

ANNUAL REPORT

ITS 2004

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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

An annual report, as is already made plain by the name, reflects the facts and results of the year gone by. The same applies to the preface, which should also describe current occurrences and give the prospects for future events. Particularly this year, a contemporary consideration imposes itself, and this for two reasons. Exactly 60 years ago, the gates of the concentration camps, where the persecutees who were still alive at that time had had to suffer the worst deprivations for many months and years, opened one by one. With the progressing liberation until May 1945, many former forced labourers, too, enjoyed, after the most painful experiences, the certainty to be able to go back home soon or to whichever place where they wanted to find a new home.

Furthermore, 50 years ago, on the 6th of June 1955, the Bonn Agreements came into force that were supposed to influence the work of the International Tracing Service (ITS) decisively for half a century now. These two events took place at different times and, regarded in this way, they are only in an indirect connection with each other. They are, however, of great significance for the matters of the persons concerned, which is not to be underestimated. Such milestones give the opportunity to briefly pause on a long way and to take stock.

The look backwards confirms the end of the settlement of the German indemnification fund for forced labourers that had already been expected earlier, but is now forthcoming soon. The partner organizations of the German Foundation "Remembrance, Responsibility and Future" are completing, if this has not happened yet, the second and last instalment payments to the beneficiaries living scattered all over the world. The ITS is not involved itself in the financial settlement, but it has effected more than 930,000 checks - each within a period of eight weeks - for the attention of the decision-makers within a little less than two years of work and has issued the same number of replies. An achievement that is certainly something to be proud of, considering the fact that all parties involved had still regarded such a result as being impossible three years ago.

For the years to come, a similar development may be ruled out with certainty. Although, again and again, new groups of victims are in receipt of late indemnification payments, such benefits usually only refer to a limited number of beneficiaries. The extraordinarily large figures of incoming mail of the last years are therefore certainly not to be expected any longer. Nonetheless, especially the mandate of evaluation remains in the centre of attention at the ITS and a work that is difficult to be planned. As also the number of list inquiries, which may be settled relatively easily, has decreased enormously, the once again - and completely unexpectedly - risen amount of mandate inquiries, the settlement of which is much harder, has an influence on the figures of incoming mail. Altogether 203,525 (preceding year 313,067) inquiries arrived at the Tracing Service in the year under report. As already mentioned, the number of inquiries to be settled according to mandate increased unexpectedly by 9.4 %. This in spite of the advanced age of most of the persons concerned. Owing to the increasing and more labour-intensive answering of mandate inquiries and the imposed restrictive personnel policy, the number of outgoing letters decreased and, consequently, the backlog grew once again. While 264,559 (468,976) outgoing letters are to be recorded, the backlog of not yet completed cases amounts to 443,423 (343,635).

The increase of the backlog gives a feeling of uneasiness, particularly because it is not clearly evident in many cases, which is the exact request of the inquirer. If pension matters or the request for certain payments are concerned, the extension of the waiting period for the receipt of a reply from the ITS is hardly justifiable. The employees of the ITS are well aware of the urgency of the requests, however, now as before, they find themselves confronted with an unexpected, large amount of inquiries. Upon conclusion of the unique work within the scope of the settlement of the indemnification fund for forced labourers - in the course of which many tasks in the other fields of assembling, classification and preservation have already had to be deferred in the past -, it is now necessary to find the right balance between the equal and therefore just as urgent evaluation and classification work. Only the simultaneous

fulfilment of all four mandates guarantees an achievement of the goals set by the Bonn Agreements. This, although the ITS records a curtailed stock of personnel, and a large number of "kw"-notes (regulations preventing a reoccupation of posts becoming vacant) continues to become effective.

In the various sections of the ITS, endeavours are made to fulfil, in spite of the tight budgetary situation, the tasks, which have not changed in any way so far, as quickly and properly as possible at all. The advanced average age of the inquirers represents an obligation to give early answers. This, however, with an undiminished care, in order to not jeopardize the large number of positive replies. At this point, it should be recalled that only a positive reply is of use for the inquirer. For this reason, a particular meticulous precision is the obligation of every caseworker before issuing a negative answer. The basis of any positive report is constituted by the availability and the precise evaluation of a personal document. For this reason, all other tasks, like the assembling and the quick inventory-taking of new records, shouldn't be neglected at all.

The difficult general conditions, however, must not serve as an excuse to diminish the efforts. On the contrary, they represent a challenge every employee has to take up and wants to take up. The many talks with the representatives of the personnel in the year gone by have given clear and encouraging signs. The staff of the ITS wants to completely fulfil the task assigned to it.

Ch.-Cl. Biedermann
Director

Bad Arolsen, in January 2005

New and noteworthy items

ITS 2004

The mandate of assembling

The mandate of assembling, assigned to the ITS by the International Commission, is an obligation to continue the document acquisition with undiminished efforts or, if possible, even with additional capacities. The legally prescribed preservation periods of the records available at insurance companies, firms as well as administrative institutions are expiring or have already been exceeded. If the ITS does not succeed in filming these documents and thus securing the information contained in them, they will definitely be lost for the completion of the humanitarian tasks as well as for all future kinds of work - that is also for historical research.

Moreover, within the scope of the document acquisition, ITS-employees occasionally discover records that are in a very bad condition, so that a filming of the same is now becoming most urgent.

Although the situation in the field of document acquisition, which had already been very difficult before as far as the finances and, as a result, also the personnel were concerned, has not improved in 2004 either, the ITS nonetheless succeeded in acquiring after all 269.78 linear metres of documentary material (preceding year: 281.85) from altogether 123 offices in Germany and abroad (preceding year: 84). For this, the ITS-employees looked through 472.91 linear metres of records (preceding year: 502.88) on the spot in the course of 159 business trips (preceding year: 123). The filming work was predominantly carried out with digital cameras; microfilm cameras were still used only occasionally.

The ITS thanks all offices - in the name of the group of persons it is in charge of - for the willingness to make their records available for duplication and presents in the following a selection of such offices.

In Germany

Archives of the Land Berlin

The employees of the ITS-branch office in Berlin have continuously been carrying out document acquisition at these archives already for six years.

In the year under report, they made less business trips than in the preceding year, and also the number of records looked through has decreased; however, the number of photos and thus of linear metres of newly acquired documents has considerably increased. This fact shows clearly that the extent of the newly acquired material chiefly depends on how many relevant records the ITS-employees discover on the spot.

In the year under report, within the scope of 15 visits at the Archives of the Land Berlin, they looked through 36 linear metres of records, like wage and insurance cards, work books, personnel sheets, work cards, an index concerning workers' identity cards as well as applications and approvals of the occupation of forced labourers. From this material, 27 films with 62,677 photos were prepared.

State Archives of the Land Thüringen in Rudolstadt

Employees of the ITS-branch office Berlin started the document acquisition at the State Archives of the Land Thüringen in the second half of the year under report. For looking through the manifold records - transport lists, juridical instructions, excerpts from criminal records, escape reports, residence reports, employment certificates, personnel files, death notices, grave reports -, four business trips were necessary. The 6.3 linear metres of documents looked through resulted in 11 films with 22,156 photos.

Municipal Archives of the Town Freiburg im Breisgau

In the course of two business trips, the employees of the Tracing Service Bad Arolsen looked through 6.0 linear metres of records. Concerned here were residence reports about foreigners in the town Freiburg im Breisgau. With the preparation of three CDs with 7,589 images, the document acquisition at these archives has been concluded.

State Archives Ludwigsburg

The State Archives Ludwigsburg placed a lot of different documents - prisoners' files, prisoners' books, records about preventive detentions, lists of foreigners, residence reports and death notices as well as reports on changes in the number of prisoners - at the disposal of the ITS to be looked through. In the year under report, ITS-employees visited the aforementioned archives 21 times, looked through 88.46 linear metres of documentary material and prepared 46 CDs with 137,486 images.

Various offices in the Land Thüringen

During one business trip to the municipal administrations of Mühlhausen, Sömmerda and Schönwald as well as to the firm "Phoenix GmbH" in Bad Blankenburg, altogether 3.0 linear metres of documents were looked through and one CD with 3,886 images was prepared. The records comprise registration books, work books and personnel cards.

Municipal Administration Witten

For filming all the records relevant for the ITS, one business trip to the aforementioned office was necessary. An examined stock of 4.3 linear metres of documentary material resulted in one CD with 2,617 images of grave lists, birth lists, birth certificates as well as lists of Concentration Camp Buchenwald, Commando Witten-Annen.

From the registration index of the municipal administration of Witten, one CD with 979 names of persons who belong to the group of persons the ITS is in charge of was prepared.

Various offices in the Land Schleswig-Holstein

Within the scope of a one-week business trip, ITS-employees visited the Office Gudow-Sterley in Gudow, the Office Krempermarschen in Krempen as well as the "Flensburger Schiffbau Gesellschaft" in Flensburg. The result of looking through altogether 6.95 linear metres of records was three CDs with 1,664 images. The filmed material comprises registration indexes, registration books and personnel cards.

Allgemeine Ortskrankenkasse (AOK) Niedersachsen

ITS-teams visited the office of the above-named general local health insurance institution in Wilhelmshaven three times in the year under report. After looking through 20.1 linear metres of contribution lists, the employees prepared four CDs with 7,422 images. The examining work turned out to be rather difficult at times, because references to the nationality were partly lacking and the Gothic script was hard to decipher.

In foreign countries

Document acquisition in Poland

As in the preceding years, the employees of the ITS-branch office in Berlin continued the systematic document acquisition at the Polish State Archives started in 1998.

State Archives Szczecin

In the course of 21 business trips, the aforementioned employees looked through 20.95 linear metres of registration records and personnel files about forced labourers of various nationalities and prepared 36 films with 85,994 photos as well as 17 CDs with 46,128 images.

The document acquisition at the above-mentioned archives has been concluded.

After the completion of the document acquisition at the State Archives Szczecin, the ITS contacted, in accordance with the terms agreed on in 1998, the Head Office of the State Archives in Warsaw in the second half of the year under report, with the request to check whether and at which archives the filming work may be continued.

Towards the end of the year under report, the ITS received the information that the document acquisition may be carried on at the State Archives Poznan as of January 2005.

Document acquisition in the Ukraine

State Archives Kiev

For the continuation of the document acquisition started at the aforementioned archives in the preceding year, new contractual negotiations were necessary at the beginning of the year under report.

Unfortunately, for financial reasons as well as for reasons of personnel, the ITS was only able to send employees to the State Archives Kiev again as late as in the second half of the year. Moreover, an earlier date was out of the question because of the replacement of the digital cameras being in operation for four years at that time.

In the course of a three-week business trip at the beginning of the second half of the year, the ITS-employees looked through 81.3 linear metres of filtration files and prepared 23 CDs with 85,426 images by means of a digital camera, so that the imaging of this stock of documents is completed.

**Acquisition of reference data records
Data files from the "List of Jewish Residents - Complete List"**

Preliminary remarks

In 2003, the ITS was informed by the Federal Archives Koblenz that lists from various offices were available there with altogether about 400,000 names of former persecutees of Jewish faith and that the aforementioned archives suggested a comparison with the ITS-database. Should the result be that not all the names are contained in the database, the Federal Archives would make all efforts to convince the offices having the right of disposal to permit the ITS the takeover of the respective names.

Still in 2003, the ITS received a CD-ROM from the Federal Archives with 322,290 data records from the above-mentioned list and carried out a collation, with the previous contractual assurance that no name would be taken over.

The examination revealed that the information of the stock of source material 14 (Auschwitz) as well as of the source 26 (Jewish prisoners Osthofen) and of the sources 60 and 117 (both Commemorative Book Riga) are of interest for the work of the ITS.

After the Federal Archives had received the approval from the responsible offices for passing the data on to the ITS, altogether 33,218 data records from the aforementioned sources were entered for takeover into the ITS-database in the year under report.

The information received thanks to the commitment of the Federal Archives Koblenz represents a valuable addition for the issuing of replies to the former persecutees.

Taking this "List of Jewish Residents" as a basis, the plan is to draw up a complete list of Jews persecuted during World War II. The ITS has been asked by the Federal Archives in what way it may give respective assistance.

The mandate of classification

Imaging of the stock of documents

The ITS continued the imaging and indexing work started in 1999 and achieved a level of 51 % of scanned original documents by the end of the year; so far, about 47 % of the records are researchable electronically, which means an enormous facilitation of the processing of inquiries.

At the beginning of the imaging work, it had been necessary to also assign caseworkers, who are actually needed urgently for the case processing, to the scanning work in shifts to an increased extent. As of the second half of the year under report, however, the ITS has had the possibility to hire a part of those employees who had had to leave the Tracing Service in December 2003 because of expiring contracts again temporarily and to integrate them in the scanning shifts, so that the caseworkers are available exclusively for the case processing again.

It is not only an adequate number of scanning personnel that is necessary for an optimal operating performance of the scanners - at present, three different types of scanners are in operation -, but also a sufficient amount of prepared material has to be available. The extensive preparatory work is performed by ITS-own personnel. A high degree of coordination work is demanded of the employees responsible for this, because the evaluation work (present backlog in the case processing 443,423) still has absolute priority.

In the following, please find a selection of stocks of documents imaged in the year under report.

Concentration Camp Documents

- 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, a further number index was scanned, so that, so far, 25 of these indexes with altogether ca. 4,700,000 cards have been imaged.

- Indexes - Individual records -

In these indexes, individual records like prisoners' personal sheets, death notices as well as effect, mail control and writing room cards, for example, are filed alphabetically in document envelopes, which refer to only one person each. The imaging, begun in 2002, was continued for 650,000 individual documents in the year under report.

- Index 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 this index is carried out through the prisoner's number respectively the date of birth and is often the only proof of the imprisonment suffered in a concentration camp.

In the year under report, additional prisoner's cards were scanned, so that more than 37,000 of the roughly 149,000 cards have been imaged up to now.

- *Writing room cards of Concentration Camp Dachau* -

This index - ca. 180,000 cards - was completely scanned in the second half of the year under report.

- *List material in the form of books* -

In the Concentration Camp Documents Section, the ITS also preserves lists from concentration camps in the form of books. Concerned here is a stock of 247 books; the majority of them are original books from concentration camps and, partly, they are bound post-war compilations. By the end of the year under report, 212 books with ca. 40,000 pages have been imaged.

Wartime Documents

- *Wartime index* -

The imaging of the wartime index, comprising more than 2 million individual documents, was continued by the ITS in the year under report. So far, more than 800,000 documents of this index have been scanned.

- *List material* -

The list material - American and British Zone - comprises roughly 840,000 pages. In the year under report, the imaging of this documentary material could be concluded.

Records from the Child-Tracing Archives

- *Birth certificates* -

The Child-Tracing Archives preserve birth certificates concerning non-German persons as of the year of birth 1927. These certificates are stored in 240 files in purely alphabetical order according to the names of the children. Often, it is not easy to identify the requested birth certificate in the available stock. Due to the fear of reprisals, mothers often destroyed the birth certificates of their children born in Germany at that time, so that the "children" sending inquiries now do not know their exact date of birth and likewise their place of birth in many cases. It also happens that the place of birth is misspelled in the inquiry. Even other first names have to be taken into account during the research in the stock of documents. It is therefore not possible in every case to immediately locate the respective certificate. By means of specific requests to the inquirers for additional information and also thanks to the powers of deduction of the caseworkers, however, an identification may finally be achieved in many cases.

Although the imaging makes a faster leafing through the stock possible, the aforementioned processing steps are still necessary now as before.

A large part of the birth certificates comes from the operation for the tracing of foreigners carried out in the three Western occupation zones in 1946. After the fall of the "Berlin Wall", the ITS once more acquired a considerable number of birth certificates from the territory of the former Soviet Occupation Zone.

In the year under report, the ITS scanned more than 170,000 certificates from this stock.

The mandate of preservation

Restoration and conservation of the original documents available at the ITS

The mandate of preservation instructs the ITS to preserve the original documents and the information contained in them. So far, the work in this direction has only been possible to a very limited extent; on the one hand, due to lacking financial means and, on the other hand, the documents were used every day.

The conversion from manual to electronic work routines is now making it possible for the ITS to successively fulfil the obligations resulting from the mandate of preservation.

Through the imaging of the documents, the information contained in them is secured in a database and research may thus be carried out electronically in future; the work with the paper documents is rendered unnecessary. Only this makes the required conservation and restoration measures for the historically valuable documents reasonable and justifies the financial investment of the promised funds.

A part of the money is used for the delamination and the repair of mechanical damages on list documents from the concentration camp area. This work comprises about 17,500 pages annually. The delamination work is absolutely necessary, because, in addition to the permanent damaging of the paper documents by the used film adhesives, it has also been determined during the scanning of laminated pages that reflections occur, which bring about a poor legibility up to even an illegibility of the scanned pages. Owing to the large stock of laminated pages, the service company is working on an automated mass procedure, which will reduce the costs of this work. This mass procedure is supposed to be used as a mobile procedure.

The other part of the budget estimate is available for the deacidification work and the repair of mechanical damages on roughly 210,000 individual concentration camp documents every year.



In the second half of the year under report, a newly designed - mobile - machine was installed at the ITS and the deacidification work was started.

It has been possible to take the experiences gathered at the ITS in the first year of deacidification work into consideration in the improvement of the new machine.

The mandate of evaluation

Settlement of the German Fund

In the course of the processing of requests within the scope of the indemnification fund for forced labourers, inquiries have reached the ITS, too, which required a check of the documentary material of a general kind. This was chiefly necessary in order to ascertain whether certain firms had, in fact, employed forced labourers, but it also concerned the characterization of places of detention and camps.

In spite of the fact that the respective documentary material available is only fragmentary, it has been possible in most cases to find references to the use of forced labourers and, often, even to hand on copies of records of a general kind.

Altogether about 550 inquiries in connection with the indemnification fund for forced labourers were received that required a statement of a general kind with regard to more than 2,000 subject matters. The inquirers were predominantly towns, communities and firms, but also foundations.

Also the Tracing Section/Child Tracing Archives are involved in the issue of the indemnification of forced labourers, namely in such a way that firms and/or municipal administrations are searching for former forced labourers, in order to be able to indemnify these on their own initiative.

Comprehensive inquiries concerning witnesses of that time exist as well. As experience has shown, the tracing efforts turn out to be very extensive and lengthy. Since, for the most part, persons from Eastern European countries are concerned, the local government reform within the former Soviet Union, for example, has to be taken into consideration. This means that, first of all, the birthplaces respectively home towns of the persons concerned are to be located, in order to determine which Red Cross Society has to be contacted. The total number of such cases amounts to roughly 4,000 at the moment.

For the majority of them, investigation results have not been achieved yet, because the involvement of third offices entails waiting periods the ITS has no influence on.

The work within the scope of the indemnification fund for forced labourers has been completed to the greatest possible extent, so that a majority of the employees involved may be assigned to the processing according to mandate again in future. If necessary, however, the processing of fund inquiries may be taken up again at any time.

Diocesan Archives

In 2003, the ITS received an inquiry from the director of the church archives on behalf of the German Episcopal Conference in conjunction with the Church Tracing Service (home town indexes) for the purpose of name research concerning former forced labourers who worked at institutions of the Catholic Church as, for instance, in Catholic hospitals, on monastic farms, or as domestic servants in the houses of parish priests, in order to indemnify them.

For this purpose, approximately 5,500 files with altogether roughly 1,055,000 pages were looked through at the ITS. The preliminary sorting of the file material was implemented on the basis of compilations handed in by the dioceses before.

On the basis of the discovered names, the Church Tracing Service is now trying to investigate the addresses.

This way, the Catholic Church succeeded in doubling the number of forced labourers to be indemnified.

Project: IT-support of all work routines

The aforementioned project, which is subdivided into several stages, has been implemented to the greatest possible extent.

Already completed are the imaging of the Central Index of Names, the putting into operation of a database for entering the imaged index cards of the Central Index of Names and the data records from the card-indexing of inquiries and documents, the putting into operation of an electronic archive, as well as the putting into operation of a workflow application for taking inventory of the newly acquired documents.

The work within the scope of the imaging, indexing and electronic deposit of the scanned original documents (see The mandate of classification) is still continuing.

Based on the list respectively appeals procedure, which was applied to the processing of the 900,000 requests within the scope of the indemnification fund for forced labourers, the integration of the processing according to mandate into the workflow was implemented in parts in the processing of incoming mail in 2004. The start of the real operation in the case processing up to the dispatch of the replies will ensue in 2005.

The prerequisite of the processing according to mandate in the workflow is the scanning of the inquiries from the backlog that are available in paper form. For this purpose, these inquiries are put together in batches of up to 100. The software issues a number automatically, which is noted down on the paper batch. At all events, the batches, filed chronologically according to the issued number, will be kept until the respective inquiries have been processed completely.

Following the scanning of the inquiries, they are indexed, in order to receive the first researchable text information in the IT-system. These are details like the language the inquiry is written in as well as the address of the sender. Should an inquiry perhaps belong to the responsibility of a liaison mission, this is also registered; the batch number, too, is entered automatically.

After the transfer, in batches, of the scanned inquiries from the electronic preliminary processing to the IT-based case processing (IT-workflow), the automatically controlled distribution of the inquiries to the respective translation groups takes place on the basis of the language information entered preliminarily. In one step of work, the inquiries are translated as well as "card-indexed" there. Within the scope of the traditional manual processing, the handwritten or typed translation sheet had to be "typed out" in a second step of work in the section responsible for the card-indexing of inquiries. Thanks to the new procedure, this time-consuming step of work may now be done without.

Restructuring of operations regarding personnel and rooms in consequence of the progressed introduction of the IT-workflow

Building "Haus am Park"

The progressing introduction of the IT-workflow brings about changes of work routines and entails a restructuring of operations as regards personnel and rooms in all fields of the ITS. The Central Index of Names Section and the workgroup for preliminary replies in the building "Haus am Park" are concerned by this first.

In the Central Index of Names Section, certain types of work - alphabetization and insertion of cards - have no longer been necessary since the imaging of the same. Employees doing this work so far have assumed other tasks as, for example, the preparation of records for the scanning or the phonetic adaptation of the card-indexed reference data records.

Furthermore, also the possibility of assigning the index checkers to the case processing and for indexing work has already presented itself in the year under report, because, on the one hand, less fund inquiries (indemnification of forced labourers) were due to be checked and, on the other hand, the Central Index of Names-database is already researchable from workstations that are not installed within the Central Index of Names Section. Within the scope of the processing in the workflow, the development will be that, little by little, the caseworkers will do the checking work in the Central Index of Names-database themselves and the trained index checkers will only be involved in the particularly difficult cases.

The short processing, which had been performed by the workgroup for preliminary replies, was totally stopped towards the end of the first half of 2004. As more and more documents are researchable electronically, inquiries that had so far been subjected to the aforementioned type of processing (restricted checking work - only in the Central Index of Names and not in original indexes) are now processed according to mandate. The employees concerned were transferred to other sections.

The rooms in the upper floors in the building "Haus am Park" that have become vacant this way were then occupied by employees who had had their place of work in the



Original document and work room of the Central Index of Names

large document room of the Central Index of Names directly next to the shelves with the reference cards before. As the paper index has no longer been checked manually since its imaging, the physical separation between the same and the index checkers has become possible.

Consequently, the large document room may be rearranged, so that a part of the same will be at disposal for other purposes in future. A further gain of space is achieved by means of moving the shelves closer together and increasing their height.



In the middle of the year under report, the index checkers moved - little by little - to the upper floors.



In the second half of the year under report, ITS-employees began with clearing out two rows of shelves, taking them down and dismantling them.



By using the dismantled shelf parts, the shelves at the wall were increased in height up to the ceiling.



The free space gained this way is separated from the remaining document room by installing a glass wall.

As a former direct access from the outside will be reopened, the newly gained space is an optimal prerequisite for using it as a training room and also as a reading room for visitors.

The most important figures

Figures of preceding year in brackets

ITS 2004

The mandate of assembling

Document acquisition

• Third offices in Germany known to the ITS today to possess records	(1,953 offices)	1,950 offices
• Offices written to:		
in Germany		
- based on individual inquiries	(52 offices)	90 offices
• Result:		
The ITS received documents from	(84 offices)	123 offices
• Records are no longer available	(25 offices)	17 offices
• Final decision still not on hand	(4 offices)	33 offices
• Reply not received yet	<u>(22 offices)</u>	<u>19 offices</u>
	(135 offices) ¹	192 offices ²
• Acquired documents linear metres: (wartime and post-war documents)	(281.85)	269.78 ³

¹ This number includes 85 offices written to before 2003.

² This number includes 94 offices written to before 2004.

³ 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 lower 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	(116)	173
Photos	(371,560)	451,306
• on CD		
Number of CDs	(193)	176
Images	(435,638)	341,962
• Imaging of the new material		
- scanned microfilms	(361)	427
Images	(912,991)	1,030,695
- microfiches that have been looked through and scanned	(-)	1,021
Images	(-)	3,633

Material already in stock

• Imaging of the original documents		
- Completed level of total stock	(41.7 %)	51.0 %

Inventory

• Newly acquired material		
- Electronic documents	(225,712)	236,687
- Linear metres	(98.74)	101.12

Card-indexing

• Prepared reference cards and registered data records		
- handwritten ¹	(1,188)	- ²
- data records indicating certification of deaths ³	(-)	2,056
- data records from paper card-indexing	(888)	1,327
- data records from image card-indexing	(418,308)	419,220
- data records from external services	<u>(506,228)</u>	<u>318,310</u>
Total	(926,612)	740,913
• Quality assurance ⁴ of the registered data records		
- from the paper card-indexing	(887)	1,330
- from the image card-indexing	(443,268)	427,432
- from external services	<u>(506,228)</u>	<u>318,310</u>
Total	(940,383)	747,072

¹ 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 are meanwhile scanned and integrated into the Central Index of Names Database.

² Since November 2003 the handwritten card-indexing has been discontinued.

³ These data records correspond to the prepared reference cards till now under ¹.

⁴ Only after a quality assurance, the registered data records are at disposal in the database of the Central Index of Names for searching.

The mandate of evaluation

Incoming mail

- | | | |
|------------------------------------|-----------|----------------------|
| • According to number of persons | (298,287) | 190,897 ¹ |
| • According to number of questions | (313,067) | 203,525 ¹ |

Newly opened T/D-cases	(51,547)	45,509
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Checked index and record units

- | | | |
|-------------------------------|-----------|----------------------|
| • Total of checks made | (693,521) | 326,491 ² |
| • Number of persons concerned | (127,517) | 70,378 ² |
| • Names | (237,701) | 122,648 ² |

Meeting-Processing

- | | | |
|--|-------------------|-----------|
| • Checked cases supposed to be Meetings
usual Meeting-processing
of these intended for further
processing | (54,035) | 17,655 |
| | (3,398) | 4,351 |
| Meeting-processing German Fund
of these intended for further
processing | (221,949) | 163,474 |
| | (4,709) | 3,874 |
| • Processed Meetings
usual Meeting-processing
Meeting-processing Fund | (10,175) | 6,854 |
| | (5,671) | 5,000 |
| • Stock of Meetings
usual Meeting-processing
Meeting-processing Fund
Still to be electronically checked
cases supposed to be Meeting | (10,727) | 8,518 |
| | (14,335) | 25,826 |
| | (-) ³ | 1,893,655 |

¹ These figures include inquiries for 119,526 persons, which were to be settled within the scope of the list processing procedure; 17,626 of them were list inquiries "German Fund". Moreover, the figures of incoming mail include 19,029 individual inquiries "German Fund" and 4,703 renewed inquiries for additional information.

² The magnitude of these figures correlates with the magnitude of the figures of outgoing mail. When ascertaining these figures, the checks necessary for the case-processing of the index and record units are booked. In the year under report, the figure of outgoing mail is ca. half as much as in the preceding year and thus also the number of checks.

³ Not yet shown in 2003.

ITS 2004

Case movements

• Total	(410,105)	356,732
• to File Deposit	(125,790)	98,504

Outgoing mail

• According to number of questions replied to	(468,976)	264,559 ¹
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Processed files

• Cases	(78,605)	48,200 ²
• List inquiries German Fund	(158,399)	24,965
• Individual inquiries German Fund	(40,793)	19,029
• Renewed inquiries for additional information	(2,623)	13,505
• Other list inquiries	<u>(38,076)</u>	<u>41,856</u>
Total	(318,496)	147,555

Backlog for the following year

Inquiries according to mandate

• According to number of T/D-cases that have not yet been concluded	(108,941)	139,639
• According to number of inquiries that have not yet been registered (number of persons inquired about)	(157,788)	126,528
• According to number of inquiries that could not yet be recorded in the statistics on incoming mail	(32,544)	25,151
• scanned inquiries for external translation from 2001	(28,826)	27,143
• Other list inquiries	(-)	106,540
• Individual inquiries German Fund to be processed according to mandate	<u>(-)</u>	<u>18,422</u>
Total	(328,099)	443,423
• Inquiries German Fund still to be processed	(35,007)	9,253

¹ This figure includes outgoing mail for 66,821 persons whose inquiries were settled within the scope of the list processing procedure; 24,965 of them were inquiries "German Fund". Moreover, this figure includes 19,029 processed individual inquiries "German Fund", 9,371 positive follow-ups from the cooperation network as well as 13,505 processed renewed inquiries for additional information.

² The number of the cases processed according to mandate is less and consequently also the figures of outgoing mail in conformity with mandate, since the processing in conformity with mandate had to be discontinued for a longer time in favour of an accelerated processing of the renewed inquiries for additional information.

Appendix

Statistical tables

Table I

Arrival of inquiries subdivided according to continents

Continent	Country	Number of inquiries	Continent	Country	Number of inquiries
Europe	Albania	6	Europe (continued)	Turkey	2
	Austria	4,283		Ukraine	12,315
	Belarus	19,645		United Kingdom	181
	Belgium	93	Subtotal		198,978
	Bosnia-Herzegovina	19	America	Canada	178
	Bulgaria	21		USA	2,023
	Chechnya	3		Argentina	16
	Croatia	54		Brazil	4
	Czech Republic	260		Chile	5
	Denmark	16		Colombia	1
	Estonia	161		Equador	1
	Finland	3		Peru	4
	France	502		Venezuela	1
	FRG	6,465		Subtotal	
	Greece	17	Asia	Armenia	10
	Hungary	49		Azerbaijan	90
	Ireland	2		Georgia	39
	Italy	8,501		Kazakhstan	283
	Latvia	526		Kirghizia	35
	Lithuania	372		Tadzhikistan	4
	Luxemburg	7		Turkmenistan	5
	Moldova	110		Uzbekistan	77
	Netherlands	39,054		China	2
Norway	12	Iran		1	
Poland	20,726	Israel	635		
Portugal	1	Singapore	1		
Romania	43	Subtotal		1,182	
Russian Federation	13,106	Australia	Australia	1,079	
Serbia and Montenegro	1,252		New Zealand	4	
Slovak Republic	314	Subtotal		1,083	
Slovenia	57,685	Africa	Algeria	43	
Spain	49		Morocco	2	
Sweden	43		South Africa	4	
Switzerland	13,070	Subtotal		49	
International Committee of the Red Cross	10	Total		203,525	

Table II
Outgoing mail subdivided according to continents

Continent	Country	Number of outgoing letters	Continent	Country	Number of outgoing letters
Europe	Albania	16	Europe (continued)	Turkey	4
	Austria	5,584		Ukraine	51,924
	Belarus	13,730		United Kingdom	360
	Belgium	192	Subtotal		258,178
	Belgian Liaison Mission	251*	America	Canada	334
	Bosnia-Herzegovina	25		USA	1,310
	Bulgaria	35		American Liaison Mission	888*
	Chechnya	4		Argentina	18
	Croatia	92		Brazil	27
	Cyprus	4		Chile	27
	Czech Republic	1,072		Colombia	2
	Denmark	19		Costa Rica	10
	Estonia	306		Cuba	1
	Finland	20		Equador	1
	France	605		Guatemala	2
	French Liaison Mission	1,404*		Mexico	5
	FRG	33,378		Peru	1
	Greece	57	Uruguay	2	
	Hungary	84	Venezuela	12	
	Ireland	6	Subtotal		2,640
	Italy	10,772	Asia	Armenia	8
	Italian Liaison Mission	735*		Azerbaijan	48
	Kosovo	1		Georgia	48
	Latvia	847		Kazakhstan	395
	Liechtenstein	1		Kirghizia	50
	Lithuania	676		Tadzhikistan	3
	Luxemburg	12		Turkmenistan	5
	Macedonia	6		Uzbekistan	95
	Moldova	184		China	2
	Netherlands	7,110		Iran	1
	Norway	16	Israel	713	
Poland	51,641	Thailand	1		
Portugal	1	Subtotal		1,369	
Romania	82	Australia	Australia	2,314	
Russian Federation	25,193		New Zealand	11	
Serbia and Montenegro	1,828	Subtotal		2,325	
Slovak Republic	372	Africa	Algeria	39	
Slovenia	20,455		Morocco	2	
Spain	43		South Africa	3	
Sweden	96		Tunesia	3	
Switzerland	28,928	Subtotal		47	
International Committee of the Red Cross	7	Total		264,559	

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	9,454 lm
b. Index and Record Units	3,172 lm	- lm
Concentration Camp Documents	2,454 lm	1,220 lm
Wartime Documents	1,082 lm	30 lm
Post-War Documents	784 lm	50 lm
Child-Tracing Archives	350 lm	11 lm
General Documents	164 lm	280 lm
Mail Registry and Dispatch	- lm	135 lm
Case Distribution and File Deposit	- lm	4,849 lm
	9,464 lm	16,029 lm

Total: 25,493 lm
lined up vertically sheet to sheet
in a paper archives

Microfilm-Deposit:
7,481 films of 30 m = 224,430 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} <i>Number of the questions posed in the inquiries</i>	Outgoing mail ^{2,3} <i>Number of the replies provided</i>	Backlog ³ <i>Number of the persons inquired for</i>	Memorial ⁴	Minsk ⁴	Backlog Total
1985	217.50	321	43,317	69,964	25,727			
1992	342.50	535	161,465	183,403	232,582			
1993	342.50	622	174,214	213,178	264,180	275,391		539,571
1994	338.50	703	212,512	238,222	277,001	251,613		528,614
1995	334.35	708	212,940	236,756	333,416	224,395		557,811
1996	353.50	740	236,241	261,802	314,104	194,200	32,829	541,133
1997	353.50	776	248,509	274,316	293,518	158,342	39,155	491,015
1998	353.50	775	268,932	274,136	303,227	126,015	30,379	459,621
1999	353.50	711	205,268	251,468	349,208	80,225	22,105	451,538
2000	Ø 364.50	990	322,007	361,099	437,488	44,661	14,907	497,056
2001	Ø 396.50	1,010	438,037	400,522	400,239	37,301	10,007	447,547
2002	Ø 395.50	1,485	387,871	587,210	385,395	29,561	4,884	419,840
2003	Ø 376.40	1,246	313,067	468,976	328,099	12,965	2,571	343,635
2004	Ø 343.30	771	203,525	264,559	443,423	-	-	443,423
Total 1992 - 2004			3,384,588	4,015,647				

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

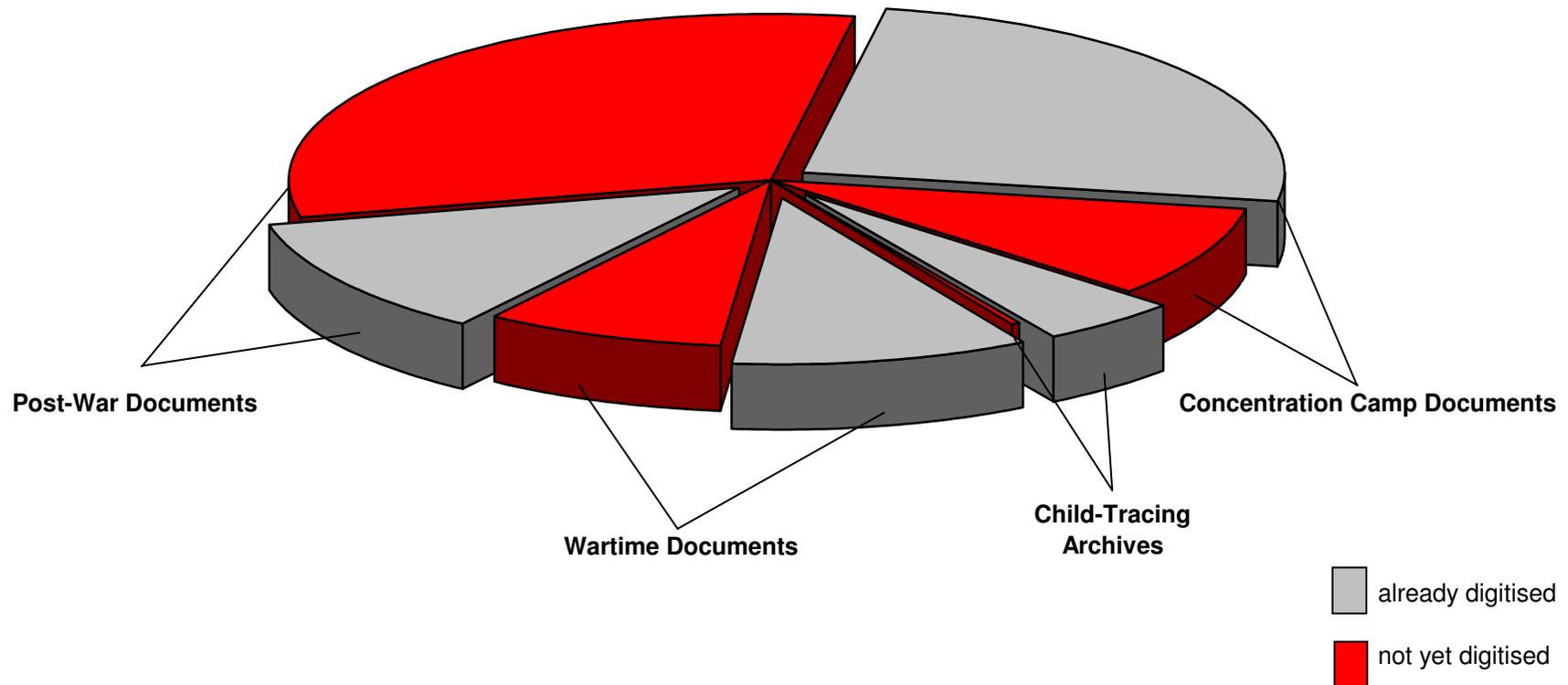
³ also includes inquiries for which the ITS is not the responsible office

⁴ one has to take 350,000 inquiries Memorial filmed in 1992 and 62,000 inquiries Minsk (Minsk inquiries fetched in two stages in 1996 and 1997) as basis, a part of which was processed immediately upon arrival at the ITS

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.

Progress of the Digitisation of the Personal Documents in Proportion to the Whole Stock



Personnel

At the beginning of the year 2004, the ITS had 337.5 posts at its disposal. These included posts of employees, workers, temporary staff and "kw"-posts ("kw" = "künftig wegfallend" = to be cancelled in future). The financial plan 2004 shows 96 posts with a "bare" "kw"-note and 24 posts with a "kw"-note limited in time until 31st December 2005. Towards the end of the year, only 18 of the 24 limited "kw"-posts were still occupied. In the field of commercial office communication, six trainee posts are available to the ITS. On an average, the 337.5 posts were occupied by 289 fulltime and 88 part-time employees or workers.

11 % of the ITS-staff are severely handicapped persons respectively employees who are equal in law to a severely handicapped person.

In 2004, 14 persons of various foreign nationalities worked for the ITS.

28 employees have left the ITS in the course of the year, six of them due to old-age pension. 8.5 posts are concerned by a cancellation, because the "kw"-notes took effect in the financial year 2004.

Reductions of personnel funds

In the financial year 2004, the ITS was burdened with a reduction of personnel funds amounting to 267,000 Euro. Owing to the high deficit of personnel expenses at the beginning of the year, the hiring of replacement staff for employees who were under maternity protection respectively on parental leave had to be refrained from. For this reason, it has not been possible in the financial year concerned to hire any replacement personnel for an average of 20 fulltime employees being on parental leave. Also for the time of the limited general disability pension of one employee as well as for retiring employees whose posts did not bear a "kw"-note, it has not been possible to employ new staff for the aforementioned reason.

The reduced stock of personnel means a considerable impairment of the tasks to be fulfilled.

Hiring of new personnel

After the ITS had made an application to the Federal Ministry of the Interior for additional temporary posts owing to the substantial unforeseeable personnel fluctuation and to the increased backlog of unanswered requests in the middle of the year, this application was approved. The ITS was allowed to hire 12 temporary employees, 4 of them limited in time until 31st December 2004 and 8 of them until 31st December 2005.

For these posts, applicants have been taken into consideration who had already been employed at the ITS for the settlement of the indemnification fund until 31st December 2003, as well as personnel that had been hired before as replacement staff during the parental leave of employees.

In August 2004, two trainees in the field of commercial office communication were employed.

Two trainees who passed their final examination in the field of commercial office communication before the Chamber of Industry and Commerce in June have not been taken over due to the personnel situation already explained.

A participant in a training measure of the Labour Office completed one month of practical training. For the purpose of finding a suitable profession, the ITS enabled one person to complete a practical training of two months. Two pupils of the secondary school received internal office training.

Changes in working hours

Five employees were granted, upon request, a reduction of the working hours from full-time to part-time employment for personal and health reasons. The application of the German law concerning part-time employment and limited employment contracts means a substantial not foreseeable reduction of posts, because the "bare" "kw"-note is also effective in the case of reductions of working hours, so that the same proportion of the post as the number of the reduced working hours is cancelled.

One employee made an application, in accordance with the federal law concerning the educational grant, for being allowed to do part-time work during the remaining time of her parental leave; the request was approved.