you certify that you have searched all locations reasonably calculated to locate records that are responsive to this request.

Please type your name:

## **APPENDIX- FOIA EXEMPTIONS (5 U.S.C. § 552)**

The Freedom of Information Act (FOIA), 5 U.S.C. § 552, gives all people, including U.S. citizens and non-U.S. citizens, as well as organizations, universities, businesses, and state and local governments, the right to access information in federal agency records. The FOIA is a disclosure statute. The President and Attorney General have issued memoranda to all agencies emphasizing that the FOIA reflects a "profound national commitment to ensuring an open Government" and directing agencies to "adopt a presumption in favor of disclosure."

While the FOIA is a disclosure statute, there are provisions that allow certain documents and information to be exempted from disclosure. While there are nine FOIA exemptions, the following are the most commonly used by the NRC:

### **EXEMPTION (b)(2)**

Protects from disclosure any information regarding internal agency personnel rules and practices; this exemption is generally applied to human resources and employee relations records.

### **EXEMPTION (b)(3)**

Protects any information that is prohibited from disclosure by another federal law.

### **EXEMPTION (b)(4)**

Protects trade secrets and other confidential business or commercial information.

### **EXEMPTION (b)(5)**

Protects inter-agency or intra-agency memorandums or letters, which would not be available by law to a party other than an agency in litigation with the agency. The types of documents and/or information that we have withheld under this exemption may consist of documents containing pre-decisional information, documents or other memoranda prepared in contemplation of litigation, or confidential communications between attorney and clients.

### **EXEMPTION (b)(6)**

Protects information involving matters of personal privacy; generally covers information about individuals in personnel, medical and similar files where the disclosure of such information would constitute a clearly unwarranted invasion of personal privacy.

### **EXEMPTION (b)(7)**

Exemption (b)(7) protects from disclosure records or information compiled for law enforcement purposes, to the extent that the production of those records A) could reasonably be expected to interfere with enforcement proceedings, B) would deprive a person of a right to a fair trial or an impartial adjudication, C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, D) could reasonably be expected to disclose the identity of a confidential source, E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or procedures, or F) could reasonably be expected to endanger the life or physical safety of any individual.