



User Experience Design

Copyright Office Modernization
Webinar Series

April 30, 2020

The webinar will begin
promptly at noon ET

Copyright
United States Copyright Office

Submitting Questions

To submit a question, use the Q&A dialog box in the lower right corner. You may submit a question during any portion of this webinar; however, questions will be answered at the end of the presentation.

Please note: we may not be able to answer all questions received in the allotted time. Thank you.

Introduction



Ricardo Farraj-Feijoo

Director of the Copyright Modernization Office

Introduction

User Experience Team at the Library of Congress

Natalie Buda Smith
Carlos Alvarado
Doug League
David Neil
Wesley Lindamood



Natalie



Carlos



Doug

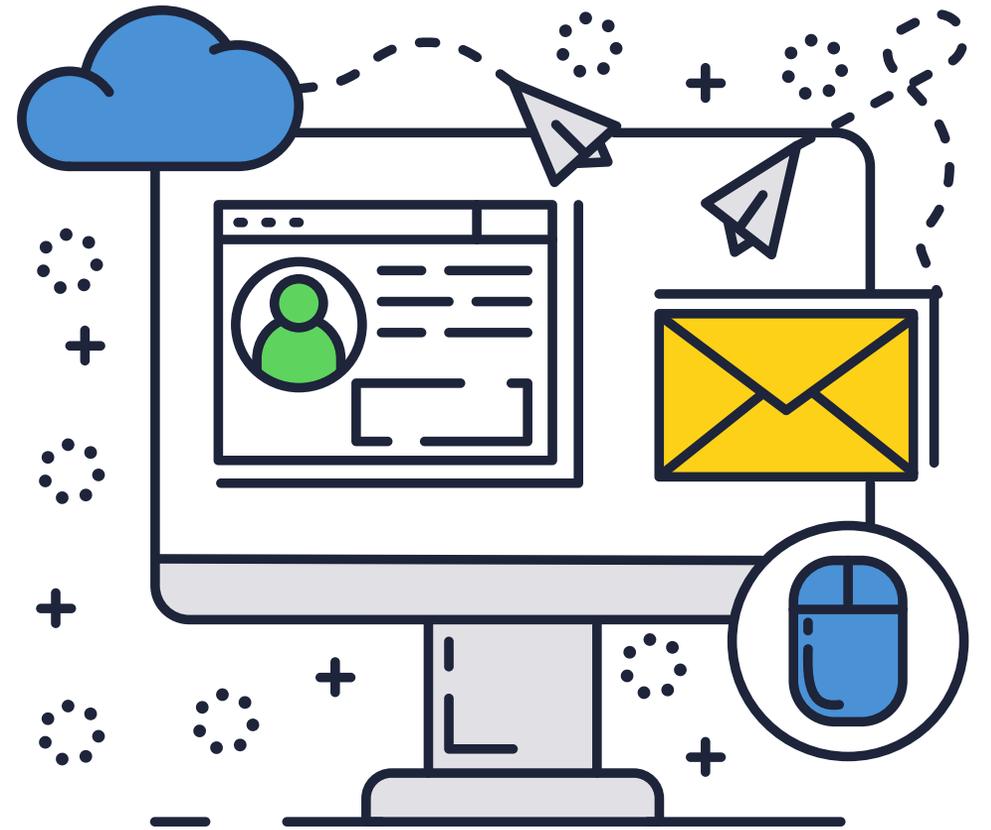


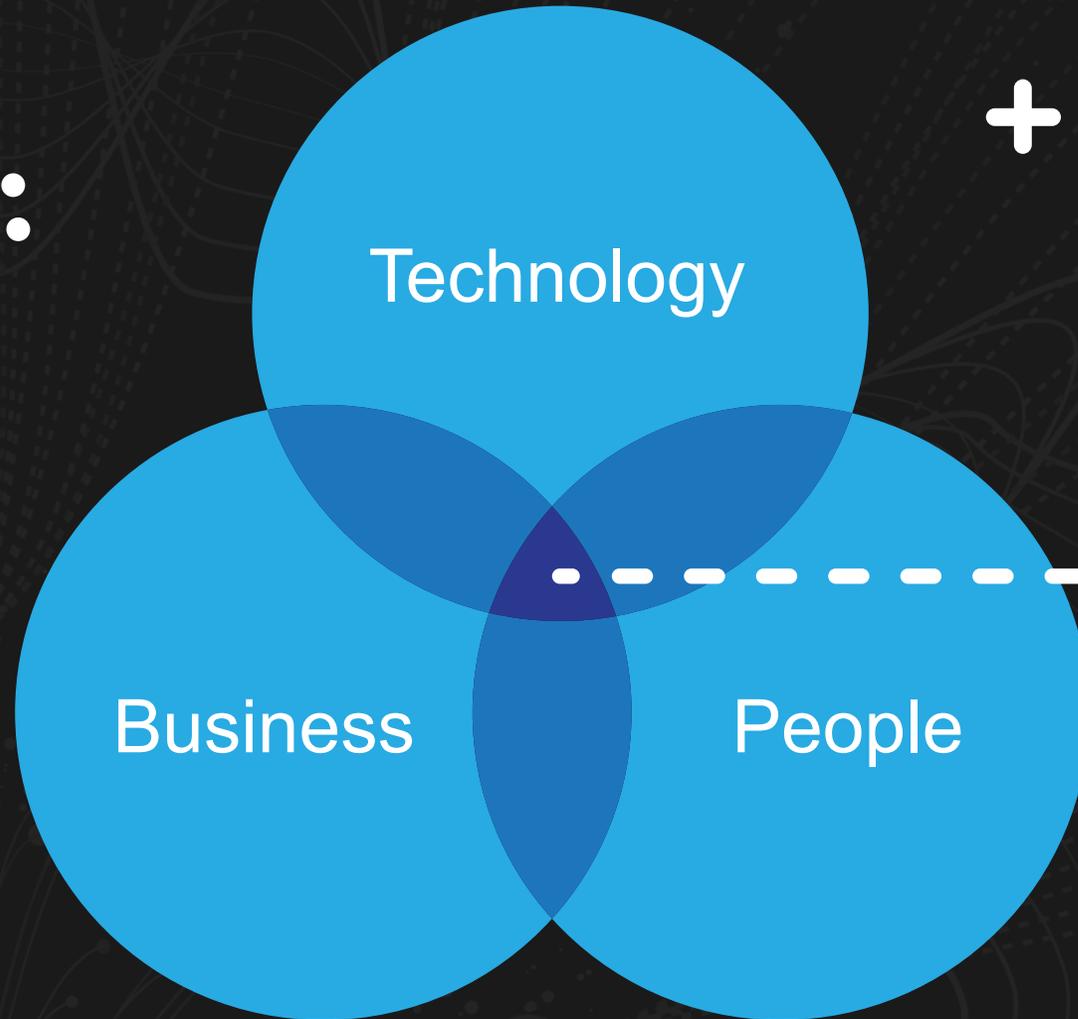
David



Wesley

What is user experience design?





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+

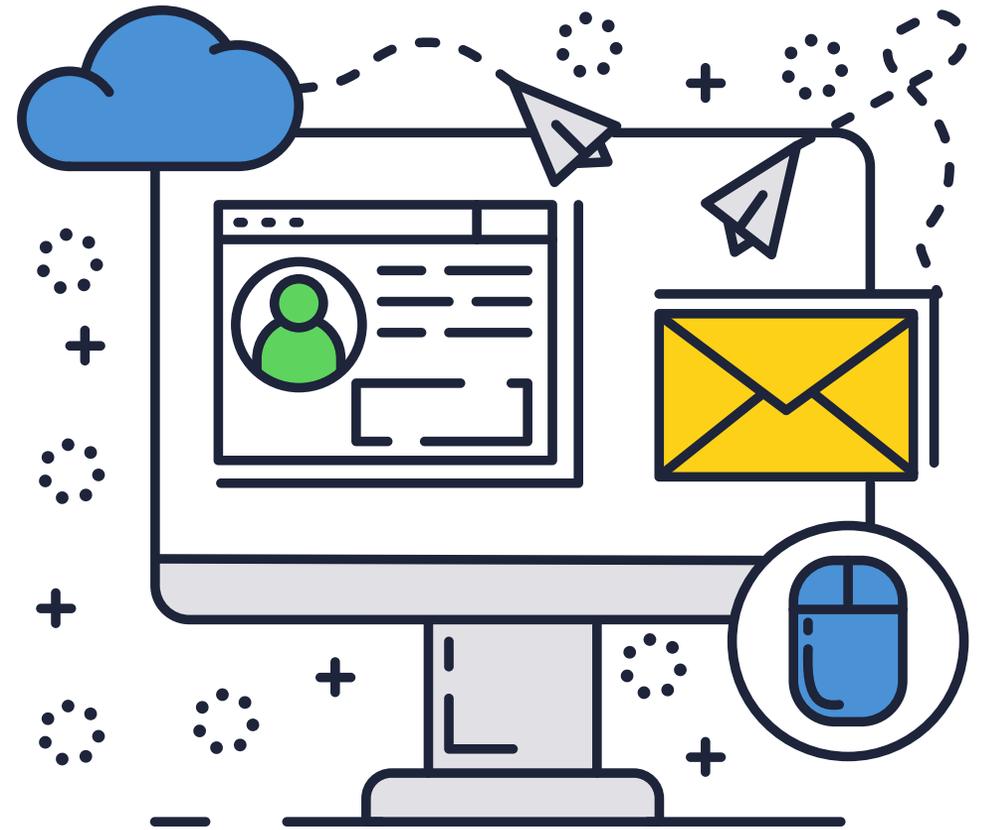
Technology

Business

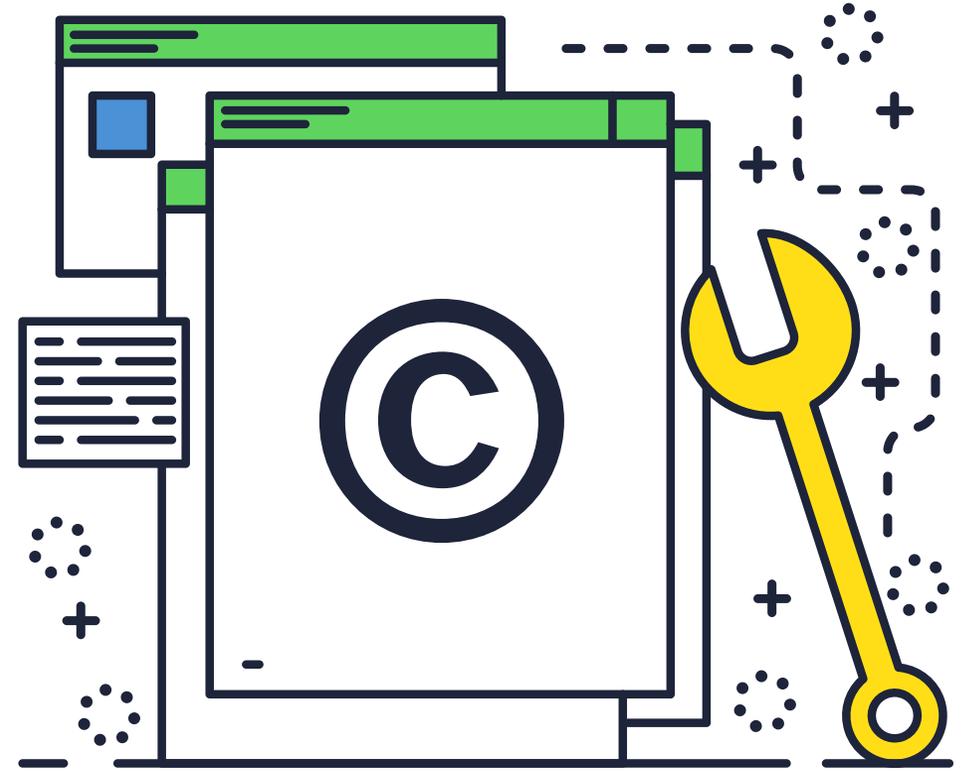
People

**You are
HERE**

**Why are we using
user experience
design for
copyright
modernization?**

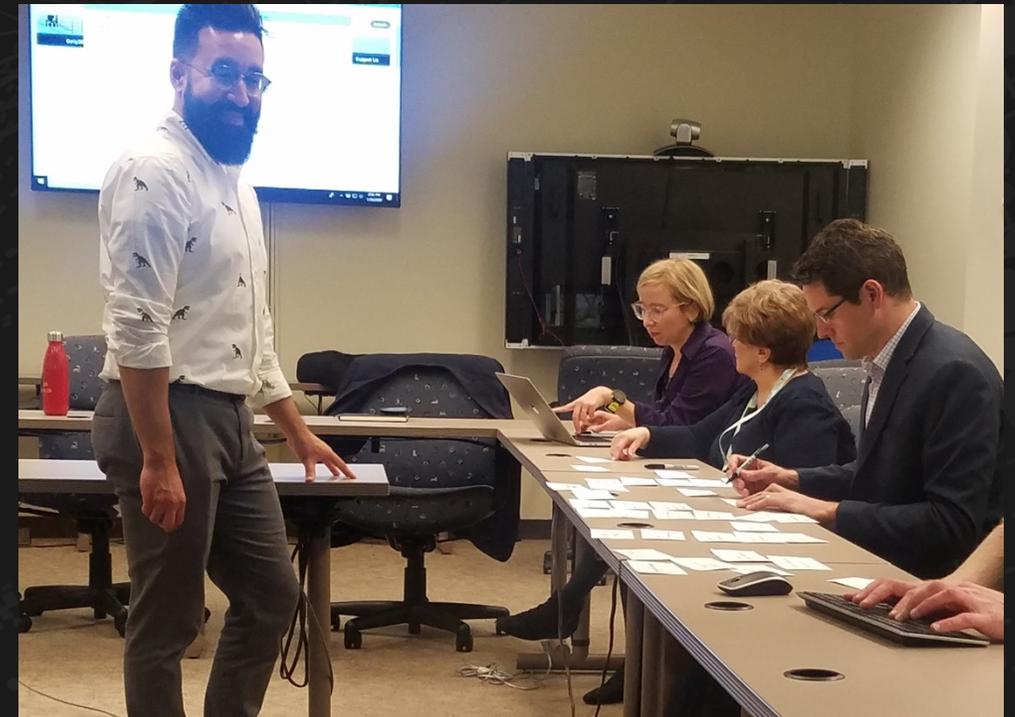
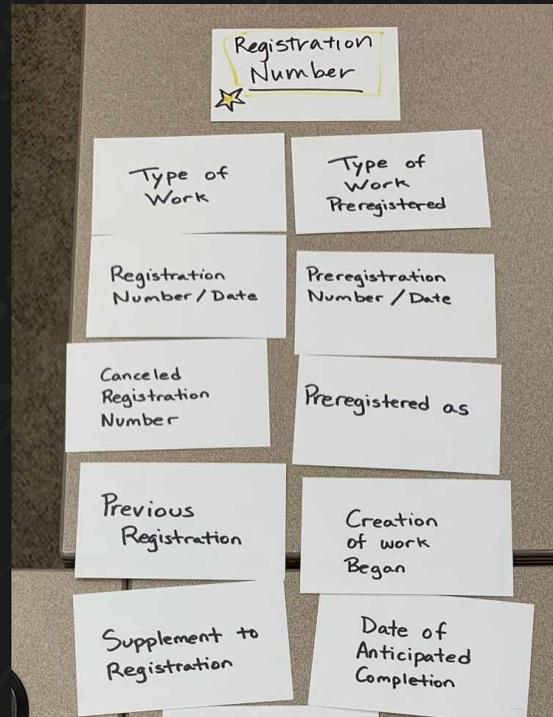
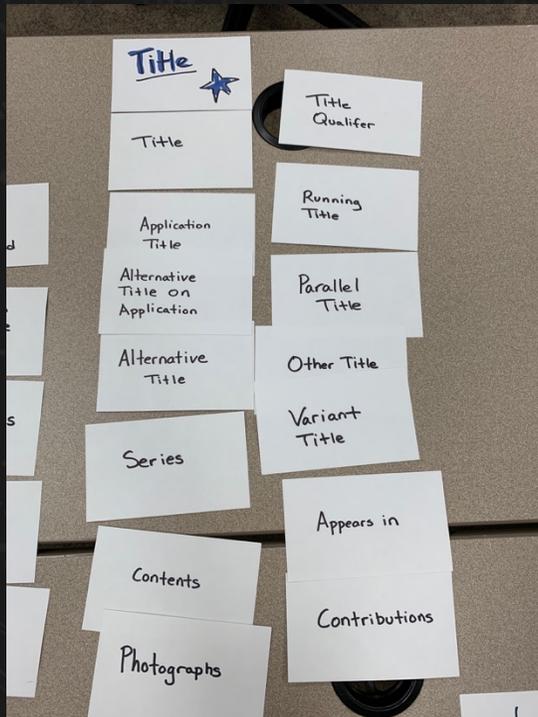


What are the problems with the current copyright systems that user experience design can address?



Hierarchy

- Consistent information architecture
- Grouping information intuitively



Hierarchy

- Consistent information architecture
- Grouping information intuitively

Current System

The screenshot shows the 'Public Catalog' page of the Copyright Catalog. It features a search bar with the keyword 'TX0005609214' and a search button. Below the search bar, the page displays the title 'The best American m...' and various metadata fields including 'Type of Work: Text', 'Registration Number / Date: TX0005609214 / 2002-06-27', 'Copyright Claimant: Tony Hillerman', and 'Date of Publication: 16Mar00'. The page layout is somewhat cluttered with a mix of text and links.

New System

The screenshot shows the 'Public record TX0005609214' page of the new Copyright Catalog. It features a clean, modern design with a blue header and a search bar. The page displays the title 'The best American mystery stories of the century. By Tony Hillerman.' and various metadata fields including 'Type of Work: Text', 'Registration Number/Date: TX0005609214 / 2002-06-27', 'Copyright Claimant: Tony Hillerman', and 'Date of Publication: 16Mar00'. The page layout is organized and easy to navigate.

Consistency

- Design system
- Trust
- Familiarity
- Ease of use
- Accessibility

Copyright U.S. Copyright Office

Home Recent Searches Recent Records Directory Help ID

Search

Keyword Keyword, Name, Title, etc. Search Email

Advanced Search

Search Results

Total search results: 75,000
Displaying results 10 of 50,000

Select all (10) Actions Sort by

1. Full Title: Text
Registration Number: 00000000000
Type of Work: Text
Registration Date: YYYY-MM-DD
Claimant: Text
2. Full Title: Text
Registration Number: 00000000000
Type of Work: Text
Registration Date: YYYY-MM-DD
Claimant: Text
3. Full Title: Text
SR Number: 00000000000
Publisher: Text
Type: Text
Publication Date: YYYY-MM-DD
4. Full Title: Text
Registration Number: 00000000000
Type of Work: Text
Registration Date: YYYY-MM-DD
Claimant: Text
5. Full Title: Text
Registration Number: 00000000000
Type of Work: Text
Registration Date: YYYY-MM-DD
Claimant: Text
6. Full Title: Text
SR Number: 00000000000
Publisher: Text
Type: Text
Publication Date: YYYY-MM-DD
7. Full Title: Text
Document Number: 00000000000
Party 1: Text
Date of Recordation: YYYY-MM-DD
Party 2: Text
8. Full Title: Text
Document Number: 00000000000
Party 1: Text
Date of Recordation: YYYY-MM-DD
Party 2: Text
9. Full Title: Text
Document Number: 00000000000
Party 1: Text
Date of Recordation: YYYY-MM-DD
Party 2: Text
10. Full Title: Text
Registration Number: 00000000000
Type of Work: Text
Registration Date: YYYY-MM-DD
Claimant: Text

Filter by date

Select

Start date: yyyy/mm/dd

End date: yyyy/mm/dd

Apply Clear

Year range slider

Start 1870 End 2020

Apply Clear

Filter results

Collapse all Clear

Record Type

- Registration 3217
- Published
- Unpublished
- Recordation 423

Registration Class

- Literary (TX) 432
- Visual Arts (VA) 422
- Sound Recordings (SR) 354
- Performing Arts (PA) 321
- Mask Works (MW) 222
- Pre-Registration 76
- Renewals 12

Registration Item Types

- Text 432

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Copyright U.S. Copyright Office

Home Recent Searches Recent Records Directory Help ID

Search

Keyword TX0005609214 Search

Advanced Search

Public record TX0005609214

Copyright Catalog (1978 to present)
Search Results: Displaying 1 of 4169 entries

Prev Next

The best American mystery stories of the century. By Tony Hillerman.

Actions Search within record

Titles

Title The best American mystery stories of the century. By Tony Hillerman.

Variant Title

Variant Title The best American mystery stories of the century.

Registration numbers

Type of Work Text

Registration Number/Date TX0005609214 / 2002-06-27 Supplement to: TX0005235105 / 2000

Supplement to Registration TX 5-235-105, 2000

Dates

Date of Publication 16Mar00 (on original appl.: 16Mar99)

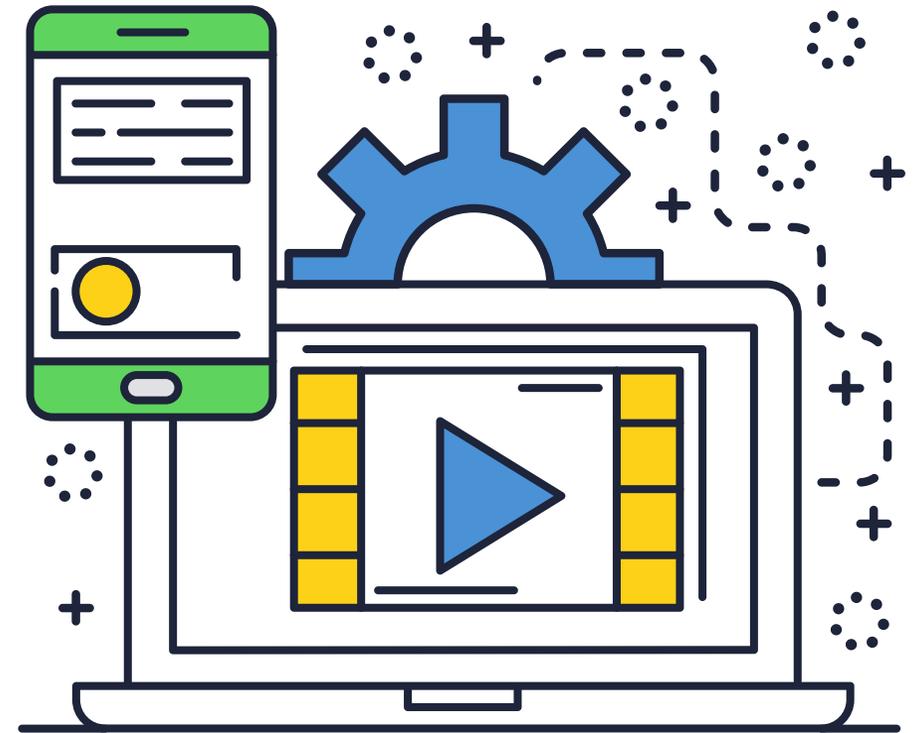
Names

Copyright Claimant Tony Hillerman

Names Hillerman, Tony

Prev Next

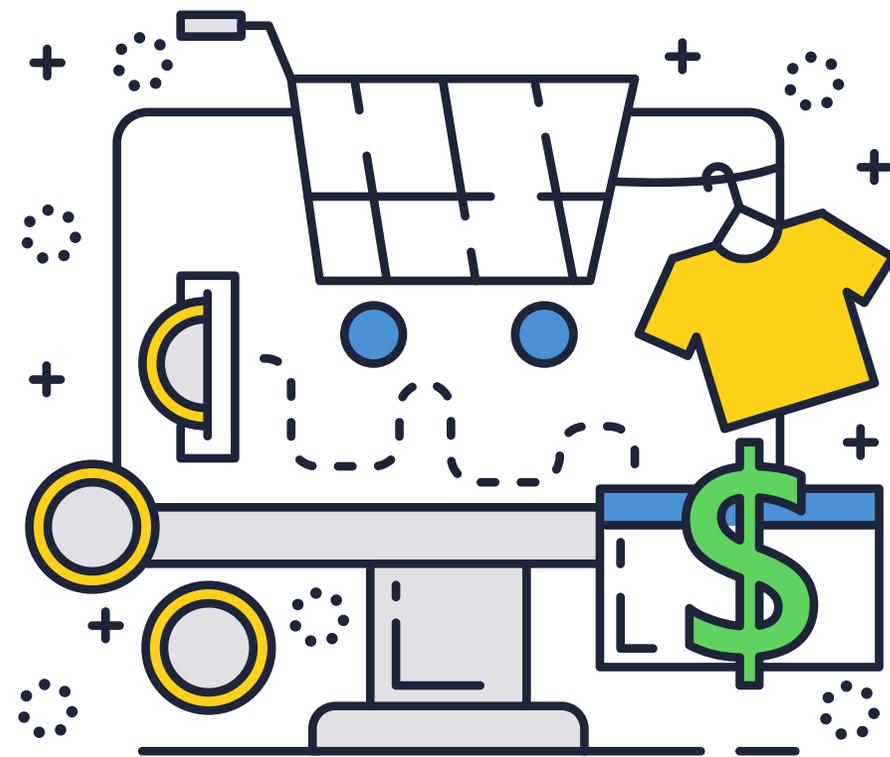
**What are the
processes used?**



Can you describe
the user
experience
design team
and their
backgrounds?



How is the designing the user experience for copyright different than other websites or digital products (like a bank or for shopping)?



- Understand and gather technical requirements
- Create visual journey maps
- Use design system components to build consistent interface

Form DCS (Document Cover Sheet) - Basic Information

Read all of the instructions below before completing this form.

When to use this form Use Form DCS to submit a document that is a transfer of copyright ownership or other document pertaining to a copyright that you wish to have recorded under section 205 of the Copyright Act. Use of Form DCS is mandatory, and a properly completed Form DCS must accompany all documents submitted to the Copyright Office for recordation under 17 U.S.C. § 205. A properly completed Form DCS must also be used to submit a document for recordation pertaining to a mask work under 37 C.F.R. § 201.2, a vessel design under 37 C.F.R. § 212.6, or a U.S. sound recording fixed before February 15, 1972 under 37 C.F.R. § 201.35.

When not to use this form Do not use Form DCS when submitting any other type of document to the Office, such as notices of termination, DMCA online service provider agent designations, identification of anonymous/pseudonymous authors, author death statements, visual arts registry statements, shareware registry statements, or any Licensing Division documents.

How to use this form Follow these instructions to complete Form DCS. All fields are required to the extent applicable, and all information should be typed or printed. Include one completed and signed Form DCS for each document being submitted for recordation. The Office may reject any document submitted for recordation that is not accompanied by Form DCS or is accompanied by an incomplete or improperly prepared Form DCS.

Submission requirements Submit together in the same envelope or package: (1) a properly prepared Form DCS; (2) the document to be recorded; (3) the proper filing fee; and (4) any additional material being provided in connection with your submission, such as an electronic title list, English translation of non-English material, written justification for certain redacted material, or an additional copy of this completed form and a self-addressed postage-paid envelope for a return receipt. Absent special arrangement with the Office, the Office reserves the right to not process your submission unless all of the items necessary for processing are received together. Mail your submission to:

Library of Congress
Copyright Office—DOC, LM 413
101 Independence Avenue SE
Washington, DC 20559-6000

Electronic title lists In addition to identifying the works to which a document pertains in the paper submission, an electronic title list may also be submitted. An electronic title list is an Excel file containing certain indexing information about the relevant works, such as their titles, types of work, registration numbers, and authorship information. Submitting an electronic title list is optional, but can significantly shorten the Office's processing time for recording a document. Filing fee for submission about electronic instructions for comp copyright.gov/records

Declarations of Own A DOMW is a special certain copyright over about DOMWs, inclu completing and subm recordation/dsmw. It must be accompanied to a different mailing Copyright Office—P.O. Box 7907 Washington, DC 20

Recordation process ply with the Copyright 205) and the Office's r tions. The Copyright t document in the publi mit to the Office. The formation provide o paying electronic tit the accuracy of such e mitted document. The ment is not a determi ity or legal effect. Recv Office is without prej formal requirements b before a court of com.

Privacy Act Advisory notice at the top of th information are the e record and the exami requirements for reco inspection and copyri of public catalog; search reports upon r

NOTE: Form DCS will part of the public rec and the completed fo fice communicates wi

Copyright Recordation | Draft User Flow

Page Flow Remitter (Public Facing)

Copyright Recordation application SR# 5551212 Return to dashboard

Documents Parties Works Contacts Pay & submit

Documents Help

Under the Copyright Act, the U.S. Copyright Office accepts certain types of documents for filing and indexing into the Office's public records.

Recordation type Help

To begin the application, indicate the type of recordation you would like to make:

Basic document

Upload a document Help

Please upload the document being submitted for recordation.

Requirements: At this time, the Copyright Office is only accepting English language documents with roman character sets. If your document falls outside this criteria (e.g. an assignment with titles or party information listed in Japanese), please use the paper submission option. Additional document requirements are listed in the help area, which can be accessed by clicking the "(?)" link for this section.

Upload a file:

File name: Help

[Click here to upload a document or to replace an existing one.](#) You may also drag and drop a file from your desktop to this box.

Accepted file type: PDF / File size limit: 50 MB

Redactions Help

Does the document you uploaded have redactions?

Yes No

Certifications Help

You are required to make two (2) certifications about the uploaded document. The true and correct copy certification asks you to certify whether or not the uploaded document is a true copy of the original. The recordation eligibility certification asks you to certify whether or not your document meets the eligibility requirements for recordation.

True and correct copy

I certify under penalty of perjury under the laws of the United States of America that the document being submitted to the U.S. Copyright Office for recordation is, to the best of my knowledge, a true and correct copy of the original, signed document.

Yes

I cannot personally make this certification, but wish to upload a "sworn certification" made by someone else (other than an "official certification").

I cannot personally make this certification, but wish to upload an "official certification" made by a governmental official.

What is your relationship to the document? I am...

Select a relationship:

Describe your relationship to the document or the original parties to the document.

Relationship:

Recordation eligibility

I certify under penalty of perjury under the laws of the United States of America that the document being submitted to the U.S. Copyright Office for recordation, to the best of my knowledge, is a transfer of copyright ownership or other document pertaining to a copyright and satisfies all requirements for recordation, including the signature, completeness, legibility, and, if redacted, redaction requirements specified in 37 C.F.R. § 201.4.

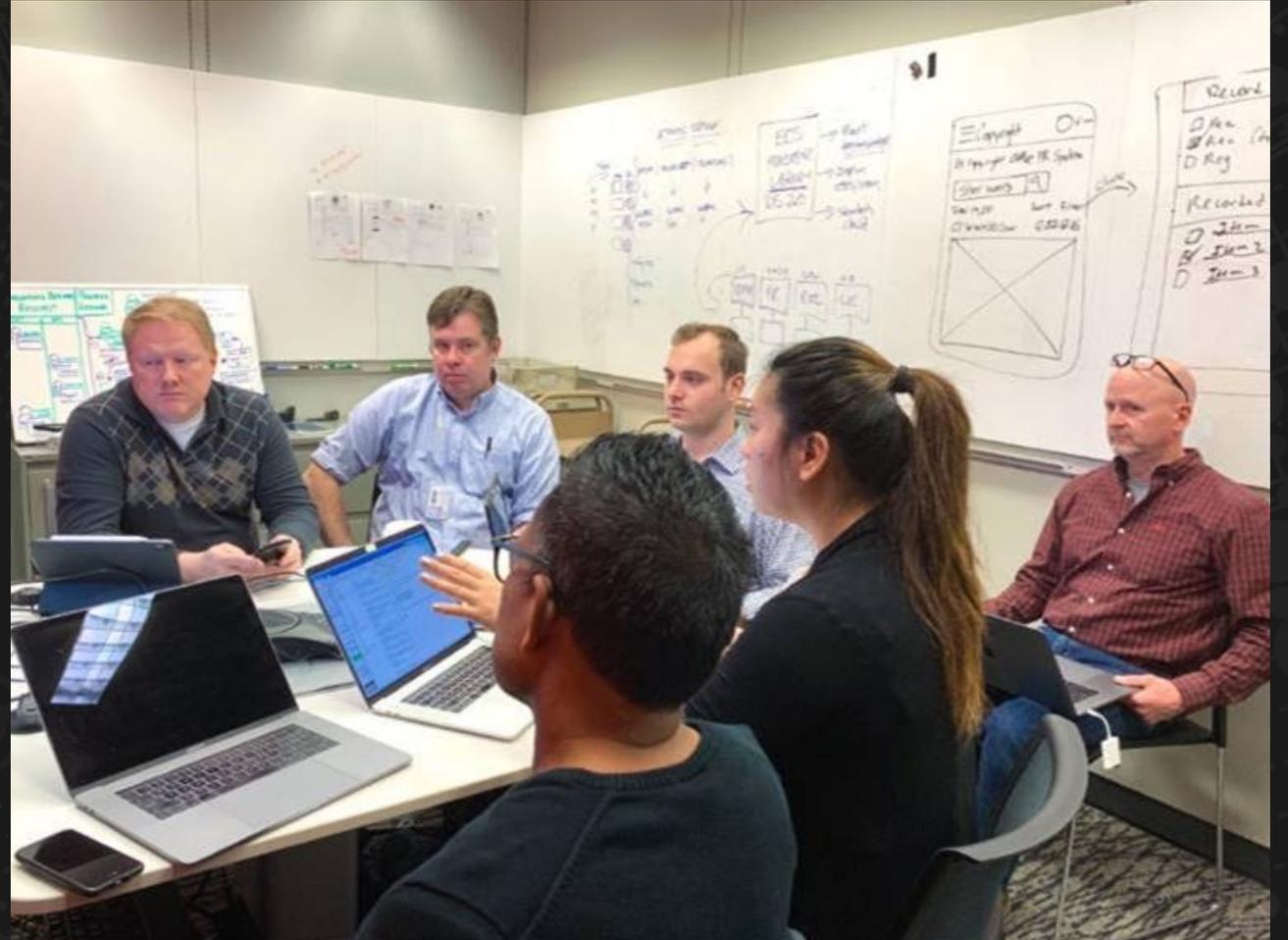
Yes

I cannot personally make this certification, but wish to upload a certification made by someone else.

**What have you
learned?
Are there any
surprises or
lessons learned
you can report?**



- Great appreciation for copyright law and staff
- Collaborate daily with product owner, subject matter experts, and staff



- Use common interface elements “to see what user sees” in real time
- Create internal process that improves customer experience and communication

Draft Concept

My Claims Division Claims All Claims Search Adv. Search Get Cases

All (100)
 New Claims (3)
 Under Review (22)
 Replies Received (12)
 High Priority (10)

Actions Filters Generate PDF Columns

<input type="checkbox"/>	SR Number	Claim Owner	Priority	Claim Activity	Note	Dep.	Tags
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:
<input type="checkbox"/>	SR1234567890	Dwight Smith	High	Correspondence Sent -01/01/2020	Ask TL about deposit	3	Tag 1, Tag:

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Copyright Home Correspondence Reports Resources JD

Home / Claim Detail #01-1234567890 View Related Claims View Correspondence

Redirect Claim Approve Refuse No Reply

Claim: #1-1234567890 High Priority Applicant: Travis Harris EDR: 10/29/2019

Claim Details Deposits (#) Activity Last Edited: 00/00/0000 00:00 PM

Annotations (0) Compose Print Expand All

There are currently no annotations on this claim.

Title of Work Year of Completion

Title of Work	2019
---------------	------

Authors (2) Created Citizen of:

Last Name, First Name	Text	USA
Last Name, First Name	Text	USA

Copyright Claimant Address

Last Name, First Name	123 Main St. Plano TX, 7
-----------------------	--------------------------

Correspondence (4)

Travis Harris Subject: Confirm Year of Completion 10:00am

Hi Examiner, I've updated the year of completion from 12/1/2008 to 12/1/2009. Thanks for catching that...

Me Subject: Please Update Title of Work 2/16/2020

Hi Travis, This is a letter from the Copyright Office. It looks like the title of work entered does not match...

Phone Memo Title: Copyright Claimant 2/14/2020

The copyright claimant should be Travis Smith Harris not Travis S. Harris. Make sure to update in claim...

Me Subject: Deposit File Type - Corrupt Draft 2/13/2020

Hi Travis, This is a message from the Copyright Office. The deposit file type you uploaded is corrupt. Can...

How will the user experience change based on the data from user research, prototypes, and initial releases?



- User feedback and testing is central to the UX process
- Findings are reviewed, prioritized, and implemented
- Testing allows iterative continuous improvement

METHODOLOGY

Metrics

The following metrics were used to gauge the success of the Recordation System:

of errors per task – A determination of where participants do not follow an expected flow of the system. The number of errors per participant will be used to determine the issues that may occur during usability testing.

Success rate per task – Participants ability to complete a task easily, with difficulty or not.

- "Complete task with ease" means that a participant is able to complete a task with a facilitator or in a reasonable amount of time.
- A "Completed with difficulty" means that a participant asks for clarification from the facilitator to complete a task.
- An "Unable to complete the task" means that a participant has struggled to complete a task, what to do or thinks they have completed a task, but they have not.

Navigational paths taken to information – The pages that a participant clicks on to complete a task for each scenario.

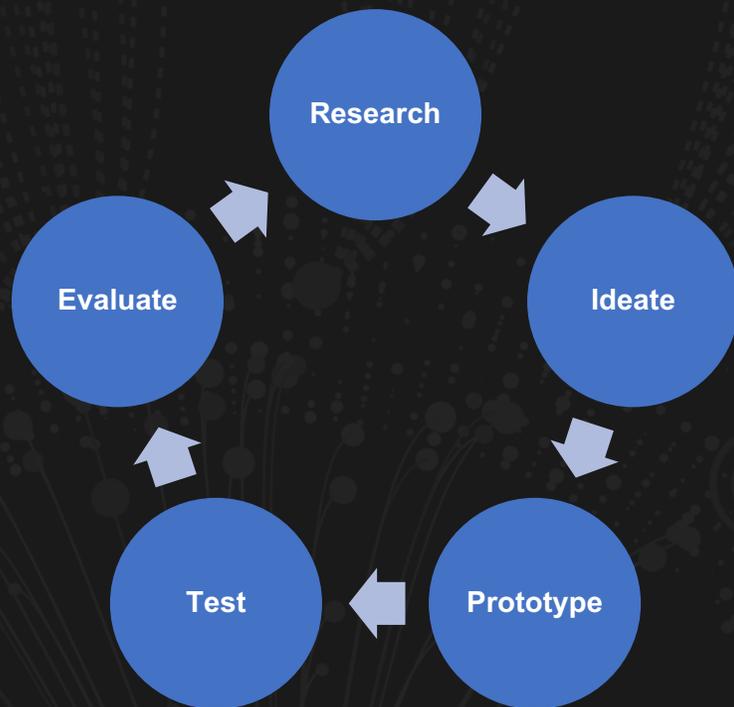
Thoughts and opinions of the system – Participants will be asked to comment on their experience with the system after each scenario is completed and will be asked about their overall experience in the post-test section of the usability test.

* Time on task was not collected due to lagging issues with the conferencing software

USABILITY FINDINGS: SUS SCORE

- Participants gave a high SUS score on both variations of the usability test with an overall score of 79.58 . A score of 70 indicates a well received website
- **Simple usability test participants gave the system a score of 96.88**
- Complex usability participants gave the system a score of 70.94 mostly due to the complexity of the Title spreadsheet
- Most of the recommendations in this report are at a lower severity rating due to the overall acceptance of this system. Consider the findings and recommendations in this report as ways to make the system even better than it already is
- Participants are excited to be able to have a system for recordation rather than going through a paper process

- Iterative process
- Search strategies can vary
- Cast a wide net, with the ability to narrow results



Copyright U.S. Copyright Office Home Recent Searches Recent Records Directory Help JD

Search

Keyword Search

Search Results

Total search results: 75,000
Displaying results 10 of 50,000

Select all (10) Actions

<input type="checkbox"/>	1. Full Title: Text Registration Number: 00000000000 Type of Work: Text	Registration Date: YYYY-MM-DD Claimant: Text
<input type="checkbox"/>	2. Full Title: Text Registration Number: 00000000000 Type of Work: Text	Registration Date: YYYY-MM-DD Claimant: Text
<input type="checkbox"/>	3. Full Title: Text SR Number: 00000000000 Publisher: Text	Type: Text Publication Date: YYYY-MM-DD
<input type="checkbox"/>	4. Full Title: Text Registration Number: 00000000000 Type of Work: Text	Registration Date: YYYY-MM-DD Claimant: Text
<input type="checkbox"/>	5. Full Title: Text Registration Number: 00000000000 Type of Work: Text	Registration Date: YYYY-MM-DD Claimant: Text
<input type="checkbox"/>	6. Full Title: Text SR Number: 00000000000 Publisher: Text	Type: Text Publication Date: YYYY-MM-DD
<input type="checkbox"/>	7. Full Title: Text Document Number: 00000000000 Party 1: Text	Date of Recordation: YYYY-MM-DD Party 2: Text
<input type="checkbox"/>	8. Full Title: Text Document Number: 00000000000 Party 1: Text	Date of Recordation: YYYY-MM-DD Party 2: Text
<input type="checkbox"/>	9. Full Title: Text Document Number: 00000000000 Party 1: Text	Date of Recordation: YYYY-MM-DD Party 2: Text
<input type="checkbox"/>	10. Full Title: Text Registration Number: 00000000000 Type of Work: Text	Registration Date: YYYY-MM-DD Claimant: Text

Rows per page: 10 Showing 10 of 100 Page 1

Filter by date

Select

Start date:

End date:

Year range slider

Start: 1970 End: 2020

Filter results

Collapse all

Record Type

- Registration 3217
 - Published
 - Unpublished
- Recardation 423

Registration Class

- Literary (TX) 432
- Visual Arts (VA) 422
- Sound Recordings (SR) 354
- Performing Arts (PA) 321
- Mask Works (MW) 222
- Pre-Registration 76
- Renewals 12

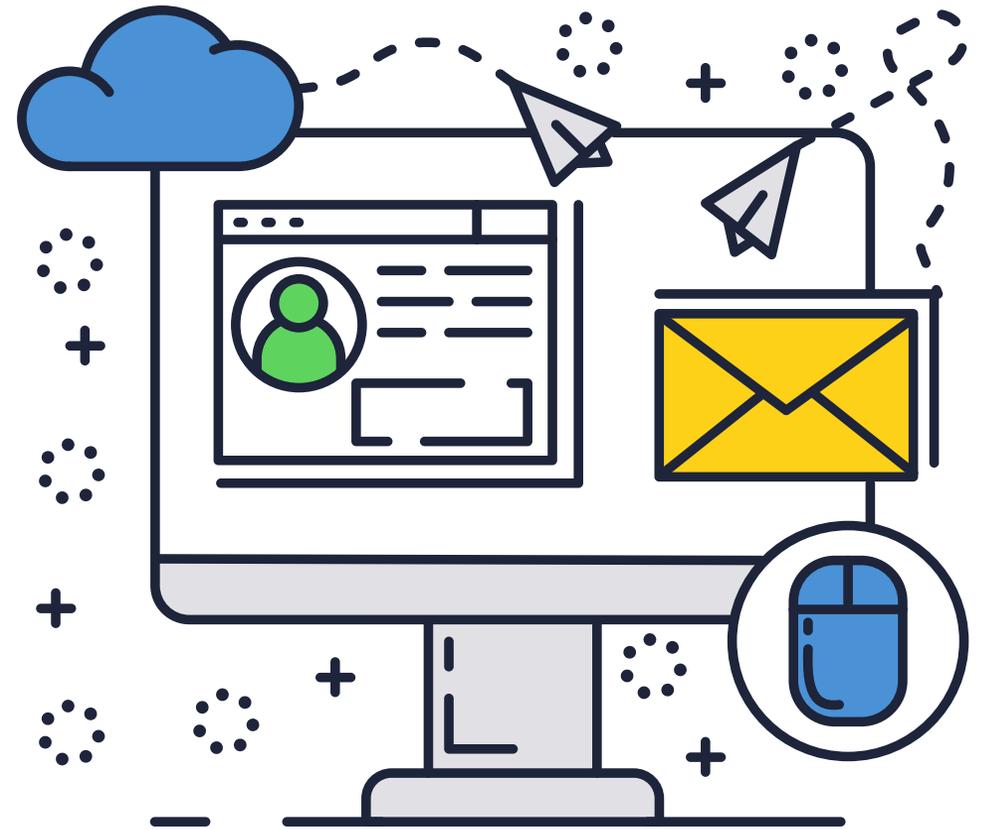
Registration Item Types

- Text 432

How will any of this affect me when I look up a work or record, etc.?



Final Thoughts



Questions?

To submit a question, use the Q&A dialog box in the lower right corner.

Please note: we may not be able to answer all questions received in the allotted time. Thank you.

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Home / Copyright Modernization

Copyright Modernization

What is Copyright Office Modernization?

Copyright Office modernization is the initiative to reimagine the entire Office by (1) building a new enterprise IT system designed to be more flexible and easy for users to use, (2) modernizing supporting IT systems, and (3) further ensuring that Office practices and processes are efficient and productive.

Resources

- Copyright Office Quick Facts
- Documents
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Modernization is transforming the Copyright Office
Attend our next webinar to learn more and ask questions

Enterprise Copyright System

- Overview
- Registration
- Recordation
- Online Public Records
- Licensing

Modernizing Supporting IT Systems

- Overview
- Business Intelligence (BI)
- Public Information Office
- Asset Tracking/Warehouse

Non-IT Office Modernization

- Overview
- Process
- Organization
- Culture

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U.S. Copyright Office
101 Independence Ave. S.E.
Washington, D.C. 20559-6000
(202) 707-3000 or 1 (877) 476-0778 (toll free)

Library of Congress | Congress.gov | USA.gov | FOIA | Legal | Privacy Policy

Learn More

For More Information

copyright.gov/copyright-modernization

Send Questions To

askcmo@copyright.gov