



Copyright Office Modernization

Quick Facts – December 2018

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, we are now in the process of finalizing our prototype and conducting usability testing to validate our designs. We are also conducting 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).
- Key external communications for November 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.

Business Process Reengineering

- 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 and are planning for a late-March contract award.

Comprehensive Access to Public Records

- We are looking at all of our 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 and improving public access, enhancing online search capabilities, and continuing to preserve records.
- As part of this effort, we have developed a proof of concept for the Virtual Card Catalog (VCC), an online system to replace the current onsite-only card catalog that will allow users to access many of the Office’s historical records online. The VCC lets you filter and browse digitized Copyright Office Card Catalog images across all timeframes. VCC also allows filtering of card features. Currently, only the 1955 through 1977 time period is available. Other timeframes are being incrementally added.
- In addition to the VCC, we are digitizing more than 26,000 record books. These images are being scanned to extract metadata that will enable a robust search functionality.

Data Management Initiative

- We are analyzing our data, including the types and location of data. We will use this analysis to develop a data model to let us use and work with data more easily and completely to the benefit of the Office and the public. We have already developed an enterprise data model, data dictionary, and data management plan (fiscal 2018).
- Currently, we are in phase two, which involves including additional database and data sets to the enterprise data model. We are also analyzing the Copyright Office instance of the Voyager (online cataloging application) system 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. We have performed the following activities throughout the month of November:
 - » Two surveys for recordation and one to registration were sent to external customers. (See the ECS section for communication details.)
 - » On November 13, a delegation from Bangladesh, visiting as part of the Department of State’s (DOS) International Visitor Leadership Program, talked with a Copyright Office’s Office of Policy and International Affairs (PIA) representative and with the CMO Business Analysis Section head to discuss copyright and how our system is evolving through modernization.
 - » On October 24, CMO director Ricardo Farraj-Feijoo and a CMO program analyst spent five hours meeting with the director of the Spanish Copyright Office, Ms. Lucia Gutierrez Garcia (Registradora Central de la Propiedad Intelectual, Dirección General de Industrias Culturales y Cooperación, en MECD).

To do all of these tasks, 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. Currently, we are partnering with the Office of Personnel Management to conduct a SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis.

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