

## Customer Case Study

### The Situation

With millions of maps, books, recordings and manuscripts in its collection, the Library of Congress is the largest library holding in the world.

### The Challenge

In the era of the Internet, the Library of Congress has created a public website, where visitors can view a wide range of interesting resources, research features, and numerous Webcasts.

### The Solution

The Library began working toward making its web materials available and accessible to all viewers, and made the decision to engage AST for the project, using its CaptionSync services to convert its video collection into fully captioned digital content.

### The Result

The Library of Congress is able to present volumes of digital content to the widest viewing audience and make that content searchable and indexable. Using CaptionSync, the Library's rich resources are available to the world.

### The Benefit

The Library can fulfill its mission to make its resources accessible and available to everyone.

### The Future

CaptionSync continues to be the captioning resource for the Library, and it is now adding captions to both archival web videos, as well as new Webcasts.



## Library of Congress uses Closed Captioning to Help Make Videos Accessible to All

**“Dedicating the time and resources to make our online videos accessible to persons who are hard of hearing was our first priority, but we also knew from inquiries that there was value in captioning for a wider audience.”**

*-Glenn Ricci,  
Multimedia Coordinator Information Technology Services  
Library of Congress*

Established by the US congress in 1800, the Library of Congress is the oldest federal cultural institution in the United States. With millions of maps, books, recordings and manuscripts in its collection, it is the largest library holding in the world. While materials are only on loan to members of Congress and Supreme Court Judicial personnel, the Library is open to the public for academic research and tourism.

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The Library is adding captions to both archival web videos, as well as new Webcasts. Glenn Ricci, Multimedia Coordinator for the Information Technology Services Multimedia Group at the Library of Congress notes, “It’s important that we make our Webcasts as accessible as possible, not just to meet Section 508 requirements, but to fulfill our mission to make our resources available to everyone.”

## About CaptionSync™

CaptionSync is an innovative, proprietary software service powered by Automatic Sync Technologies, providing highest quality automated captioning with unrivaled speed at a fraction of the cost of conventional captioning. The simple user interface accepts electronic submission of program media and returns standard-format caption files for web-media such as Flash, QuickTime and Windows Media, platforms such as Mediasite, Brightcove, Tegrity, Echo360, Panopto and You Tube, or for DVD authoring and broadcast. CaptionSync can simultaneously generate caption output for multiple types of media from a single submission and provides the Gold Standard in accuracy because it does not rely on speech recognition software used by other automation platforms. For this reason it is the choice of educational institutions and government agencies, which must meet strict compliance standards of accuracy, and it provides accurate, searchable files necessary to enable accessibility and power video search for all users.

## About Automatic Sync Technologies

Automatic Sync Technologies (AST), the leading provider of web-based captioning for thousands of clients worldwide, is the developer of CaptionSync, the innovative, proprietary caption service leading the industry today, delivering multiple time-coded captioning file formats from one simple submission. Formed in 1998 and funded in part by an SBIR (Small Business Innovation Research) grant, AST pioneered the most cost-efficient, highest quality, automatic captioning service available today. AST helps government agencies and educational institutions comply with accessibility regulations, making advanced communication services accessible to and usable by the disabled, emergency services, and mobile phones. And, AST provides the most accurate search and retrieval available to corporations and other entities.



## The Solution

Initially, AST captioned volumes of media clips in just days, not the many months Ricci and his team were anticipating. AST's automatic process is able to generate accurate time-synchronized captioning for the video content extremely rapidly.

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## The Result & The Future

As video content was produced for the website, the Library began transcribing and captioning all new material so that the Webcasts would meet the 508 regulatory requirements. The project expanded to include captioning for older video so the larger collection would be accessible to all onsite users, and also would be made web-ready for public viewing.

As the project goes into its second year, more of the Library's online videos will be made accessible. Ricci notes: "Having added captioning to a significant portion of our Webcasts, we hope the public finds our offerings easier to use and more useful overall."

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