ANNUAL REPORT

_____ ITS 2003

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After the approval by the International Commission, the Annual Report may be consulted on the Internet at www.its-arolsen.org under a password.

Preface

Within the scope of a small celebration in May 2003, the employees of the ITS were able to look back upon 60 years of existence of this international institution, which has exclusively worked in the service of the former civilian persecutees of World War II so far. More than half a century after these tragic events, still a very large number of persons concerned or relatives turn to the Tracing Service in the hope to receive a confirmation. Considering the large amount of incoming inquiries, the humanitarian significance of the work performed in Bad Arolsen has not lost any of its topicality. This tendency stands in complete contradiction to the original expectations - in 1955, exactly 10 years after the end of the war action, the Bonn Agreements were concluded for the first time with a validity of only five years - and in contrast to all prognoses of the last years as well. For example, the question of "what will come after" has already been taken up several times during this period.

If the three key figures are compared, the result of the year 2003 shows an average decrease of 20% in comparison with the preceding year. The number of incoming inquiries still amounted to 313,067 (2002 - 387,778), the outgoing mail totalled up to 468,976 (2002 - 587,210), and the backlog was 343,635 (2002 - 419,840). Even though such a development points to an unmistakable trend, the result itself must not lead to false conclusions. Owing to the experiences of the last years, a closer look at the incoming mail seems to be advisable. The fact that the result of the preceding year represented a highest level should not be completely ignored either. The maximum result in 2002 was exclusively based on the numerous inquiries in direct connection with the settlement of the indemnification fund for forced labourers.

As several of the partner organizations (POs) of the Federal Foundation are already paying out the second and last instalment, a downward development of the number of incoming inquiries is to be expected in the near future. A complete slump, however, will probably not occur, because two important POs, namely the Foundation in Moscow and the IOM in Geneva, continue to deal with the actual settlement for the time being. Besides this, all seven POs are obliged to process the appeal cases. Cases that will subsequently require a more difficult check especially at the ITS and that will therefore bring about a considerable expenditure in time and work, even though, considered from an overall point of view, they are not so numerous by far.

While, in the preceding year, the so-called list processing (exclusively within the scope of the settlement of the aforementioned fund) had been in the fore in view of the urgent instalment payments, the situation was completely different in 2003. The enormous decline in the list processing is partly compensated by the increase of the likewise labour-intensive individual inquiries, that is the original work of the ITS in accordance with its mandate. Added to this was an enormous increase in the Meeting processing, that is the belated issuing of positive replies to the inquirers that becomes possible thanks to the acquisition of new records. Due to the unscheduled financial support in the field of electronic card-indexing of newly acquired documents, a certain progress has been achieved at least in this area, which also has an immediate effect in the interest of the persons concerned.

In the year under report, an ideal fulfilment of the other three mandates had to be done without once again owing to the unexpected and exceptionally large number of incoming requests. If the prognosticated partial release in the evaluation field actually occurs, urgently necessary work at the ITS in the fields of document acquisition as well as restoration and conservation is to be carried out with increased efforts immediately. In the area of document acquisition, still 281.85 linear metres of documents (preceding year 354.41) have been taken over in spite of scarce personnel and limited financial resources. In comparison with the results of several years, this represents an absolute minimum and is all the more deplorable, as still numerous offices in Germany and in foreign countries are willing to place important personal records at disposal for

the humanitarian work of the ITS. The immediate success in this field, that is the possibility of being able to issue more positive replies, forces the Tracing Service to continue its efforts unrestrictedly here. Not the total number of answers, but that of the positive ones is decisive for the success from the point of view of the persons concerned.

With satisfaction, it may be noted that, in 2003, a larger stock of original documents from the Concentration Camp Section has for the first time been subjected to restoration and conservation measures. While the delamination work (removal of plastic films, which had been used formerly as the only possible conservation measure) is still to be implemented externally for the present, the deacidification of the paper has been carried out - as desired - on the spot by installing the respective technology. With this great step, the important foundation for the preservation of the valuable documents for future generations has been laid.

On the occasion of the annual meeting, the International Commission occupied itself once again with the question of historical research. The course has been set, so that a decision about the future procedure in this important question may be taken at the next meeting. Thanks to the presently performed extensive scanning work and the progress achieved this way in the establishment of an integral database, approaches to solutions present themselves that will render a fast implementation of the parallel opening, requested by historians, possible. Although, daily, several different types of scanners have permanently been worked with, the aspired goal has once again not been achieved to the planned extent owing to the numerous tasks to be fulfilled with priority in connection with the humanitarian mandate.

The ITS is endeavouring to consistently pursue the goals set for the near future, in order to meet in the first place the requests of the persons concerned, but also the expectations in respect of the fulfilment of the other mandates. Reaching the intended aims, however, does not only depend on the number of incoming inquiries, but also on the rigorous budgetary conditions, which are to be complied with imperatively. Only the optimal use of the scarce resources will probably do justice to this difficult situation.

Ch.-Cl. Biedermann Director

Bad Arolsen, in January 2004

New and noteworthy items

ITS 2003

The mandate of assembling

In the year under report, the ITS was able to look back upon 60 years of its existence and, even though this has been a long time, the mandate of assembling has not lost any of its significance at all. Also in future, the document acquisition work will have to be continued to a comparable extent, so that the Tracing Service in Bad Arolsen, which - due to the incomplete documentation - still has to issue numerous negative replies, will be able to help the persons concerned in accordance with its task. The fact that the inquirers may receive help in their matters thanks to investigations at third offices is proof of the justification of the document acquisition. The more complete the records at the ITS are, the faster the inquirers may receive a reply, because time-consuming investigations may be reduced.

Owing to the debate and media reporting regarding the indemnification fund for forced labourers, offices and firms in the Federal Republic of Germany have occupied themselves with their past during the time of National Socialism and have, this way, recovered documents considered to be long lost. The willingness to place these at the disposal of the ITS for managing the processing of inquiries has grown. For financial reasons, however, many communities and institutions cannot make the documents available with their own personnel, which means they have to rely on the cooperation of the ITS here. If these important documents are not supposed to fall into oblivion again after a foreseeable waning of public interest, the ITS has to take advantage of the concessions of firms and other offices now, in order to be able this way to further complete the documentation on hand.

In spite of the financial difficulties already becoming noticeable in the preceding year, the ITS succeeded in the year under report in acquiring 281.85 linear metres of documentary material (preceding year: 354.41) from altogether 84 offices (preceding year: 95) in Germany and abroad. For the duplication work on the spot, chiefly by means of digital cameras, 123 business trips (preceding year: 117), of one or several weeks each, to 45 offices (preceding year: 43) were necessary and 502.88 linear metres of records (preceding year: 977.56) had to be looked through.

The ITS extends its thanks to all offices that have once again supported it decisively in the fulfilment of the mandate of assembling by letting it have documentary material; in the following, please find a selection of noteworthy offices.

In Germany

Municipal Archives Heidelberg

In the year under report, the ITS continued the document acquisition at these archives that had been started in the preceding year. For looking through 26.1 linear metres of records - registration cards and sheets, work books, medical records - and for preparing 32 films with 72,138 photos respectively nine CDs with 26,471 images, five business trips were necessary.

Archives of the Land Berlin

The document acquisition, begun at these archives as early as in 1999 and carried out exclusively by employees of the branch office Berlin, was continued in the year under report. In the course of 21 business trips, they looked through 107.1 linear metres of records of a Berlin registration index where foreigners and Jewish persons had been recorded during the war and prepared 14 films with 32,258 photos.

Municipal Archives Flensburg

In the year under report, ITS-employees made three business trips to the Municipal Archives Flensburg. Of the altogether 21.4 linear metres of records of an inhabitants' registration, foreigner and street index that were looked through, they prepared six CDs with 8,709 images.

Main State Archives of North Rhine-Westphalia in Düsseldorf with branch office in Kalkum

In 1998, the ITS started the document acquisition at the aforenamed archives that has been carried out continuously since then and was only interrupted in 2001. In the year under report, the employees visited these archives ten times and prepared, after looking through 32.1 linear metres of documents - chiefly criminal files -, five films with 10,710 photos respectively 35 CDs with 43,801 images. The document acquisition in Kalkum is concluded.

"Bundeseisenbahnvermögen Nord" (property agency of the federal railways of Northern Germany) in Hamburg

After negotiations of many years, the ITS was able to begin the document acquisition at the aforenamed institution in the year under report; negotiations with the "Bundeseisenbahnvermögen Ost" (the same kind of agency for the area of Eastern Germany) in Berlin are still continuing at present. The ITS soon hopes for a positive decision here as well. The documents are a necessary and important supplementation of the records about forced labourers who had been employed with the German "Reichsbahn" that the ITS had already received through the "Reichsbahnversicherungsanstalt" (insurance institution of the Reichsbahn) in Rosenheim.

In the course of 14 business trips, the employees looked through altogether 138.73 linear metres of the most various documents, such as wage cards and wage recipients' lists, remuneration cards, vacation and free journey certificates, work books, personnel lists and files, and prepared two films with 3,011 photos as well as 27 CDs with 62,051 images.

Main Archives of the Land Sachsen-Anhalt in Magdeburg with branch office in Wernigerode

Employees of the branch office Berlin visited the aforementioned archives three times in the year under report, looked through 11.3 linear metres of diverse records - personnel files, wage records, receipt cards, medical records, work books - and prepared six CDs with 8,579 images.

"Gesellschaft zur Verwahrung und Verwertung von stillgelegten Bergwerksbetrieben mbh" (limited liability company for the custody and utilization of shut-down mining companies) in Sondershausen

For filming all the records relevant for the ITS, two business trips were necessary to the aforementioned office. Looking through a stock of 3.5 linear metres of documentary material resulted in four CDs with 8,277 images of wage and personnel records, personnel files, work books as well as books of arrivals and departures.

In foreign countries

Document acquisition in Poland

In the year under report, the employees of the ITS-branch office in Berlin continued the systematic document acquisition at the Polish State Archives begun in 1998. At 13 of altogether 31 archives the document acquisition has already been concluded. 18 archives are therefore still at disposal for the acquisition of new documents, at two of which filming work has already been started.

State Archives Szczecin

The State Archives in Szczecin had asked for an interruption of the document acquisition there by the end of the first half of the year 2002 and for a continuation, after prior consultation, in March 2003.

The document acquisition was taken up again at the aforementioned date. In the course of 22 business trips, the employees of the branch office looked through 26.6 linear metres of registration records and personnel files about forced labourers of different nationalities and prepared 34 films with 102,684 photos.

Document acquisition in the Ukraine

State Archives Kiev

The aforenamed archives were visited four times by ITS-employees. During their stay of altogether seven weeks, they looked through 47.4 linear metres of filtration files, work books and work cards and prepared 23 CDs with 85,544 images by means of a digital camera.

The necessary preparatory work for filming the files turned out to be very time-consuming. The single pages of the files were bound together with threads. In order to be able to film the important data, it was necessary to remove these threads.

Document acquisition in Slovenia

In connection with the work for the German Foundation Initiative, it was of an extraordinary significance to be able to film the records available in the Archives of the Republic of Slovenia, which had been examined by an employee of the ITS, in order to also be able to check the inquiries of the former Slovenian persecutees with as good chances for a positive result as possible.

In December 2002 in Ljubljana, the ITS and the aforenamed archives signed a document about a cooperation and mutual exchange of information regarding existing collections of records about victims of the Second World War.

Through the exchange of these data, victims may be supported in asserting their rights more effectively.

Archives of the Republic of Slovenia in Ljubljana

In the course of a stay of two weeks, ITS-employees looked through 6.6 linear metres of records about forced expropriations and evacuations by the commander of the "Sicherheitspolizei" as well as of the "Sicherheitsdienst" and used a digital camera to prepare three CDs with 12,019 images.

The mandate of classification

Imaging of the stock of documents

About five years ago, the ITS started with the imaging of the stock of documents. In the meantime, more than 40% of the original documents have been scanned. The conclusion of this work is presumably not to be expected before 2007.

At present, eight scanners are in use. In order to achieve an efficient operating performance of these scanners, an operation in shifts from 7.00 a.m. until 8.00 p.m. was introduced. For the employees operating the scanners, this means a work assignment of two and a half hours per day; only two and a half hours, because the work has to be done exclusively standing up and is very one-sided in its movements. The scanner personnel is composed of 80 employees who have declared to be willing to participate in this project. They have been won over from the most various sections of the ITS.

Only when the scanned documents have been indexed and imported into the database, they are available for electronic research.

This means that, after the scanning, comprehensive indexing work is necessary, which is performed either automatically by means of a text recognition program or manually by the input of the personal data into an acquisition program.

Presently, more than 35% of the original documents are researchable electronically.

Concentration Camp Documents

- Original index of Concentration Camp Buchenwald -

The scanning of the remaining 1,260,514 individual documents from 232,332 envelopes concluded the imaging of the aforementioned index that had been started in the preceding year.

The material has been indexed and is available for electronic research.

- Concentration Camp-Number Indexes -

Concerned here are indexes containing duplicates of reference cards, arranged according to prisoner's numbers for various camps.

In the year under report, 24 number indexes with altogether 4,579,382 reference cards have been scanned and automatically indexed by means of a text recognition program. The indexes may be checked electronically.

The imaging of further number indexes will be implemented next year.

- Gestapo Indexes -

In the year under report, the employees continued the imaging of the aforenamed indexes started in 2000. Of the 12 Gestapo indexes on hand at the ITS, seven with altogether 304,425 index cards have been scanned and indexed so far and are therefore researchable electronically.

- Dachau Index -

This index comprises about 270,000 cards. Towards the end of the year under report, the employees began with the imaging of the aforementioned index and achieved, by the end of the year, a performance of 192,354 scanned cards.

- Indexes with prisoner's cards not containing names -

These roughly 149,000 prisoner's cards of various concentration camps do not include any names, but prisoner's numbers, birth data and dates of arrival. The check of these indexes is carried out on the basis of the prisoner's number respectively the date of birth and, in many cases, it is the only proof of the imprisonment suffered in a concentration camp.

By the end of the year under report, four of these indexes with altogether 36,652 prisoner's cards have been imaged.

- Index of the Prison Butzbach -

In the second half of the year under report, the index comprising 2,417 cards was completely scanned.

- Index of the Penitentiary Ziegenhain -

The aforementioned index with 20,734 cards was also completely scanned in the second half of the year under report.

Wartime Documents

- Wartime Index -

Of the wartime index, containing more than 2 million individual documents, another 403,793 documents were scanned in the year under report. The total number of documents scanned so far amounts to 538,605. The imaging of this index is still going to take some time.

- List material of the American Zone -

The list material of the aforementioned zone comprises about 668,690 pages in 3,198 files. The ITS began with the imaging of this material in the second half of the year under report. By the end of the year under report, 198,167 pages from 735 files have already been scanned.

Children's Files

The imaging of the files and individual documents preserved in 1,078 boxes in the section Tracing Service/Child-Tracing Archives had been started in 2001, but only as late as in the year under report, it was possible to conclude this work by scanning the contents of the remaining 85 boxes - 5,149 files with 45,516 pages. In favour of the imaging of the concentration camp documents, it had been necessary to interrupt the scanning of the children's files in the time from August 2002 till July 2003.

The documents are indexed and 60% of them can be researched electronically.

External Registration of the Newly Acquired Documents

In accordance with the contractual agreements with the German Foundation of September 2002, an external service company registered further newly acquired documents in the year under report. Concerned are records of the "Allgemeine Ortskrankenkassen" (general health insurance institutions), personnel records of German firms as well as list compilations about forced labourers (predominantly from Eastern European countries), which had been filmed at the Russian Red Cross. As expected, however, the funds provided by the German Foundation, which had been reduced substantially compared with the sum applied for by the ITS, were not sufficient for the external registration of the lists from the Russian Red Cross. The Foundation "Understanding and Peacemaking" in Moscow, whose inquirers could especially benefit from the information contained in the aforementioned list material, therefore absolutely supports the request of the ITS towards the German Foundation to externally card-index the remaining data from this stock.

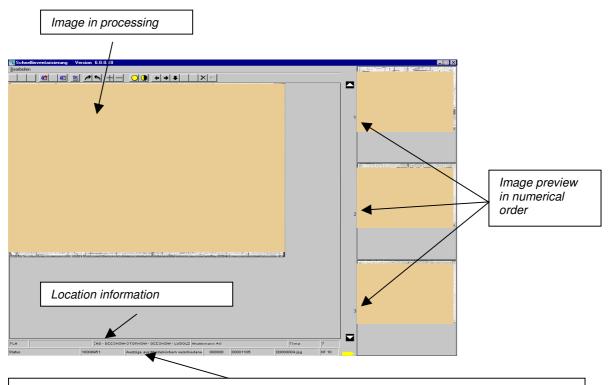
Inventory Section

Fast inventory-taking

The existing fast inventory-taking program has been revised. The installation of this program was implemented in the second half of the year under report.

This program adjustment will, in future, bring about a further saving of time for the inventory-taking, because the large amount of inventory numbers that was necessary in the preceding years is reduced. If a stock of documents to be taken into the inventory belongs to the same partial stock - allocation of the documents in the electronic archives -, only one inventory number is issued, because there is the possibility now to combine the images in files. Within these files, every single image is provided with the respective allocation information - location - and imported into the electronic archives together with this information.

Screen mask for the fast inventory-taking



Viewgraph for the employee in the inventory section consisting of data record information (inventory number, name of the documents) and the processing status (file, film number, image number).

Another advantage is that the processing steps for the location may be taken in one screen mask (see illustration) and that it is no longer necessary, as before, to change between two masks.

The mandate of preservation

Restoration and conservation of the original documents available at the ITS

According to the "Allgemeine Bestimmungen für die Vergabe von Leistungen (VOL/A)" (general provisions for the awarding of performance contracts), the ITS implemented, in the year under report, a Europe-wide invitation to tender for the conservation of the concentration camp documents for the years 2003 to 2005.



The elaborated priority list revealed that these historically valuable documents (examples of original books from the concentration camps - see illustration) have to be processed as quickly as possible, in order to prevent a further decomposition.

As a result, four service companies asked for the detailed description of the order, but only one of these firms made a concrete offer.

The ITS puts the submission of only one offer down to two conditions of tender. On the one hand, the conservation work has to be implemented predominantly on the spot, that is in Bad Arolsen, and on the other hand, the large proportion of completely laminated documents represents a problem for most firms.

After placing the order, the deacidification machine was installed at the Arolsen Tracing Service and the work was started. The documents are dried preliminarily at 40°C and subsequently cooled down to -18°C, in order to extract the paper-own liquid. Afterwards, they are put into the treatment chamber of the aforementioned machine and deacidified with a reagent.

The ITS agreed with the performing firm to have some steps of work done by ITS-own personnel - after a respective training - in order to reduce costs this way.

Immediately after the conservation, the documents are placed into suitable acid-free storage containers, which correspond to the original files in their labelling. Another advantage of the removal of the plastic films on both sides is that the space needed for the list documents decreases by about 50%. The storage systems available at the ITS (index cabinets and shelves) may be used further.

The mandate of evaluation

Settlement of the German Fund

Appeals procedure

The Foundation "Remembrance, Responsibility and Future" informed the ITS in the preceding year that, based on estimates of the partner organizations, still roughly 70,200 of the so-called "special inquiries" with an extended request for information would confront the ITS in 2003.

Concerned here are inquiries already processed in the fast procedure, for which the inquirers - partner organizations, private inquirers and third offices - request more precise information respectively a supplementation of already existing replies. For this purpose, the ITS has to take a look at the documents.

The processing of these inquiries is carried out with workflow support and is defined within the same as "appeals procedure".

Towards the end of the preceding year, the ITS received the financial means necessary for the development of the procedure and implemented the required program adaptation, so that it became possible to start the actual performance, after training the employees participating in the appeals procedure, in the spring of the year under report.

The appeal inquiries arrive collectively as electronic list on data carriers, but also individually in the form of letters.

Processing routine

- After the import of the appeal inquiries into the workflow, they are automatically linked to the first inquiry on the basis of the file number.
- Subsequently, the inquiries are passed on to the appeals-list check of the Wartime/Post-War Section. Here, the respective documents are drawn on the basis of the reference cards, are also scanned together with possibly available old cases and then added to the respective workflow files.
- The electronic file completed this way is then passed on to the appealscaseworker who evaluates the documents and records the result of the check in the workflow.
- If the appeals-list checker respectively the appeals-caseworker establishes that research in other specialized sections is necessary, the inquiries are passed on to the respective work baskets in the workflow.
- Finally, a quality assurance is made, i.e. it is checked whether the processing routine for the respective appeal inquiry has been correct and whether it has, in fact, been processed completely.
- Upon conclusion of the export of the list respectively printing of the reply in case of individual inquiries, the files are entered into the electronic archives.
 An access to these files is possible at any time, but changes or supplementations with further documents are no longer feasible.

By the end of the year under report, 11,425 of the announced 70,200 appeal inquiries have arrived; 2,623 of them have been processed (see illustration in the Appendix).

Electronic data exchange with the Special Registry Office Bad Arolsen

On the suggestion of the ITS, a Special Registry Office, particularly for deaths in concentration camps which require an official certification, was established in Arolsen in September 1949.

Until today, the ITS has documented such certifications by inserting a "yellow reference card" in the Central Index of Names.

Before, this "yellow reference card" has been written by an employee of the liaison office to the Special Registry Office at the ITS and handed over, together with all other reference cards and individual documents for the deceased person, to the Special Registry Office.

After the examination of the records and the certification - entry of the death into the death register -, the Special Registry Office returns the documentary material and all reference cards to be reinserted in the stock of the ITS; before, the Special Registry Office supplements the "yellow reference card" with the number and year of the certification.

Should the basic terms for the certification change, in the form of new documentary material, for example, this supplementary information is added to the existing "yellow reference card".

Every month, the ITS forwards about 400 certification cases to the Special Registry Office.

Since the conclusion of the imaging of the Central Index of Names, it has no longer been possible to insert the "yellow reference cards" into the same. Subsequent changes respectively supplementations on the cards cannot be implemented either. In the foreseeable future, files and documents will no longer be consulted in paper form, but exclusively electronically. Already conserved respectively restored records shall no longer be used, because these are finally deposited in acid-free storage containers after the treatment. A further manual usage of these stocks is not sensible, since the conservation results are negatively affected by any kind of use.

For the above-mentioned reasons, the ITS is presently elaborating a solution to admit an exchange of data between the Special Registry Office and the ITS on the digital way.

The "yellow reference cards" will, in future, be replaced by data records and imported into the digitized Central Index of Names. For this purpose, a special data mask will be integrated in the Central Index of Names-database application, and the ITS-employees of the liaison office to the Special Registry Office will be enabled to have access to the Central Index of Names-program.

These reference data records may then be linked with further references, relating to the evaluated documents of the person concerned, and exchanged with the Special Registry Office on data carriers.

The most important figures

Figures of preceding year in brackets

______ ITS 2003

The mandate of assembling

Document acquisition

•	Third offices in Germany known to the ITS today to possess records	(1,961 offices)	1,953 offices
•	Offices written to:		
	in Germany - based on individual inquiries	(89 offices)	52 offices ¹
•	Result:		
	The ITS received documents from	(95 offices)	84 offices
•	Records are no longer available	(41 offices)	25 offices
•	Final decision still not on hand	(9 offices)	4 offices
•	Reply not received yet	(22 offices)	22 offices
		(167 offices) ²	135 offices ³
•	Acquired documents linear metres: (wartime and post-war documents)	(354.41)	281.85 ⁴

Since there still is a surplus of offices written to in the preceding years, the number of the offices turned to in writing in the year under report has decreased. The time interval between the request sent to an office and the subsequent document acquisition carried out there should not be too marked.

² This number includes 74 offices written to before 2002.

This number includes 85 offices written to before 2003.

In the year reported on, the ITS-employees made more business trips to more offices than in the preceding year. The total number of the documents to be consulted on the spot, however, was inferior to that of the preceding year, i.e. the ITS has acquired fewer relevant records.

The mandates of classification and preservation

Reproduction

Newly acquired documentary material

 on microfilm Number of microfilms Photos 	(259) (598,433)	116 371,560
 on microfiche Number of microfiches Photos 	(6,146) (299,293)	- -
on CD Number of CDs Images	(186) (438,666)	193 435,638
 Imaging of the new material scanned microfilms Images microfiches that have been looked through and scanned Images 	(639) (1,468,934) (6,146) (4,913)	361 912,991 - -
Material already in stock		
 Imaging of the old material scanned indexes Images scanned file material Number of files Images 	(2) (818,178) (615) (343,795)	39 6,800,271 820 243,683
Inventory		
Newly acquired material		
- Electronic documents - Linear metres	(369,566) (172.58)	225,712 ¹ 98,74 ¹

It is not until the inventory-taking of a documentary stock has been completed that the number of documents and the respective linear metres' figure can be registered statistically. That is why the inventory of huge stocks of documents not yet concluded in the second half of the year under report could not be entered into the statistics. The statistical registration of these stocks will be carried out in the coming report year.

______ ITS 2003

Card-indexing

• Prepared reference cards and registered data records

	 handwritten data records from paper card-indexing data records from image card-indexing data records from external services Total	(3,065) (252) (410,766) (451,020) (865,103)	1,188 ¹ 888 418,308 <u>506,228</u> 926,612
•	Quality assurance ² of the registered data records		
	from the paper card-indexingfrom the image card-indexingfrom external services	(242) (404,777) (451,020)	887 443,268 <u>506,228</u>
	Total	(856,039)	940,383

Reference cards drawn up by the ITS-Liaison Office to the Special Registry Office which indicate that a death has been certified at the Special Registry Office Bad Arolsen. These cards were inserted in an index, established in addition to the Master Index within the scope of the imaging of the Central Index of Names and, for the most part, have already been scanned.

Only after a quality assurance, the registered data records are at disposal in the database of the Central Index of Names for searching.

ITS 2003 The mandate of evaluation Incoming mail 298,287 1 According to number of persons (380,534)313,067 1 According to number of questions (387,778)**Newly opened T/D-cases** (60,941) 51,547 Checked index and record units Total of checks made (635,295)693,521 Number of persons concerned 127,517 (126,517)Names (236,479)237,701 **Meeting-Processing** Checked cases supposed to be Meetings usual Meeting-processing (8,555)54,035 of these intended for further processing 793) 3,398 Meeting-processing German Fund (63,629)221,949 of these intended for further processing (2,497)4,709 • Processed Meetings usual Meeting-processing 10,175 5,692) Meeting-processing Fund 4,186) 5,671 Stock of Meetings usual Meeting-processing 4,077) 10,727 (62,834)Meeting-processing Fund 14,335

These figures include inquiries for 196,378 persons, which were to be settled within the scope of the list processing procedure; 113,018 of them were list inquiries "German Fund". Moreover, the figures of incoming mail include 40,793 individual inquiries "German Fund" and 11,425 renewed inquiries for additional information.

		ITS 2003
Case movements		
• Total	(459,647)	410,105
to File Deposit	(116,531)	125,790
Outgoing mail		
According to number of questions replied to	(587,210)	468,976 ¹
Processed files		
• Cases	(103,792)	78,605 ²
List inquiries German Fund	(315,903)	158,399
Individual inquiries German Fund	(33,901)	40,793
Renewed inquiries for additional information	(-)	2,623
Other list inquiries	<u>(7,945)</u>	38,076
Total	(461,541)	318,496
Backlog for the following year		
Inquiries according to mandate		
 According to number of T/D-cases that have not yet been concluded 	(104,053)	108,941
 According to number of inquiries that have not yet been registered (number of persons inquired about) 	(191,590)	157,788
 According to number of inquiries that could not yet be recorded in the statistics on incoming mail 	(60,926)	32,544
 scanned inquiries for external translation from 2001 	(28,826)	28,826
Total	(385,395)	328,099
 Inquiries German Fund still to be processed 	(73,564)	35,007

This figure includes outgoing mail for 196,475 persons whose inquiries were settled within the scope of the list processing procedure; 158,399 of them were inquiries "German Fund". Moreover, this figure includes 40,793 processed individual inquiries "German Fund", 5,686 positive follow-ups from the cooperation network as well as 2,623 processed renewed inquiries for additional information.

The number of the cases processed according to mandate has diminished; this has resulted in a parallel reduction of the figures of outgoing mail in conformity with mandate, since case workers, in the year reported on, had been employed in supporting the case work concerning the renewed inquiries for additional information, in doing scheduled feeder work for the Federal Archives in Berlin and also scanning work.

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Appendix

Statistical tables

Table I

Arrival of inquiries subdivided according to continents

Continent	Country	Number of inquiries	Continent	Country	Number of inquiries
Europe	Albania	9	Europe	Turkey	6
•	Austria	3,273	(continued)	Ukraine	34,936
	Belarus	13,414	<u> </u>	United Kingdom	200
	Belgium	184	Subtotal	· ·	305,842
	Bosnia-Herzegovina	30	America	Canada	172
	Bulgaria	12		USA	1,307
	Croatia	19		Argentina	29
	Czech Republic	560		Brazil	6
	Denmark	16		Chile	22
	Estonia	335		Cuba	3
	Finland	20		Mexico	1
	France	544		Peru	1
	FRG	42,804		Uruguay	1
	Greece	29		Venezuela	2
	Hungary	24	Subtotal		1,544
	Ireland	3	Asia	Armenia	23
	Italy	47,934		Azerbaijan	110
	Latvia	776		Georgia	102
	Lithuania	863		Kazakhstan	400
	Luxemburg	7		Kirghizia	25
	Macedonia	14		Tadzhikistan	3
	Moldova	137		Turkmenistan	13
	Netherlands	113		Uzbekistan	83
	Norway	13		Bahrain	5
	Poland	44,183		Israel	2,149
	Portugal	1		Japan	1
	Romania	37	Subtotal		2,914
	Russian Federation	21,613	Australia	Australia	2,643
	Serbia and Montenegro	365		New Zealand	35
	Slovak Republic	489	Subtotal		2,678
	Slovenia	108	Africa	Algeria	85
	Spain	43		Burkina	1
	Sweden	76		Namibia	1
	Switzerland	92,642		South Africa	2
	International		Subtotal		89
	Committee of the		Total		313,067
	Red Cross	10			

Table II

Outgoing mail subdivided according to continents

Continent	Country	Number of outgoing letters	Continent	Country	Number of outgoing letters
Europe	Albania	16	Europe	Turkey	10
	Austria	4,735	(continued)	Ukraine	71,307
	Belarus	12,115		United Kingdom	386
	Belgium	234	Subtotal		412,735
	Belgian Liaison		America	Canada	304
	Mission	357*		USA	48,906
	Bosnia-Herzegovina	25		American Liaison	
	Bulgaria	15		Mission	1,115*
	Croatia	113		Argentina	26
	Czech Republic	1,794		Bolivia	22
	Denmark	74		Brazil	37
	Estonia	508		Chile	17
	Finland	22		Cuba	4
	France	556		Mexico	1
	French Liaison			Paraguay	1
	Mission	1,529*		Peru	1
	FRG	70,030		Uruguay	2
	Greece	63		Venezuela	5
	Hungary	69	Subtotal		50,441
	Ireland	2	Asia	Armenia	22
	Italy	669		Azerbaijan	44
	Italian Liaison			Georgia	106
	Mission	2,134*		Kazakhstan	416
	Latvia	769		Kirghizia	27
	Lithuania	740		Tadzhikistan	3
	Luxemburg	33		Turkmenistan	14
	Macedonia	7		Uzbekistan	117
	Moldova	171		Bahrain	6
	Netherlands	340		Indonesia	4
	Norway	40		Israel	2,240
	Poland	125,776	0.4.4.4.4	Philippines	2
	Portugal	10	Subtotal	A !!	3,001
	Romania	56	Australia	Australia	2,616
	Russian Federation	33,270		New Zealand	10
	Serbia and Montenegro	1,579	Subtotal		2,626
	Slovak Republic	771	Africa	Algeria	147
	Slovenia	100		Burkina	1
	Spain	38		Morocco	1
	Sweden	115		Namibia	1
	Switzerland	82,149		Nigeria	4
	International			South Africa	17
	Committee of the	0	Cubtotal	Tunesia	2
	Red Cross	8	Subtotal Total		173 468,976

Remark: The figures of outgoing mail include inquiries of the ITS to third offices.

^{*} These are copies of reports of the ITS which are submitted to the Missions for the purpose of taking up further investigations.

Total of available documentary material

Section/ subgroup	Originals/ electronic documents	Reference cards and data records Correspondence T/D-cases
Central Index of Names		
a. Master Index	1,458 lm	9,321 lm
b. Index and Record Units	3,172 lm	- lm
Concentration Camp Documents	2,438 lm	1,219 lm
Wartime Documents	1,003 lm	30 lm
Post-War Documents	783 lm	50 lm
Child-Tracing Archives	350 lm	11 lm
General Documents	164 lm	280 lm
Mail Registry and Dispatch	- lm	117 lm
Case Distribution and File Deposit	- lm	4,761 lm

9,368 lm

Total: 25,157 lm lined up vertically sheet to sheet in a paper archives

15,789 lm

Microfilm-Deposit:

7,227 films of 30 m = 216,810 metres

Microfiche-Deposit:

65,692 microfiches = 26.27 linear metres

Diazo-Copy Index: 41,178 diazo-copies = 16.47 linear metres

Processing of Inquiries

Year	Posts Total	Ø Outgoing mail per work place	Registered incoming mail ^{1, 3}	Outgoing mail ^{2, 3}	Backlog ³	Memorial ⁴	Minsk ⁴	Backlog Total
			Number of the questions posed in the inquiries	Number of the replies provided	Number of the persons inquired for			
1985	217.50	321	43,317	69,964	25,727			
1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003	342.50 342.50 338.50 334.35 353.50 353.50 353.50 353.50 Ø 364.50 Ø 396.50 Ø 395.50 Ø 376.40	535 622 703 708 740 776 775 711 990 1,010 1,485 1,246	161,465 174,214 212,512 212,940 236,241 248,509 268,932 205,268 322,007 438,037 387,871 313,067	183,403 213,178 238,222 236,756 261,802 274,316 274,136 251,468 361,099 400,522 587,210 468,976	232,582 264,180 277,001 333,416 314,104 293,518 303,227 349,208 437,488 400,239 385,395 328,099	275,391 251,613 224,395 194,200 158,342 126,015 80,225 44,661 37,301 29,561 12,965	32,829 39,155 30,379 22,105 14,907 10,007 4,884 2,571	539,571 528,614 557,811 541,133 491,015 459,621 451,538 497,056 447,547 419,840 343,635
Total 1	992 - 2003	1	3,181,063	3,751,088				
			¹ Incoming mail is dependent on the number of employees who keep the statistics on incoming mail, that is, the effective figure could be higher	² including the processing according to mandate, short and list processing	³ also includes inquiries for which the ITS is not the responsible office		ned in 1992 ar sk (Minsk inqı	nd 62,000 uiries 196 and hich was

The incoming mail, the outgoing mail and the backlog are not to be set off against one another.

The statistics have been kept manually in this way since 1946 and will be recallable within the computer system in future, once the workflow for the processing of inquiries according to mandate has been completely implemented.

At the beginning of the year under report, the ITS had 372.5 posts at disposal. This number includes posts for employees, workers, temporary staff and "kw"-posts (posts to be cancelled in the future). Furthermore, the ITS has six training posts available every year.

For the settlement of the indemnification fund for forced labourers, 30 of the 44 temporary posts, which had been appropriated until 31st December 2002, were prolonged until 31st December 2003.

On the average, the mentioned posts were occupied by 328 full-time and 87 part-time employees, 39 of whom were severely handicapped persons.

18 employees of various foreign nationalities worked for the ITS in 2003.

In the course of the year, 44 members of the staff left the Arolsen Tracing Service, five of them because of old-age pension, two quit of their own accord, one concluded an annulment contract, and the contracts of 36 employees expired.

Reductions of personnel funds

The personnel expenses for the concluded 3%-increase of general wages and salaries as of 1st February 2003 for the employees and workers had to be raised by the ITS from its own funds. The reductions were achieved by not hiring substitutes for a large part of the employees who applied for parental leave. Also during the time of a limited pension granted to one employee because of the loss of her earning capacity, the ITS did not employ a substitute. For the institution, this meant a considerable impairment of the work to be performed.

Hiring of new personnel

With only three persons, who had already been trained, the ITS concluded another limited employment contract for the duration of the parental leave of employees. Three temporary employees were hired for a limited period of time.

For urgently necessary classification work, only three students were employed temporarily due to the reductions of personnel funds.

Seven pupils as well as four participants in various training programmes of the Labour Office received internal office training.

One trainee, who took her final examination in the field of office communication before the Chamber of Industry and Commerce with a good result in June, was taken over as employee.

One staff member, who had already been employed with a limited contract, applied for a training post in the institution and received a contract as trainee in August.

Changes in working hours

The applications of six employees to reduce their working hours from full-time to part-time employment for personal reasons were approved by the ITS. The application of the "TzBfG = Teilzeit- und Befristungsgesetz" (law for the regulation of part-time and limited employment) means a considerable, not foreseeable reduction of posts, because the "bare" "kw"-note also applies in case of reductions in working hours, so that half a post is cancelled in each case, which may not be reoccupied.

The working hours of one employee were extended.