

Modernization of the U.S. Copyright Office

March 28, 2019

The webinar will begin promptly at 12:00 pm EST

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

Karyn A. Temple
Register of Copyrights
and Director of the
United States Copyright Office

Overview

Ricardo Farraj-Feijoo
Director of Copyright
Modernization Office

User Experience Design, Accessibility and Usability in Copyright Modernization

Natalie Buda Smith
IT Division Chief, IT Design & Development Directorate,
Office of the Chief Information Officer, Library of Congress

Initial Design Concept for Copyright

Thomas Willis
Project Manager, Office of Registration Policy and Practice

Internal Acceptance Testing

Tapan Das
Analysis Section Head, Copyright Modernization Office

User Experience Design, Accessibility and Usability in Copyright Modernization

Natalie Buda Smith

IT Division Chief, IT Design & Development Directorate,
Office of the Chief Information Officer, Library of Congress

- User Experience Design includes the practical, experiential, affective, meaningful and valuable aspects of human-computer interaction with a product.
- User Experience Designers represent the needs and wants of the product's actual users.
- User Experience Designers through journey maps, system architectures, wireframes, visual design, design systems, front-end code, and more.

USER EXPERIENCE DESIGN

USCO Copyright Registration System | Information Architecture

The image illustrates the user experience design process for the USCO Copyright Registration System. It features three main components:

- Information Architecture Diagram:** A flowchart on the left titled "Register a New Claim" and "Account Management". The "Register a New Claim" path includes steps: 2.1 Application & Work Type, 2.2 Work Details, 2.3 Author(s) Info, 2.4 Claimant(s) Info, 2.5 Limitation of Claim, 2.6 Contact Info, 2.7 Work Deposit, and 2.8 Review. The "Account Management" path includes: 3.1 My Account, 3.2 Payment Info, 3.3 My Organizations, and 3.4 Settings.
- New Application Form:** A screenshot of the "New Application" form for Case #1-1234567890. It includes tabs for Work Details, Author(s), Claimant(s), Limitation of Claim, Contact Info, Work Deposit, and Review. The form asks for the title ("The Tale of Jane and..."), completion year (2017), and whether it has been published. A "Work Made For Hire" modal is overlaid on the form, asking for the title ("The Kennedy Curse: An Unauthorized, U...") and case number (#1-1234567890).
- U.S. Web Design System Website:** A screenshot of the "U.S. Web Design System" website. It features a navigation menu with "UI components", "Page templates", "Documentation", and "About USWDS". The "UI components" section is active, showing a list of components: Overview, Typography, Colors, Icons, Grids, Buttons, Labels, Tables, Alerts, and Accordions. The main content area describes the system's goal of providing simplicity and consistency across government services.

- **Accessibility** is the design of products, devices, services, or environments for people with disabilities.
- Accessible design and development ensures both “direct access” (i.e. unassisted) and “indirect access” meaning compatibility with assistive technologies.
- Copyright Modernization applies accessibility best practices and addresses Section 508 and WCAG 2.0 requirements and standards.
- Accessibility is not to be confused with Usability, which is designing for effectiveness, efficiency and satisfaction in a specified context of use.

- **Usability testing** is the testing process with users to understand if the system meets its user's objectives, is complete, is easy-to-use and understandable.
- This method validates assumptions, measures ease-of-use, and identifies issues.
- The value of usability testing is that it is conducted with actual users that need to use the system and want to use it without obstacles.
- In Copyright Modernization, usability testing is and will be conducted regularly on online services to ensure ease-of-use by actual users.

Initial Design Concept for Copyright

Thomas Willis

Project Manager, Office of Registration Policy and Practice

FEEDBACK



COPYRIGHT HOME
Home | Shopping Cart | My Profile | Contact Us | Help | Log Out

Form Pay Submit Work
Case #: 1-2345710899
Application Format: Standard Type of Case: Literary Work Date Opened: 4/29/2015 03:51:07 PM

Claimants

Save Cancel

[Claimant's Name](#) Give either an individual name OR an organization name, but not both.

Individual Claimant:	OR	Organization:
* First Name: <input type="text"/>		* Organization Name: <input type="text"/>
Middle Name: <input type="text"/>		Help
* Last Name: <input type="text"/>		State: <input type="text" value="-Select-"/>
* Address 1: <input type="text"/>		Postal Code: <input type="text"/>
Address 2: <input type="text"/>		Country: <input type="text" value="-Select-"/>
* City: <input type="text"/>		

If any claimant is not an author, you must include a [transfer statement](#) showing how the claimant obtained the copyright.

Transfer Statement:

Transfer Statement Other:

Privacy Act Notice: Sections 408-410 of title 17 of the United States Code authorize the Copyright Office to collect the personally identifying information requested on this form in order to process the application for copyright registration. By providing this information you are agreeing to routine uses of the information that include publication to give legal notice of your copyright claim as required by 17 U.S.C. § 705. It will appear in the Office's online catalog. If you do not provide the information requested, registration may be refused or delayed, and you may not be entitled to certain relief, remedies, and benefits under the copyright law.
Take Our Survey!

COPYRIGHT HOME
Home | Help | Contact Us

Electronic Copyright Office (eCO)
United States Copyright Office
Library of Congress

User Login
If you are a registered user, please login here.
User ID: *

Password: *

[Forgot Your Password or User Id ? / Reset Your Password ?](#)
[If you are a new user, click here to register](#)

Welcome to the Electronic Copyright Office (eCO)

You may now use this website to:

- * Register your work
- * Preregister your work if you [fulfill the requirements](#).
- * Submit electronic works to comply with a Notice for Mandatory Deposit

NOTE: *The eCO System has been confirmed for use with the Firefox browser on the Microsoft Windows 7 Operating system. Other browsers such as Internet Explorer, Chrome, Safari and Netscape (as well as out-of-date browsers) may work but potentially could show less than optimal behavior when used with the eCO System.*

To view and print documents you will need the Adobe Acrobat Reader installed on your system . [\(click here to download\)](#).

eCO information

IMPORTANT NOTE: The option for registering a "collection" of unpublished works will be eliminated March 15th. Applicants may no longer use the Standard Application to register multiple unpublished works on or after that date.

Beginning March 15th, you may register up to 10 unpublished works using the new application for a "Group of Unpublished Works." A different limit will apply when registering a group of photographs or when registering a sound recording together with the work embodied in that recording.

Starting March 15th preexisting **TEMPLATES** can no longer be used to register multiple unpublished works. [Read more.](#)

Likewise, do not select "Use an Existing Template" when registering photographs. To register multiple photographs applicants should select the option labelled "Register a Group of Photographs." [Read more.](#)

The eCO Registration System will be offline every weekend from 10:00 PM Saturday until 6:00 AM Sunday (Eastern Time) for scheduled maintenance.

For electronic Copyright Office (eCO) system availability and updates, go to www.copyright.gov, click on {Subscribe} at the bottom of the page, create an account, then choose Copyright eService Maintenance and Updates.

Privacy Act Notice: Sections 408-410 of title 17 of the United States Code authorize the Copyright Office to collect the personally identifying information requested on this form in order to process the application for copyright registration. By providing this information you are agreeing to routine uses of the information that include publication to give legal notice of your copyright claim as required by 17 U.S.C. § 705. It will appear in the Office's online catalog. If you do not provide the information requested, registration may be refused or delayed, and you may not be entitled to certain relief, remedies, and benefits under the copyright law.

[Take Our Survey!](#)

Copyright

Got everything you need to register?

Registering a copyright doesn't have to be a pain. Having a few pieces of key information can make the process a lot smoother. And who doesn't like smooth sailing?

- ✔ A copy of your completed work, physical or digital
- ✔ Publication details, even if it is unpublished
- ✔ Claimant details if you are not the author
- ✔ Author details, such as name, citizenship, and pseudonyms
- ✔ Transfer agreement details (if applicable)

[Learn more](#)

Sign in for all your Copyright services

Email

Password [Forgot password?](#)

Remember me

[Log in](#)

Don't have an account? [Sign up](#)

[Back to Copyright.gov](#) • [Help](#) • [Privacy Policy](#)

Copyright

Forgot password? No worries.

Enter the email address associated with your account, and we'll email you a link to reset your password.

Email

Send reset link

[Back to login](#)

Reset password

Your password must:

- ✓ Contain at least 12 characters
- ✓ Must not contain repetitive characters
- ✓ Must contain a combination of upper and lower case letters, numbers, and symbols (@, #, \$, %, &, *, !, ?)
- ✓ Must match confirmation field

Password

Confirm password

Rest password

[What makes a strong password?](#)

Copyright

Notification bell icon | AH Andy | Menu icon

My notifications | Search notifications

All notifications (80) | Sort by most recent | Mark all as read

- RK** Robert Kasunic (Examiner) commented on **The Kennedy Curse: An Unauthorized, Unsourced, and Entirely Speculative Telling of One of America's Greatest Families (Case #1-1234567890)**
1:50pm Today
- The Great American Novel (Case #5-8148781345)** status changed to **Examiner Review**
10:32am July 30, 2018
- The Talisman (Case #2-2189198441)** status changed to **Approved**
4:15pm July 16, 2018 | [Go to application](#)

City

Country

State

Zip/postal code

Notification settings

Select which methods you would like to be notified of the following actions. Notifications will be sent to the email and phone number that is specified under your Profile.

Text SMS is disabled

[Set up text SMS](#)

Email

Text SMS standard rates apply



When my application is submitted



When my physical deposit is received by the Copyright Office



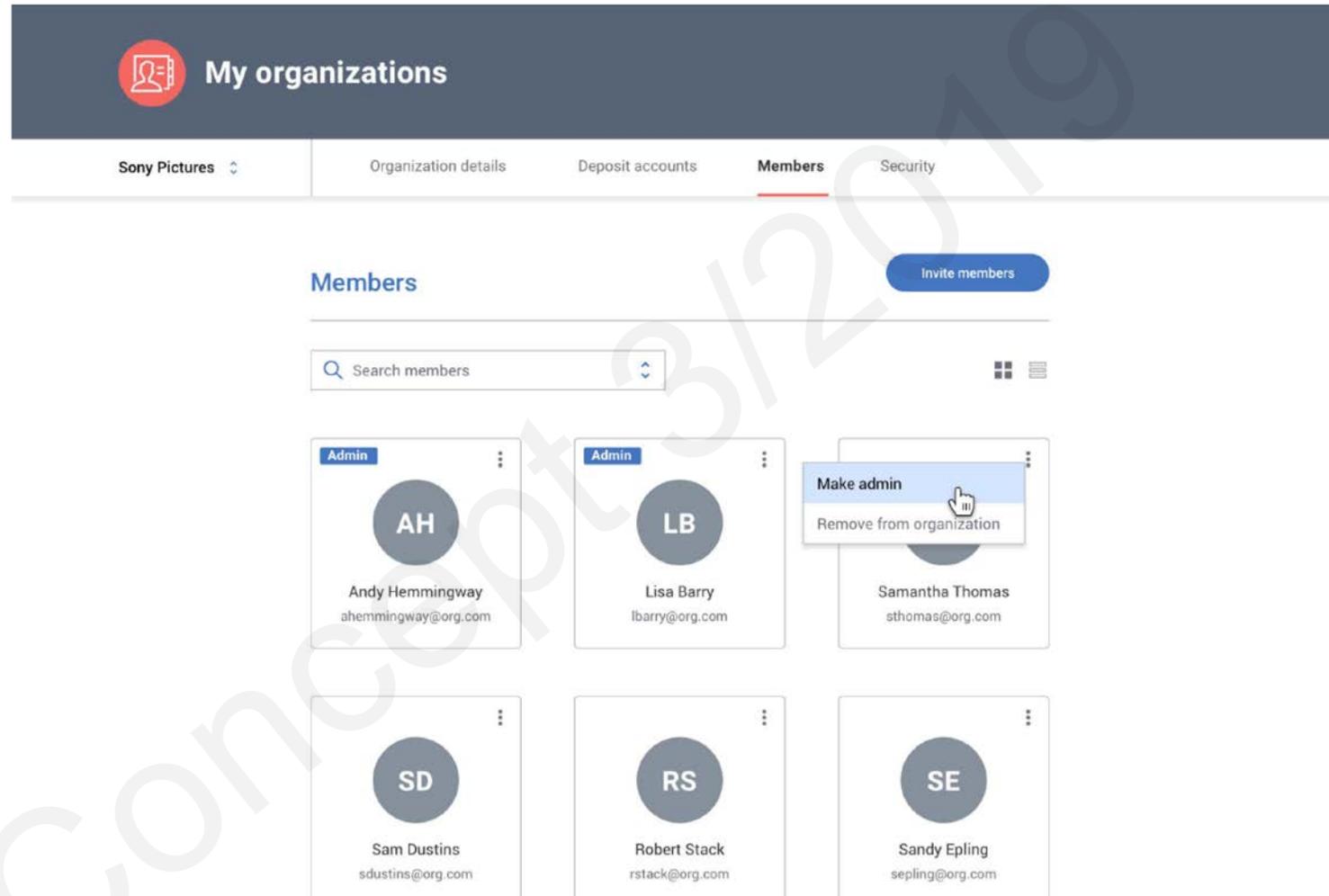
When my application is open for review by an Examiner from the Copyright Office



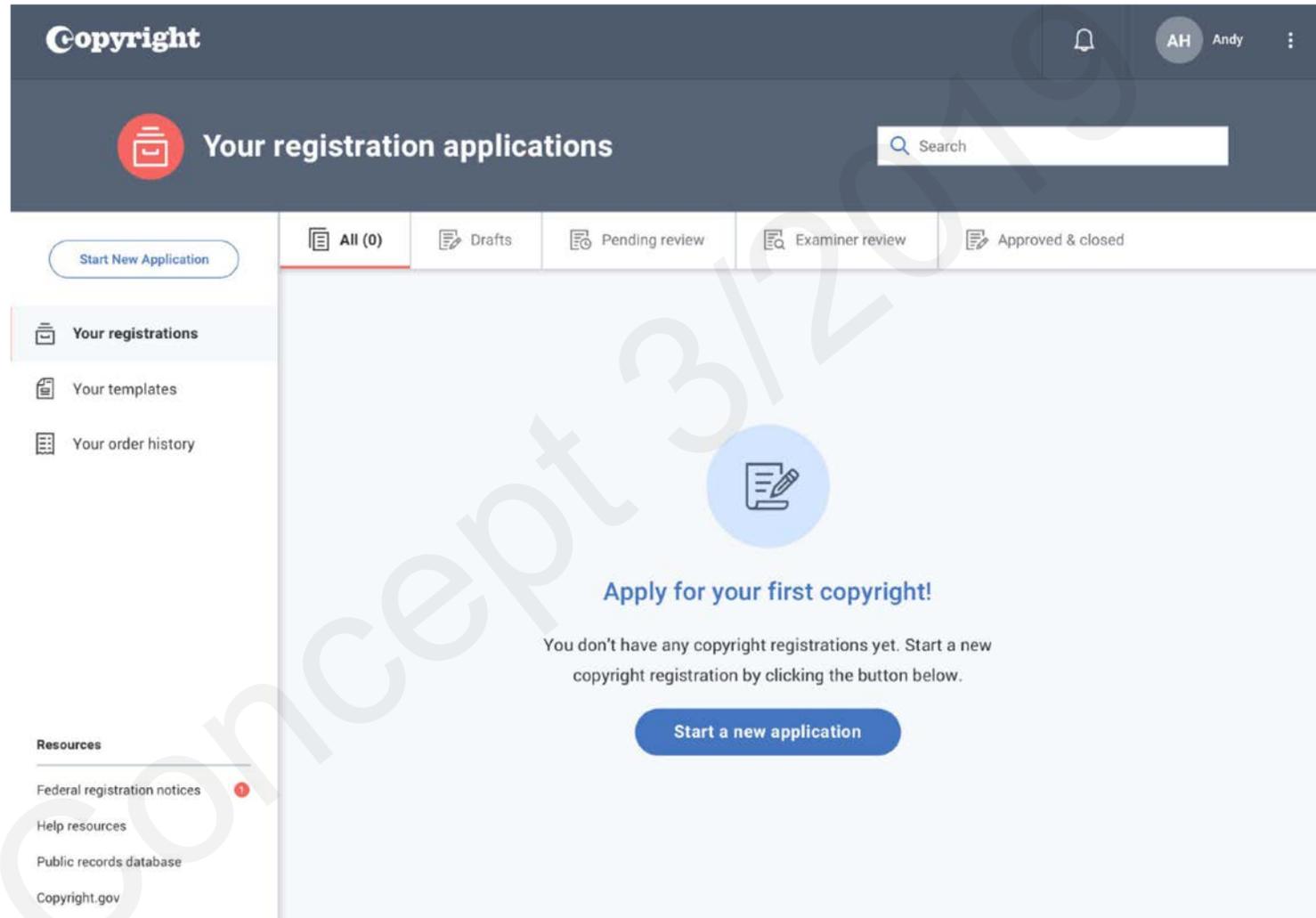
Examiner comments (correspondence)



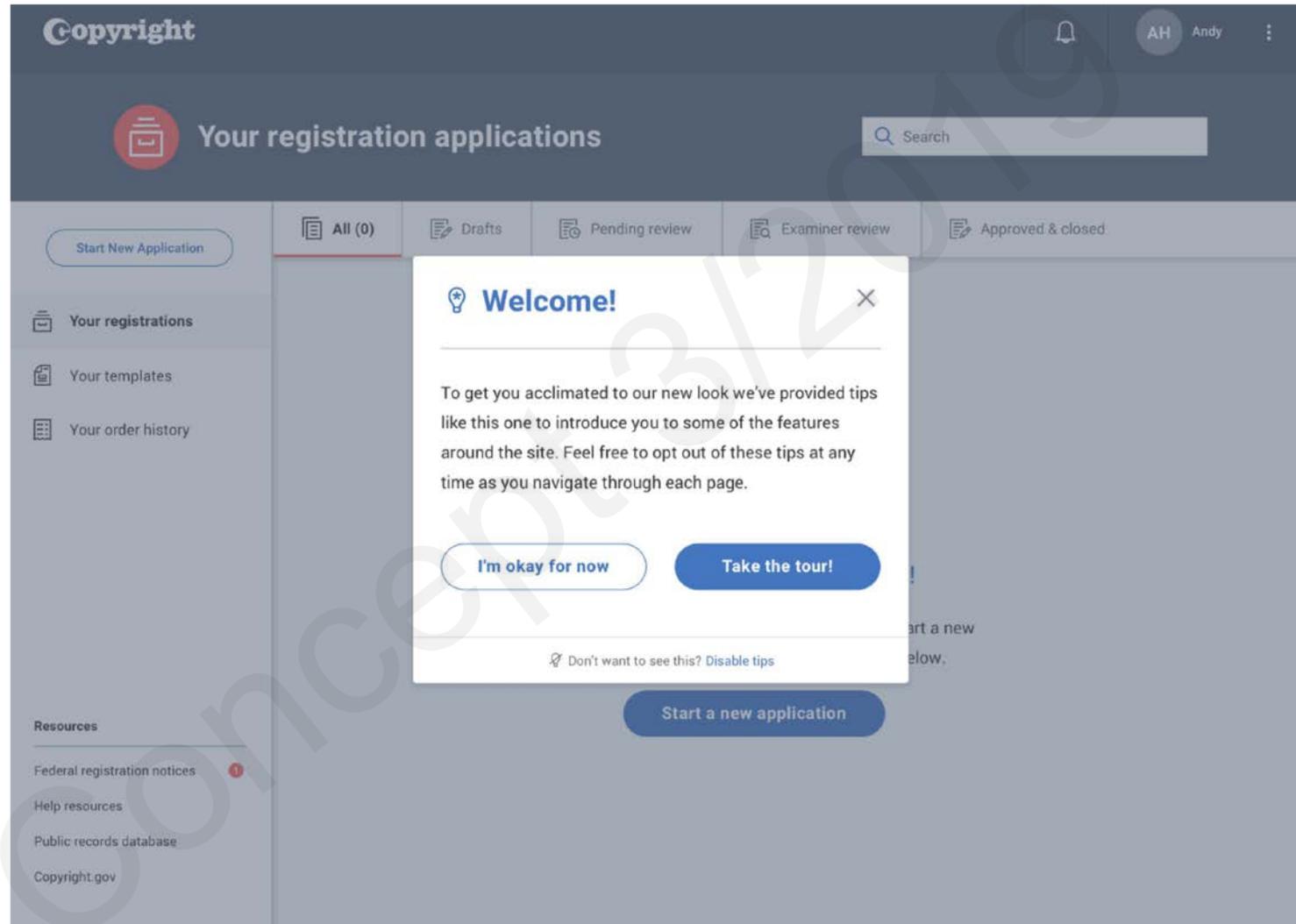
When my application is approved



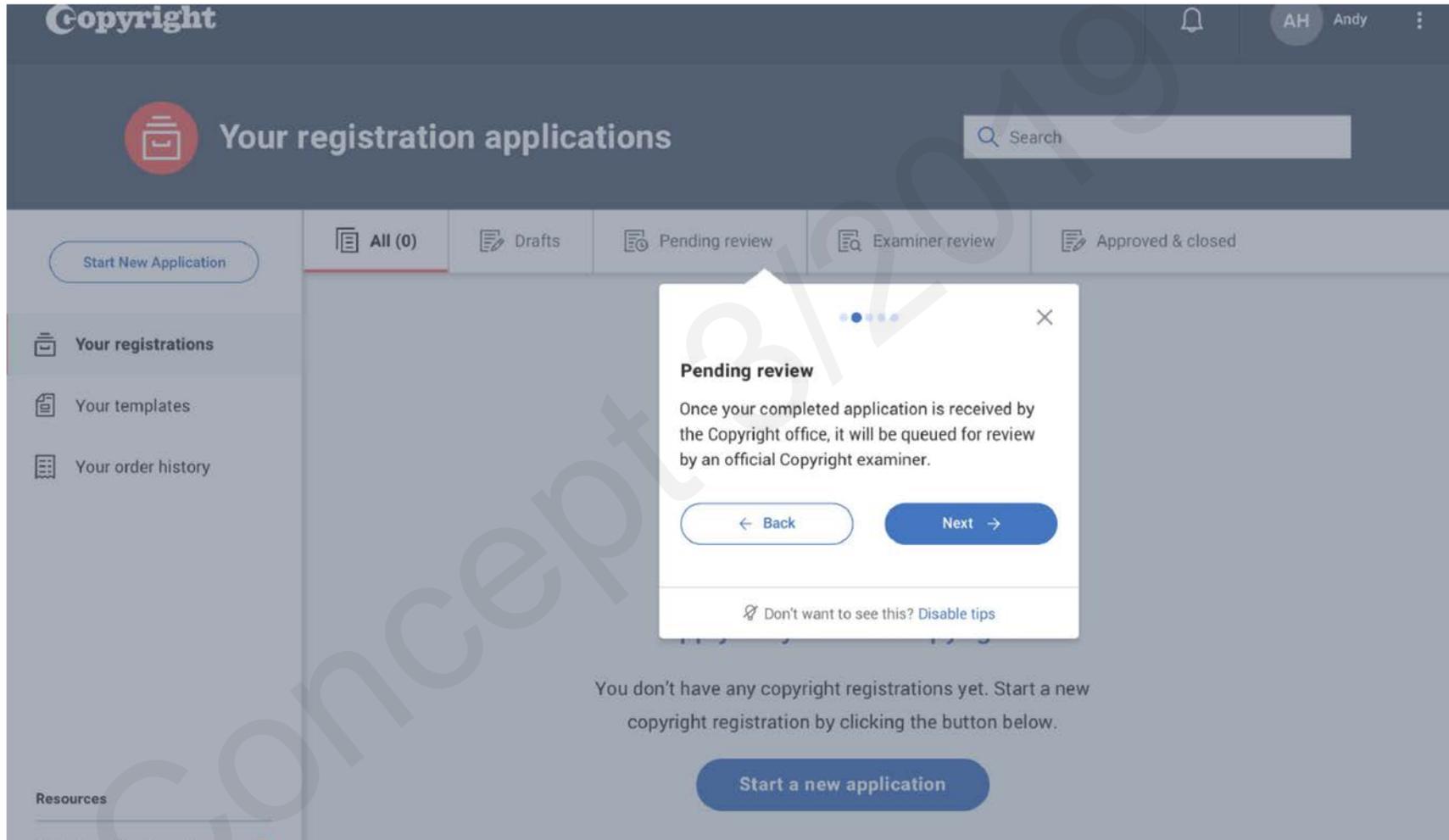
INITIAL DESIGN CONCEPT



INITIAL DESIGN CONCEPT



INITIAL DESIGN CONCEPT



The screenshot displays the 'Your registration applications' dashboard. At the top, the Copyright logo is on the left, and a user profile 'AH Andy' is on the right. Below the header, a search bar is present. The main content area is divided into a left sidebar and a main application list. The sidebar includes a 'Start New Application' button and three menu items: 'Your registrations', 'Your templates', and 'Your order history'. The main area features a filter bar with tabs for 'All (4)', 'Drafts (1)', 'Pending review', 'Examiner review (3)', and 'Approved & closed'. A notification banner at the top of the list states '2 applications require your attention'. The application list contains four entries, each with a checkbox, title, details, status, and action buttons.

Title	Application detail	Work deposit	Status
<input type="checkbox"/>	The Son of Queen Sound recording Case# 1-1819849815 Submitted Sep 2, 2018	Awaiting deposit 3 days remaining	Pending review
<input type="checkbox"/>	The Kennedy Curse Sound recording Case# 1-1819849815 Submitted Aug 2, 2018	Attachements (2)	Examiner review Respond by Jun 16 (30 days)
<input type="checkbox"/>	The Son of Queen Sound recording Case# 1-1819849815 Created June 2, 2018		Draft Incomplete
<input type="checkbox"/>	The Kennedy Curse Sound recording Case# 1-1819849815 Submitted Feb 5, 2018	Attachements (1,35)	Examiner review

Resources

- Federal registration notices
- Help resources
- Public records database
- Copyright.gov

Yes, this work is anonymous

List authors

+ Add author

- John Smith**
123 Christmas Lane, Washington DC 20003
- Micheal Smith
849 Pittman Ct., Centreville VA 20121 USA
- John Smith
Conspiracy Publishing, 18 Strother Street, Tuscaloo...

Work made for hire

A work is made for hire if it was created by an employee within the scope of their employment,

INITIAL DESIGN CONCEPT

Drag and drop a digital copy of your work below. Please note acceptable file types and size. At least one file must be attached.



Drag & drop or upload files

Accepted file types include .txt, .pdf, .jpg, .zip. File limit is 500MB.



Outline-calendar-1963.exe
An error has occurred and your file was not uploaded.

Remove





Portrait-of-American-Royalty.jpg
1.5 MB/2.4 MB 





Manuscript_KennedyCurse-101118.txt
Waiting to upload





Headshot_Kennedy0802-1.jpg
Uploaded Oct 10, 2018





Jackio-in-yellow-hat.jpg
Upload Oct 9, 2018



Next





Titles

List titles

Provide the primary title of the work being registered, and any previous or alternative titles the work may have been publicly known by, including translations. Also include the titles of the tracks contained within. [Learn more about titles](#)

Album title

[+ Add alternative title](#)

Track titles

12 digital files were recognized as tracks. Review, edit and reorder as necessary to match how they appear on the album.

1)

The Pilot

The_Pilot.mp3

2)

Stairway to Berlin

stairway-to-berlin.mp3

3)

Nostalgia Trip

Book Draft Save & Close ⋮

Work details Titles Authors Claimants Limitation Contact info Review

?
Help

 **Titles**

List titles

Provide the title of the work being registered. Add any previous or alternative titles it is publicly known by, including translations. [Learn more about titles](#)

Primary title

This book is part of a series

Series title	Book number
<input type="text" value="Placeholder"/>	<input type="text" value="Placeholder"/>

+ Add alternative title

Next →

Book Draft Save & Close

Work details Authors Claimants Limitation Contact Info Work deposit Review

Work details

Enter ISBN (optional)

In this section provide details about the book being registered, such as title, creation, and publication details (if applicable).

List titles

Provide the title of the work being registered. Add any previous or alternative titles it is published under, including translations. [Learn more about titles](#)

Primary title

This book is part of a series

[+ Add alternative title](#)

Completion & publication

Year of completion

Help

What do you need help with?

Work Details

Common topics

- [Alternative titles](#) →
- [Published vs. unpublished](#) →
- [Work completion](#) →

Additional resources

- [Guide me through this registration](#)
- [Chat with Copyright Office Support](#)
- [View FAQ page](#)

- Work details**
- Authors
- Claimants
- Limitation
- Contact Info
- Work deposit
- Review

Provide the title of the work being registered. Add any previous or alternative titles it is previously known by, including translations. [Learn more about titles](#)

Primary title

This book is part of a series

[+ Add alternative title](#)

Completion & publication

Year of completion

Has the work been published?

[Yes](#)

[No](#)

[What if my work hasn't been published?](#)

[Next](#)

Help ×

What do you need help with?

[← Back](#)

Alternative title(s)

Any previous or secondary title(s) by which the particular work you want to register may be known. This may include the title in another language.

Previous title(s) ^

Example: A song, novel, movie or painting entitled, "My Old Ohio Home" previously known under the title, "Take Me Back to Cincinnati"

Example

Title of work:
My Old Kentucky Home

Alternative title (previous):

Work details 1 **Authors** ✓ **Default** 1 **Default** 1 **Contact Info** ✓ **Work deposit** ✓ **Review** ✓

Examiner comments

2 comments 1 answered

RK Robert Kasunic (Examiner)
1:59pm today
| Year of completion
Completion date appears to be inaccurate based on research found here - [link]
[Reply](#)

RK Robert Kasunic (Examiner) ✓
2:01pm today
| Country of first publication
Application indicates the work was published in the U.S., but the copyright notice page states that the county of first publication was the U.K.
[Re-open](#)

AH Arnold Hamway (you) ⋮
5:21pm today
| Country of first publication: changed from United States to United Kingdom

Completion & publication

Year of completion 1
2017

Has the work been published? [What if my work hasn't been published?](#)
Yes

Country of first publication 1
United Kingdom

Publication date
05/16/2017

[Help](#)

Work details ✓ Titles ✓ Authors ✓ Claimants ✓ Limitation ✓ Contact Info ✓ **Review**



Review your registration

[Preview certificate](#)

Review all information to make sure it is correct. Once you submit this application, it will go to an examiner at the Copyright Office for review and they will contact you with any questions.

Work details

Titles Edit

☆ The Kennedy Curse: An Unauthorized, Unsourced, and Entirely Speculative Telling of One of America's Greatest Families

+ Alternative titles, separated by commas

Completed **Published** Edit

2017 02/01/2018; Northern Mariana Islands

Work deposit - physical Edit

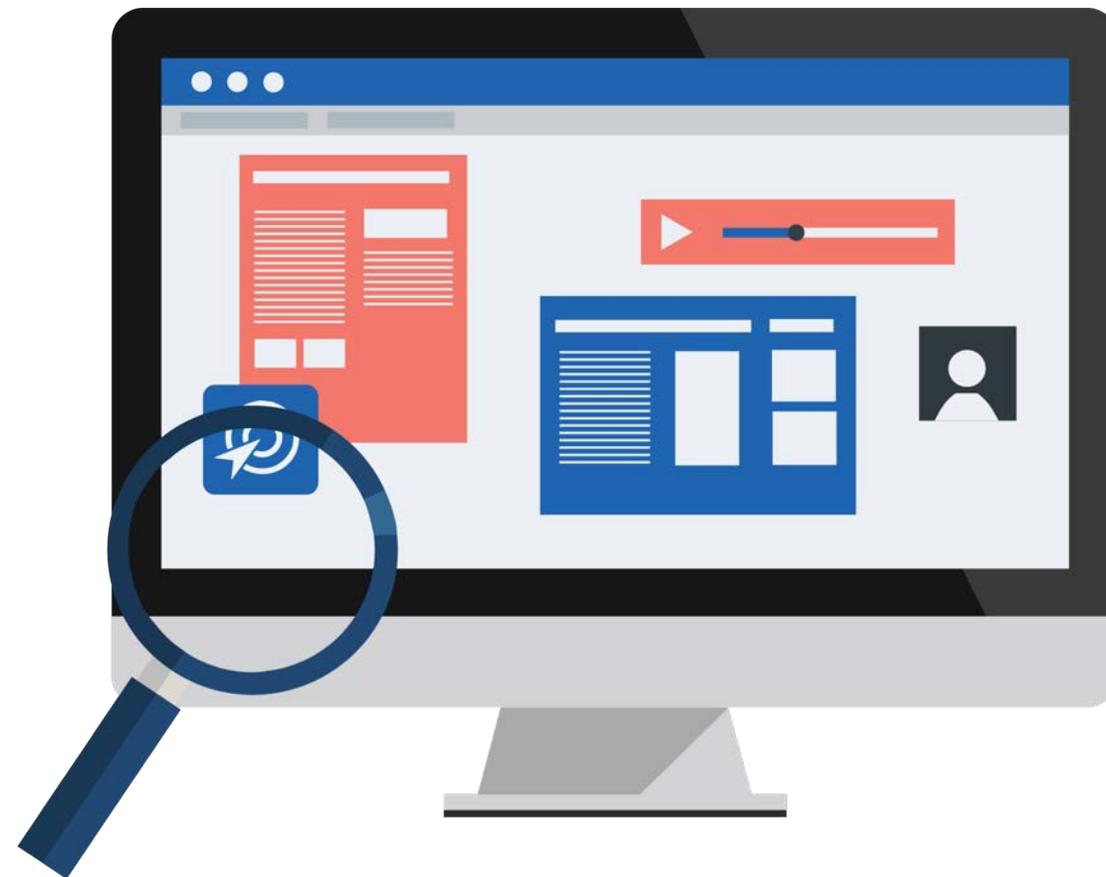
A shipping slip will become available after payment

Internal Acceptance Testing

Tapan Das

Analysis Section Head, Copyright Modernization Office

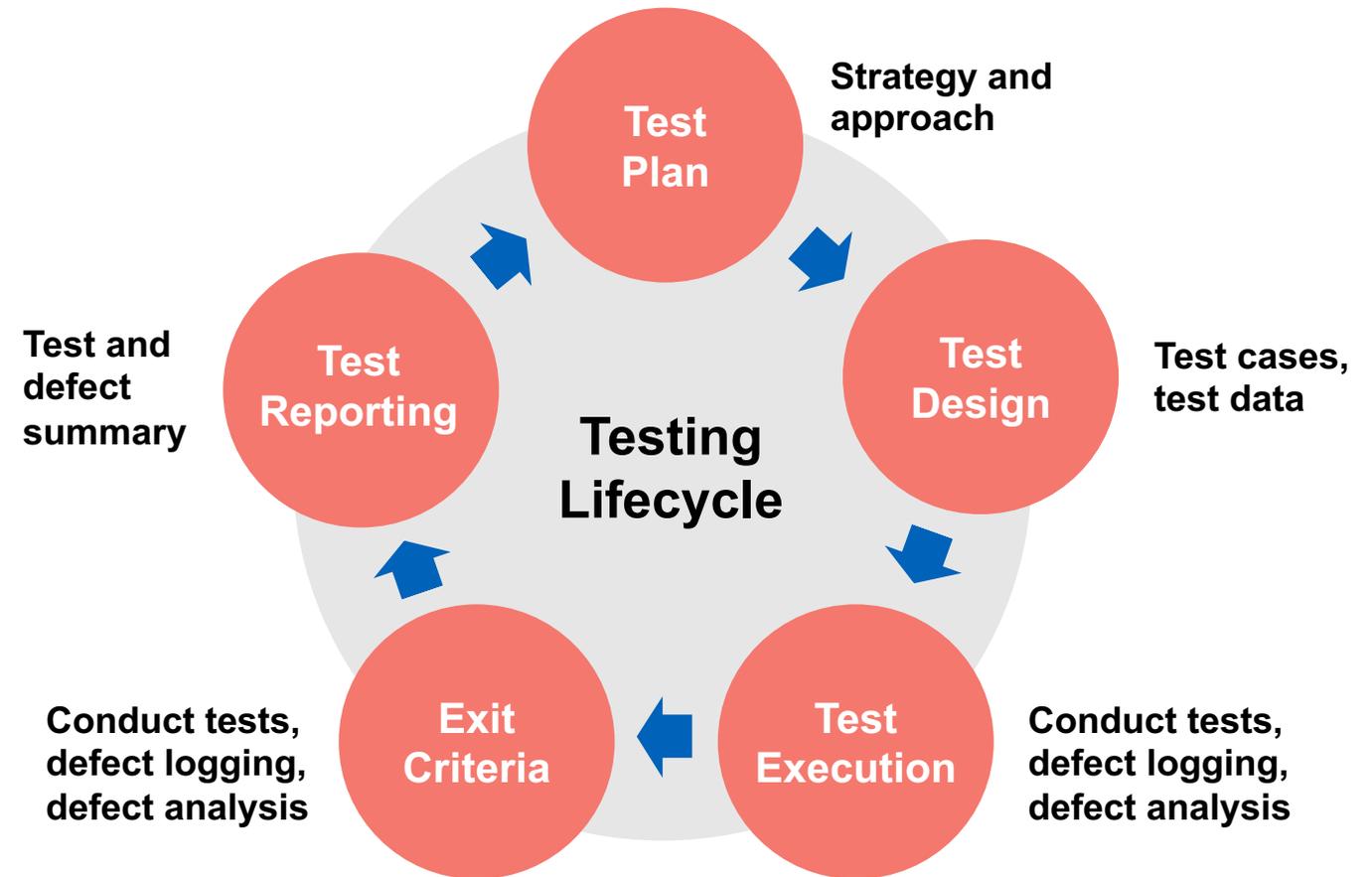
- What is testing?
 - Importance of testing
 - Types of testing
- What is Acceptance Testing?
- What Acceptance Testing isn't . . .
- When is Acceptance Testing performed?
- How is Acceptance Testing conducted at the Copyright Office?
- Who is involved in Acceptance Testing?
- Challenges vs benefits



WHAT IS TESTING?

Process of validating and verifying that a software application:

- Meets the business and technical requirements
- Works as expected by the users



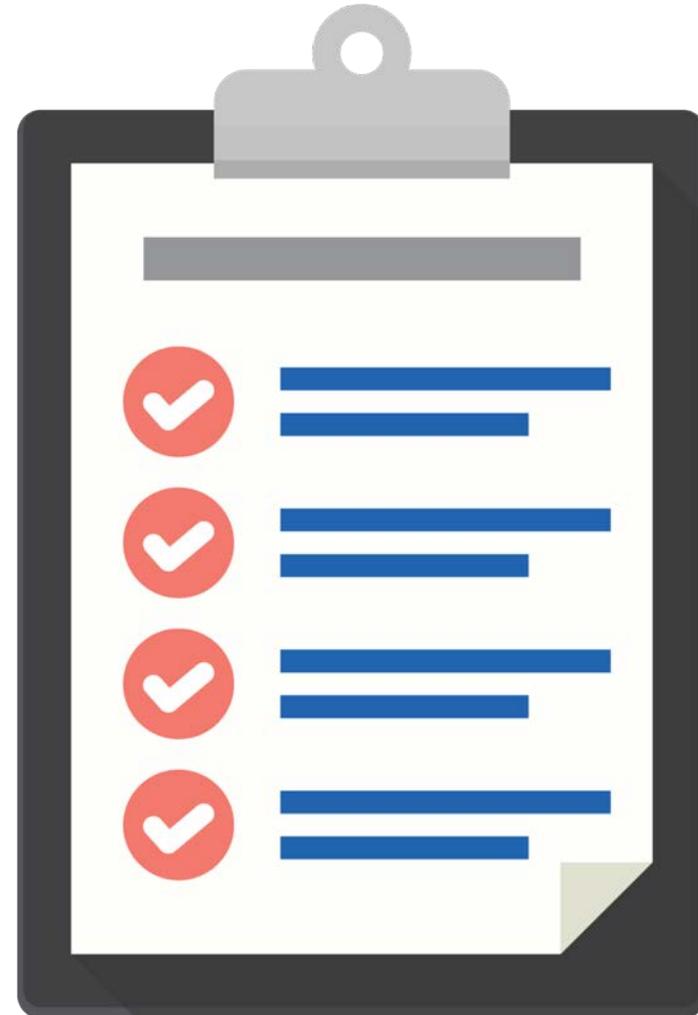
IMPORTANCE OF TESTING

Most of us have experienced systems that don't work as expected. This can have a huge impact on an agency, including:

- Increased project costs
- Delayed goals
- Decreased user satisfaction



Testing is vital to assess whether business and technical requirements are being met.





Functional Testing

Unit Testing

Integration Testing

System Testing

Acceptance Testing



Non-Functional Testing

Performance Testing

Security Testing

Usability Testing

Compatibility Testing

WHAT IS ACCEPTANCE TESTING?

- A process where actual software users test day-to-day business processes to make sure that there are no defects or errors
- A process to ensure the system meets business requirements
- A process to determine if users will accept the system



It is essential that Acceptance Testing is planned properly, starts as early as possible, and allows time for complete testing and issue resolution.

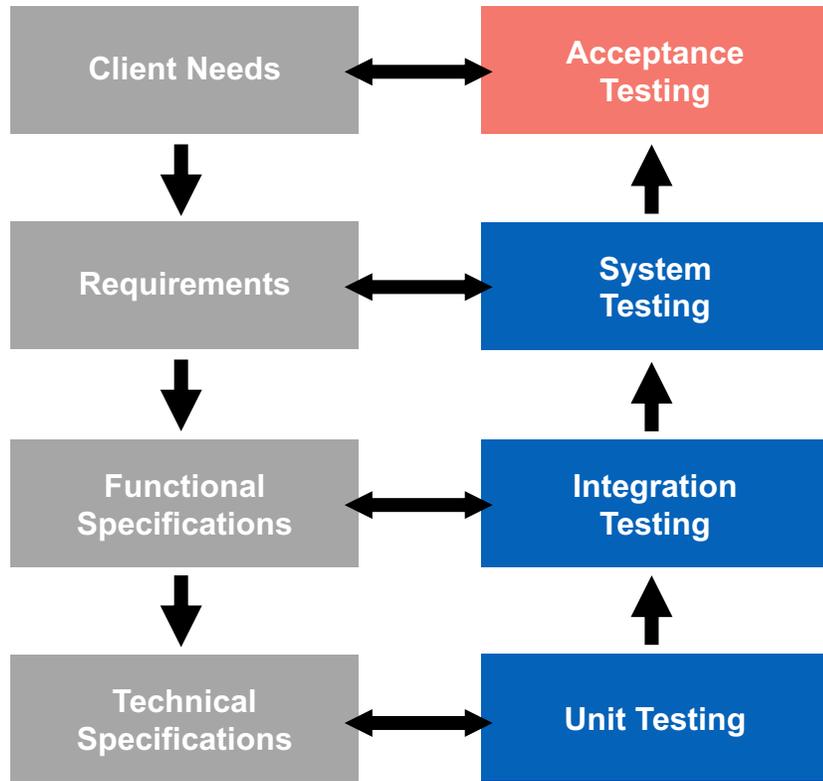


WHAT ACCEPTANCE TESTING ISN'T...

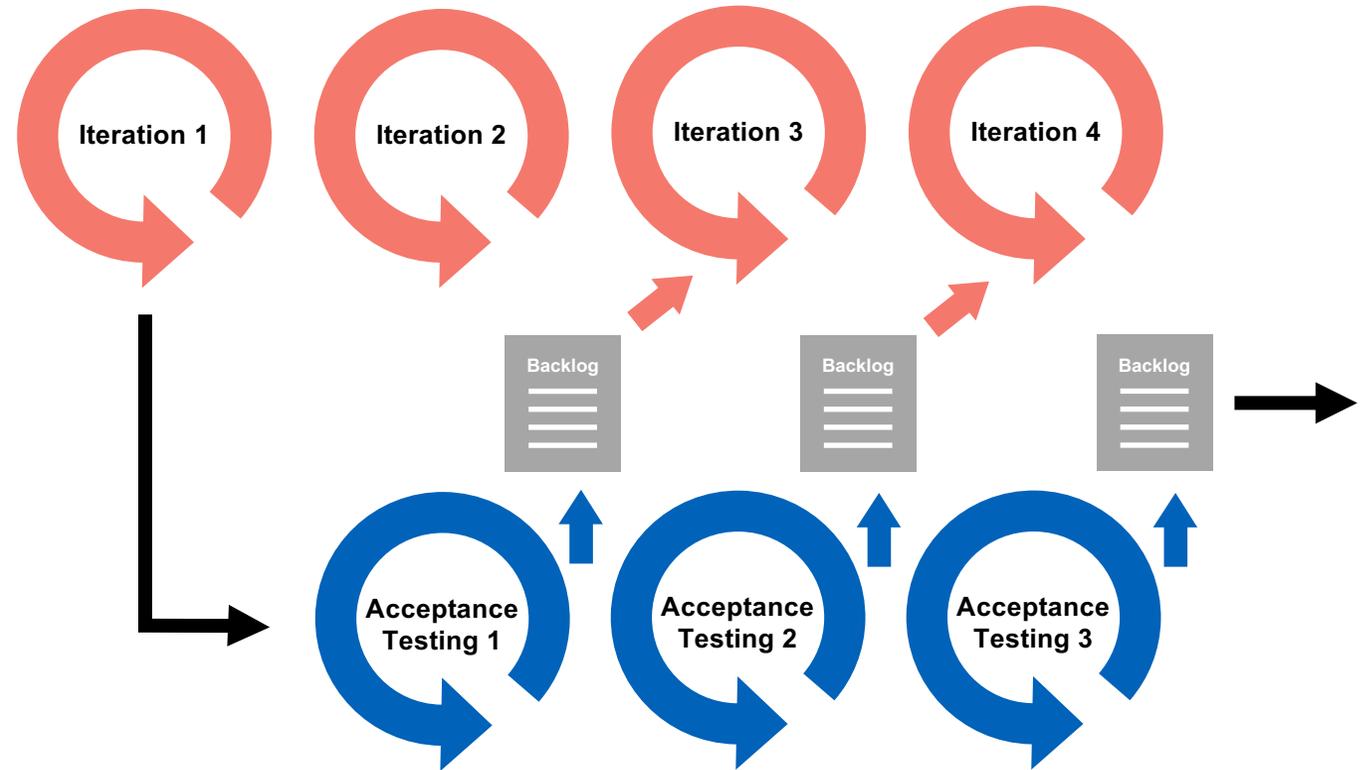
- An opportunity to change the system design
- Development contingency
- A repeat of system or regression testing
- Testing against the detailed requirements



WHEN IS ACCEPTANCE TESTING PERFORMED?



Waterfall



Agile

HOW IS ACCEPTANCE TESTING CONDUCTED IN COPYRIGHT?



WHO IS INVOLVED IN ACCEPTANCE TESTING?

TEST COORDINATORS / LEAD (CMO)

- Coordinate end-to-end activities including test resources, test environment readiness, test data load, test execution, etc.
- Provide training and guidance to business users on test case creation, execution, and defect logging
- Provide support throughout Acceptance Testing
- Provide recommendation for system acceptance

BUSINESS USERS

- Create test cases and data
- Send data requirements to OCIO
- Execute test cases and log defects in a test management tool
- Share test results with the lead

PRODUCT OWNER(S)

- Send user stories/test scope to test leads and business users
- Review test cases and clarify questions
- Prioritize defects in triage meetings
- Review final test metrics to verify the blockers plus resolution of critical/high issues
- Provide system acceptance

OCIO

- Provide support for environment and test data issues
- Load test data, create user logins, and provide training on data creation
- Resolve acceptance test defects based on Service Level Agreements (SLAs)
- Smoke test environment

Challenges

- × Business requirements may not be met
- × High risk of system failure
- × No opportunity to identify new features
- × Poor user experiences
- × May increase on-going maintenance costs
- × Delay daily operations

Benefits

- ✓ Business requirements may operate in a manner suited to real life users
- ✓ Minimizes the risk of system failure
- ✓ Provides opportunities to identify new features
- ✓ Increases customer satisfaction
- ✓ Reduces on-going maintenance costs
- ✓ Increases efficiency in daily operations

Question and Answer Session

