



Copyright Office Modernization

Quick Facts – January 2019

The Copyright Office is modernizing, which means that we are **1** building a new enterprise copyright system (ECS) featuring a user-centered and flexible design, **2** streamlining processes and policies, **3** improving access, and **4** reimagining the entire Office.

There are several major efforts in modernization:

Developing the ECS

- The ECS will integrate and improve Office technology systems, including by evaluating the current registration system and performing outreach to a cross-section of users to improve the entire application process. We are also updating and automating recordation to simplify and improve how the Office records information on copyright ownership changes.
- For registration submission outreach, we are now in the process of finalizing our click through demo and conducting usability testing to validate our designs. We have also conducted a survey for recordation to better understand the effectiveness of a new online system and to help identify areas of improvement.
- Currently, there are three main focus areas: recordation development and user acceptance testing (ongoing), registration usability testing (initiated November 26), and recordation usability testing (November 13–15).
- The Recordation Modernization Initiative (RMI) development is underway. Expected development for pilot activity is currently scheduled for February 2020. Development deliverables are performed in three-week increments and are validated in each increment via user acceptance testing.
- Recent key external communications are as follows:
 - » “Seeking Feedback on the U.S. Copyright Recordation System” sent on November 5 to 39 external customers.
 - » “Seeking Feedback on the U.S. Copyright Registration System” UAT survey sent on November 16 to 218 external customers.
 - » “Help Shape the Future of U.S. Copyright Recordation – Feedback Requested” survey sent on November 27 to more than 3,000 external customers.
- Registration development is scheduled to start in August of 2019 per the OCIO development plan.

Business Process Reengineering (BPR)

- We are reviewing our business processes and staff responsibilities and will be recommending new methods and processes to reduce operational costs and improve efficiencies.
- We are in the procurement stage. The BPR procurement package has been submitted to contracts. We are planning for a late-March contract award.

Comprehensive Access to Public Records

- We are looking at historical public records, both those housed within legacy systems and historical records not easily accessible to the public online. We are converting our extensive, paper-based pre-1978 entries into digital format. The goal is to make these records accessible online and searchable by the public.
- As part of this effort, we have developed a proof of concept for the Virtual Card Catalog (VCC). The purpose of the Virtual Card catalog is to allow the public to browse the drawers from 1955–1977 and do a limited text search on the cards.
- The Office is also working toward publishing the next release that will contain the remaining drawers with card catalogs. The final release is scheduled for mid-February.

Historical Public Records

- Currently, we are digitizing more than 26,000 record books. These images are being scanned to extract metadata that will enable a robust search functionality. This is a multi-year effort.

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Data Management Initiative

- The Office is currently analyzing its data (meaning its information), including the types of data, where it is located (physically, digitally, or both), and how it should be connected to related information. We have created and are implementing a graphical model of this data that depicts where it resides and how it connects to derive a complete understanding. This information will then be analyzed and used to plan a future-state (in other words, a new, improved data layout that will promote fuller connections and more digitization). Ultimately, this will allow for more complete and intuitive access to Copyright Office data for the public.
- We're in phase two, which involves adding additional technical information to the data model and further enhancing the areas of Copyright Office information it catalogs.
- We're looking at Voyager, which is our online cataloging application, and preparing to determine a suitable replacement.

Outreach

- Throughout all of this modernization, we are working hard to engage and inform staff, industries that rely on Office services, and the public.
 - » On January 31, we are hosting the first in a modernization webinar series, which will provide continuous updates to the public regarding modernization and its progress. The first webinar will provide an overview of modernization and current activities.

Project Management Framework

- The CMO Program Management Section has completed a drafted PM Framework. The PM Framework is a procedural document that correlates to the Library's project management overarching policy, providing a living document of guidance and instruction. The PM Framework is currently under senior management review and should be released shortly.

Acquisition Management

- A large part in modernization is the new Acquisition functions that CMO inherited. On behalf of the Copyright Office, we are providing procurement expertise to help acquire mission needed goods and services. Acquisition Management will help streamline processes to procure goods and services in a uniformed manner, allowing staff to do what they do best, without using valuable time and resources in contract management. CMO will provide cradle-to-grave support in procurement for such items as: defining a scope (identifying what to purchase); creating a Statement of Work, Statement of Objectives, or Performance Work Statement, to analyzing procurement trends; and paying invoices. CMO will even help with micro-purchases (small purchases under a certain limit), Inter-Agency Agreements (IAAs), and Federal Acquisition Certifications. We were recently recognized by Congress as the Legislative branch subject matter experts in Acquisition certifications.

We are working with our staff in the Copyright Office, the Library of Congress Office of Chief Information Officer, and the public. We have worked with third parties to help us assess and develop our modern system. We are currently partnering with the Office of Personnel Management on a workload analysis and an organizational analysis and redesign to ensure that the Office is optimally staffed and structured for post-modernization.

Please contact us at askcmo@copyright.gov for more information or to get involved.

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