



**U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
Washington, D.C. 20507**

Office of
Inspector General

August 16, 2024

External Peer Review Report

Debbie Lehrich
Acting Inspector General
Office of the Inspector General
Library of Congress

We reviewed the system of quality control for the Library of Congress (LOC) Office of Inspector General (OIG) in effect for the year ended March 31, 2024. A system of quality control includes multiple aspects of an organization, including, but not limited to, policies and procedures designed to provide reasonable assurance of complying with the Council of the Inspectors General on Integrity and Efficiency's (CIGIE's) *Quality Standards for Inspection and Evaluation*, December 2020 (Blue Book).

In our opinion, the system of quality control for the LOC OIG in effect for the year ended March 31, 2024, has been suitably designed and complied with to provide the U.S. Equal Employment Opportunity Commission (EEOC) OIG with reasonable assurance of performing and reporting in conformity with the Blue Book.

Inspection and Evaluation (I&E) organizations can receive a rating of pass, pass with deficiencies, or fail. The LOC OIG has received an External Peer Review rating of pass.

Basis of Opinion

This required external peer review was conducted in accordance with CIGIE's *Guide for Conducting External Peer Reviews of Inspection and Evaluation Organizations of Federal Offices of Inspector General* (December 2020) and the Memorandum of Understanding between the Offices of the Inspectors General of the EEOC and the LOC, entered into on April 30, 2024.

During our review, we interviewed LOC OIG personnel and obtained an understanding of the nature of the LOC OIG's I&E function and the design of the LOC OIG's system of quality control sufficient to assess the risks implicit in its I&E function. Based on our assessments, we selected I&E reports and administrative files to test for conformity with Blue Book standards and compliance with the LOC OIG's system of quality control.



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In performing our review, we obtained an understanding of the system of quality control for the LOC OIG's I&E function. In addition, we tested compliance with the LOC OIG's quality control policies and procedures to the extent we considered appropriate. These tests covered the application of the LOC OIG's policies and procedures on selected I&E reports. Our review was based on selected tests; therefore, it would not necessarily detect all weaknesses in the system of quality control or all instances of noncompliance with it.

Prior to concluding the peer review, we reassessed the adequacy of the scope of the peer review procedures and met with LOC OIG management to discuss the results of our review. We believe that the procedures we performed provide a reasonable basis for our opinion. Enclosure 1 to this report identifies the I&E reports we reviewed.

The LOC OIG's management officials provided a response to our Peer Review Report (Enclosure 2) in which they agreed with our overall rating.

Responsibilities and Limitations

The LOC OIG is responsible for establishing and maintaining a system of quality control designed to provide the LOC OIG with reasonable assurance that the organization and its personnel comply in all material respects with Blue Book standards. Our responsibility is to express an opinion on the design of the system of quality control and the LOC OIG's compliance based on our review.

There are inherent limitations in the effectiveness of any system of quality control; therefore, noncompliance with the system of quality control may occur and may not be detected. Projection of any evaluation of a system of quality control to future periods is subject to the risk that the system of quality control may become inadequate because of changes in conditions or because the degree of compliance with the policies or procedures may deteriorate.

Joyce T. Willoughby,
Inspector General

Enclosure(s)



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ENCLOSURE 1: Scope and Methodology

We reviewed compliance with the Library of Congress (LOC) Office of the Inspector General's (OIG) system of quality control for inspections and evaluations in effect for the year ended March 31, 2024 to the extent we considered appropriate. During the peer review period from April 1, 2021 to March 31, 2024, LOC OIG completed five evaluations. We selected one in-house report and one contractor-engaged report for the peer review. The two reports we reviewed are:

- 1) 2023-SP-101, *The Not on Shelf Rate Has Remained Largely Unchanged but Improvements to Customer Service Can Be Made* (in-house report issued on January 11, 2024); and,
- 2) 2022-SP-103, *Assessment of the Library of Congress's Digital Strategy* (contractor-engaged report issued on September 29, 2023).

For the in-house report, we interviewed LOC OIG's evaluation staff, analyzed documents LOC OIG provided, reviewed internal policies and procedures, and remotely accessed LOC OIG's internal project management system (TeamMate+) to assess their evaluation documentation. For the contractor-engaged report, we interviewed LOC OIG's staff (including the Contracting Officer's Representative on the project), analyzed documents LOC OIG provided, reviewed internal policies and procedures, and remotely accessed LOC OIG's internal project management system (TeamMate+) to assess their oversight documentation. We did not conduct any onsite visits.



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ENCLOSURE 2: Library of Congress's Comments to Draft Peer Review Report



August 12, 2024

Joyce T. Willoughby
Inspector General
U.S. Equal Employment Opportunity Commission

Re: Response to Inspection and Evaluation External Peer Review Draft Report

Dear Inspector General Willoughby:

Thank you for the opportunity to comment on the draft Peer Review report. We appreciate the Review Team's independent review of our office's compliance with the seven required standards of the *CIGIE Quality Standard for Inspection and Evaluation*, December 2020 (Blue Book), and their assessment of our internal policies and procedures.

While the review identified no areas requiring improvement, we remain committed to continuous improvement and excellence in our Inspection and Evaluation function. We will continue to uphold the standards and best practices that have contributed to this successful review.

We have no comments on the report but wish to express our appreciation of your staff's time, dedication, and professionalism in conducting this peer review.

Sincerely,

Debbie Lehrich
Acting Inspector General