

Copyright IT Modernization Public Forum

Your mic has been muted to help make it easier for everyone to hear the presenters

Questions may be submitted at any time through the "Q&A" Panel on your screen



Agenda

Bud Barton, Chief Information Officer, LOC Enterprise Copyright System Overview...... Natalie Buda Smith, Chief of Design, LOC Sarah Garske, Deputy Director, Copyright Modernization Office, Copyright Office Recordation Application Demonstration...... KanKan Yu, Recordation Product Owner, Public Records and Repositories, Copyright Office David Neil, Senior Designer, IT Design & Development, LOC Public Records Application Demonstration..... Shawn Gallagher, Public Records Product Owner, Public Records and Repositories, Copyright Office Carlos Alvarado, IT Specialist, IT Design & Development, LOC Registration Application Discussion..... •Rob Kasunic, Associate Register and Director of Registration Policy and Practice, Copyright Office Natalie Buda Smith, Chief of Design, LOC Bud Barton, Chief Information Officer, LOC



Speakers



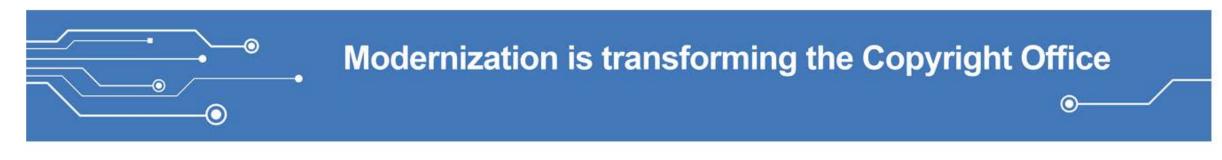
Maria Strong
Acting Register of Copyrights and
Director of the U.S. Copyright Office



Bernard A. Barton Jr.
Chief Information Officer
Library of Congress



Modernization will Transform the Copyright Office











ENTERPRISE COPYRIGHT SYSTEM OVERVIEW



Speakers



Sarah Garske

Deputy Director Copyright Modernization Office



Natalie Buda Smith

Chief of Design
Office of the Chief Information Officer



Enterprise Copyright System (ECS) – Vision



User- Centered

Centralized

All Copyright Functions

Consistent Interface

Shared Services

Improved Technology



Enterprise Copyright System (ECS) – Goal

The goal is to develop a new enterprise IT system that integrates and improves all of the Office's technology systems, which we are calling the Enterprise Copyright System (ECS). Specifically, the ECS will include the Office's registration, recordation, public record, and licensing IT systems, among other functions.



Enterprise Copyright System (ECS) – Guiding Principles









Partnership

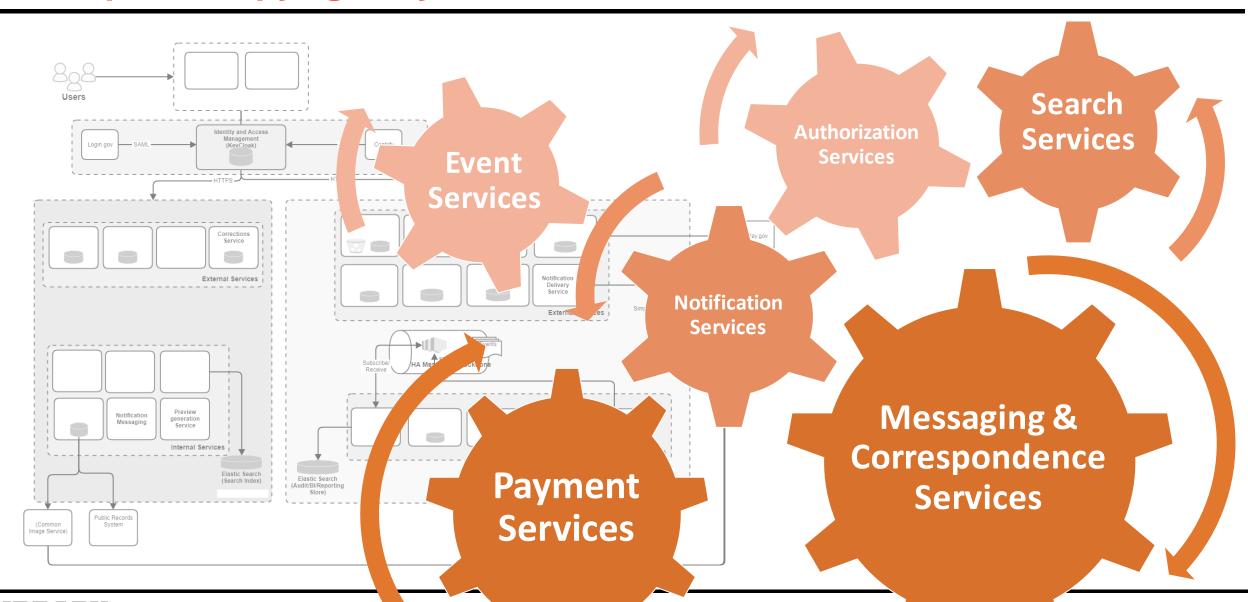
Quality

Feedback

Iteration

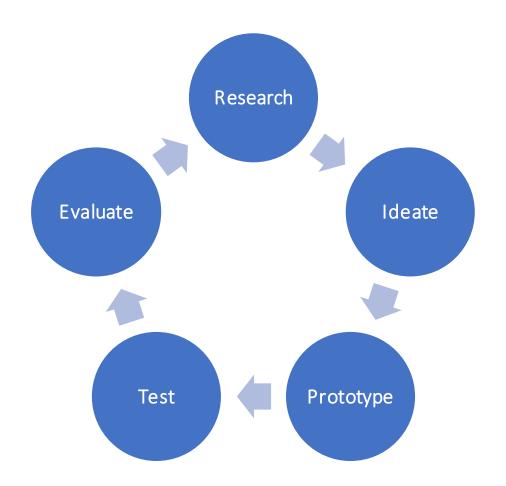


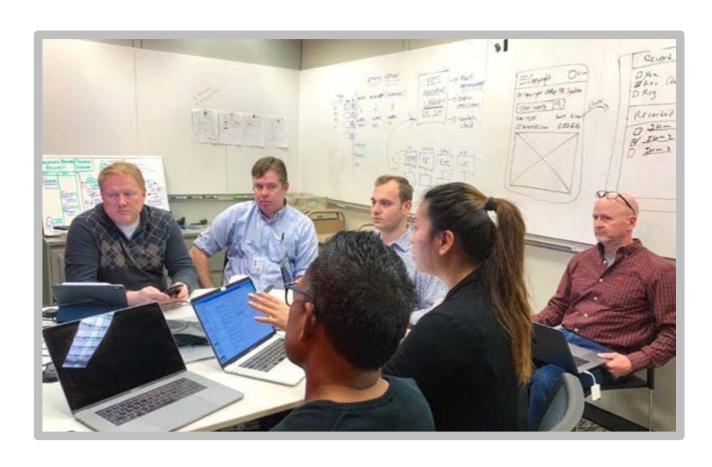
Enterprise Copyright System Uses Shared Microservices





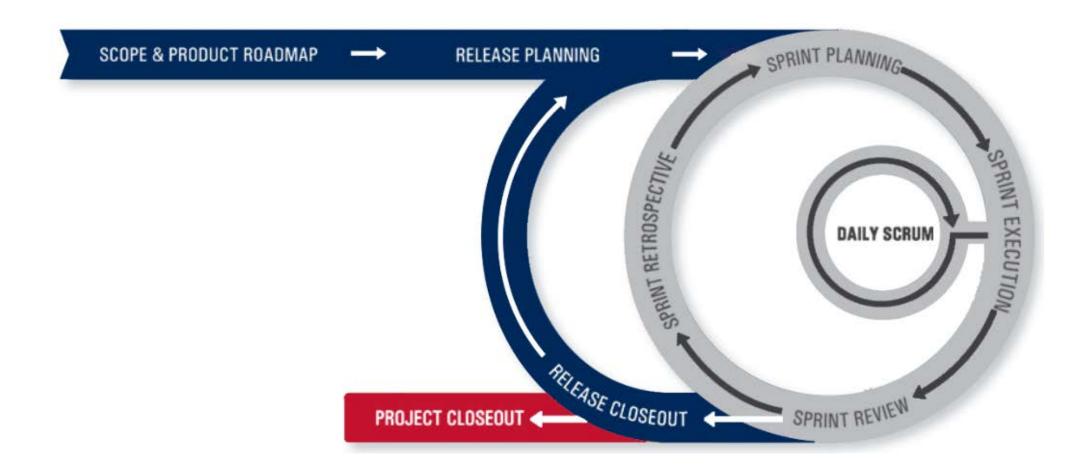
Enterprise Copyright System Uses User-centered, Iterative Approach





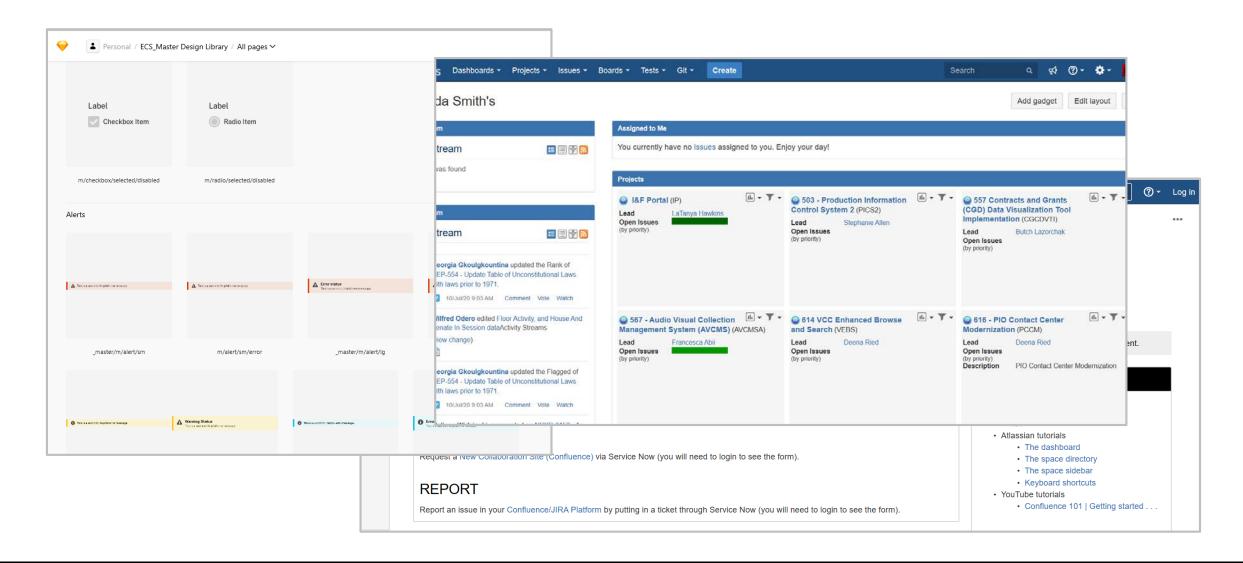


Enterprise Copyright System Uses Agile Methodologies





Enterprise Copyright System Uses Scaled Teams and Tools





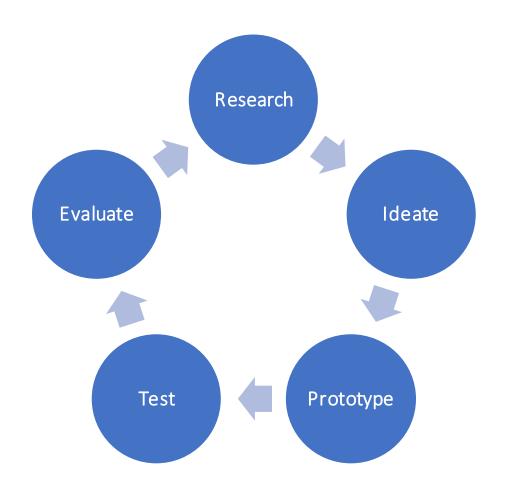
Enterprise Copyright System Builds Consistency and Efficiency



- User feedback and testing is central to the User Experience
- Implementation of a Design System
- Iterative continuous improvement
- Consistency builds trust, familiarity, and ease of use
- Accessibility throughout design and development



Enterprise Copyright System has Continuous User Research



Formative

- User feedback in the Design phase with wireframes and prototypes
- Input before development to improve quality before code

Summative

- User feedback through usability testing, ad hoc user feedback, and metrics
- User feedback for continuous improvement



RECORDATION MODERNIZATION



Speakers



KanKan YuRecordation Product Owner
Public Records and Repositories



David Neil

Art Director,
Lead User Experience Designer



What is Recordation?

- Different from Registration
- Records transfer of copyright ownership
- Benefits to Recordation Include:
 - Public Record
 - Priority
 - Constructive Notice





What is Recordation?



V3581 D609



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Why Modernize?

Where we are today

- One of the few paper-only processes remaining
- Manually process receipt and payment
- Titles are manually ingested
- Long processing times
- Outdated IT systems and unable to keep up with customer and Office needs









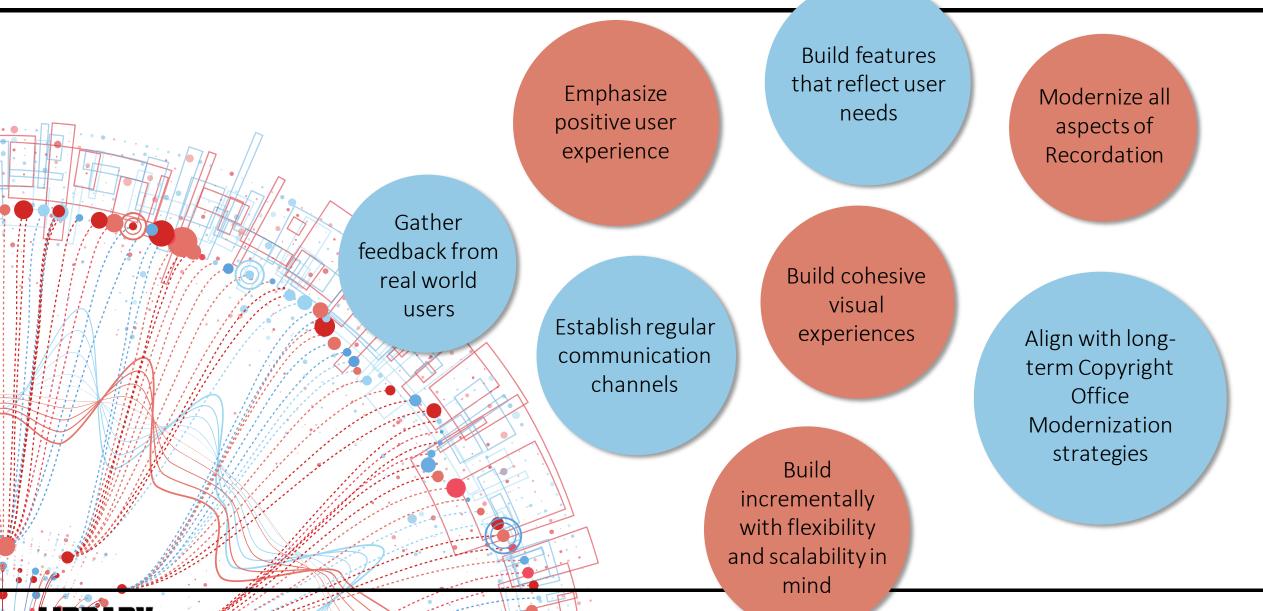








Keys to Success



Goals for Recordation Modernization

Pilot Release(s)

- Test new ideas and concepts in a limited environment
- Preview what a modernized system could look like when there's emphasis on collaboration and user experience
- Contain a subset of services that will be available to a limited number of participants





Goals for Recordation Modernization

Full Release

- Reduce the recordation processing time but still produce quality public records
- Be flexible, scalable, and adaptable to all stakeholder needs
- Provide a cohesive experiences for a full suite of recordation products and services







Reduce

Flexible

Cohesive



User Centric Design

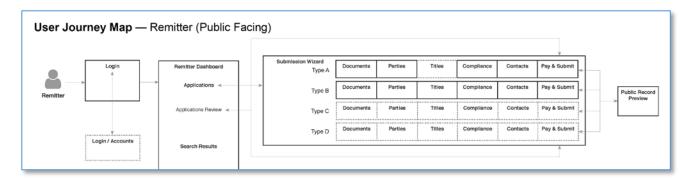
- Engaged users throughout the process to gain insight on how they navigate the recordation process
- Understand how they work, their priorities, and what obstacles they encounter within the application
- Designed journey maps from user input and gathered feedback to refine and validate the process



"Is this intuitive?"

"How would you use this?"



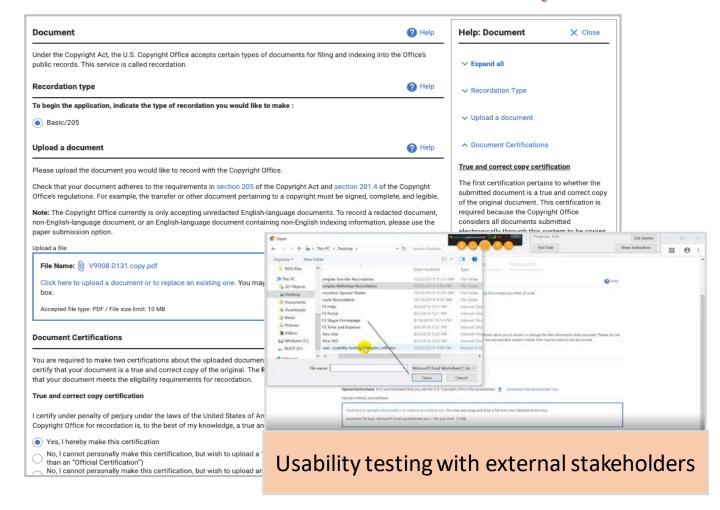




User Centric Design

- Conducted user testing on critical parts of the application and gathered feedback
- Observed and recorded "real users" interacting with the recordation application
- Discovered varying requirements between users regarding document certifications and levels of help
- Applied those findings to better organize information, giving users a voice in the process

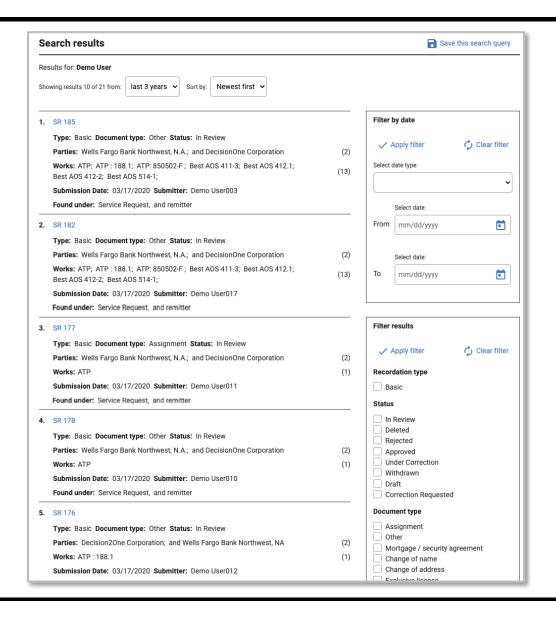
"How does this solution work for you?"





User Centric Design

- User experience activities are conducted ahead of development to guide and inform the project
- Design of the search feature is a good example of engaging different groups with varying needs
- Discovered that users had varying requirements and expected specific sets of results
- By understanding their expectations, the team provided results-based filtering to their target results
- Shared designs to inform and update other modernization projects

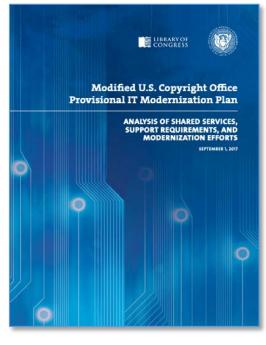




Modernizing all aspects of Recordation

- 2013 Register's Special Project for Technical Upgrades to Registration and Recordation
- 2014 Transforming Document Recordation at the United States Copyright Office (Brauneis)
- 2018 Registration and Recordation Outreach





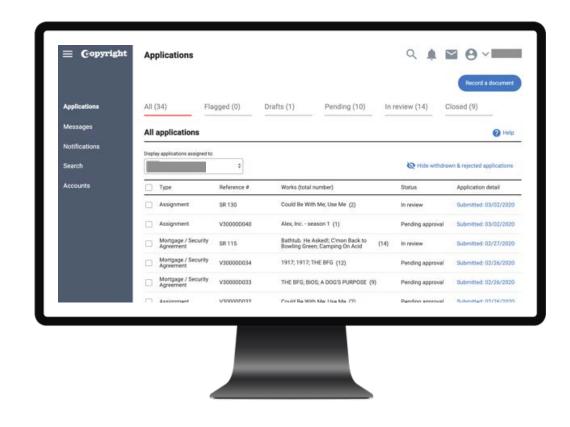


Pilot Overview

What is included in the initial pilot release?

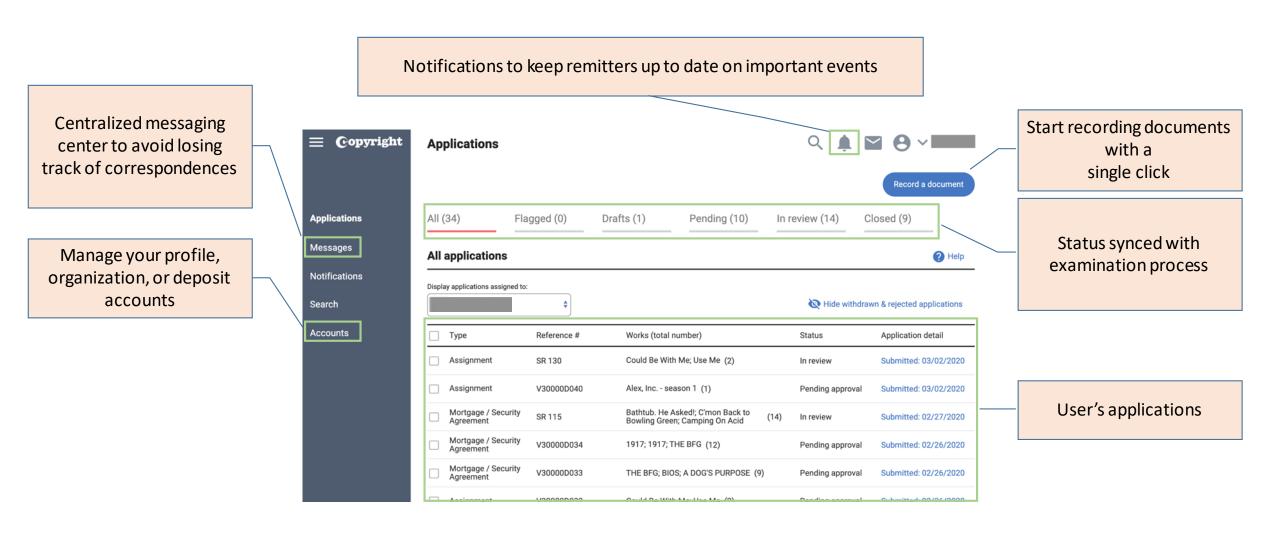
(Limited functionality)

- Account Management (Self-service)
- Online submission for complete Basic (Section 205)
 English document
- Online payment collection
- Streamlined examination features for Copyright Staff
- Online status tracking
- Digital certificate and numbered document available when filings are approved for recordation
- Centralized messaging center for correspondences
- Notifications and alerts for key events
- Search





Remitter Portal: Dashboard



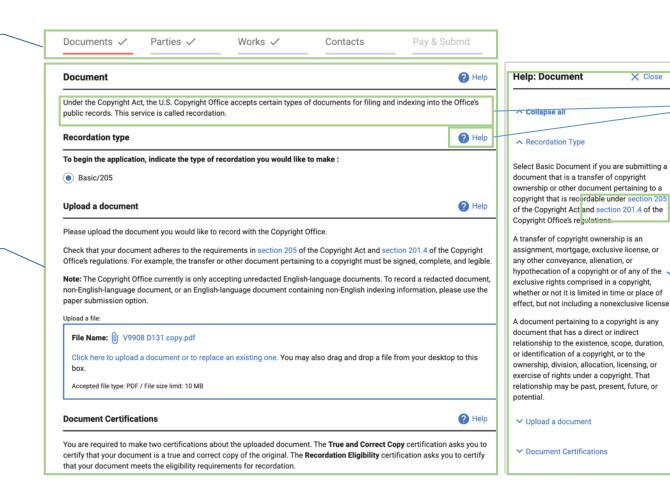


Remitter Portal: Complete an Application

Application progress

Application form

- Designed to incrementally guide the user through the recordation process
- Conducted usability testing to improve design and layout



On-screen help

3 levels of help

X Close

- In-line instruction
- Flyout panel to provide additional help content
- Links to external sources for additional details

Help text written in plain English



Remitter Portal: Upload Works

Allows remitters to upload works

Sample file

Warning: The following errors were found while processing the spreadsheet. No titles were added to this application.

Errors in the title spreadsheet

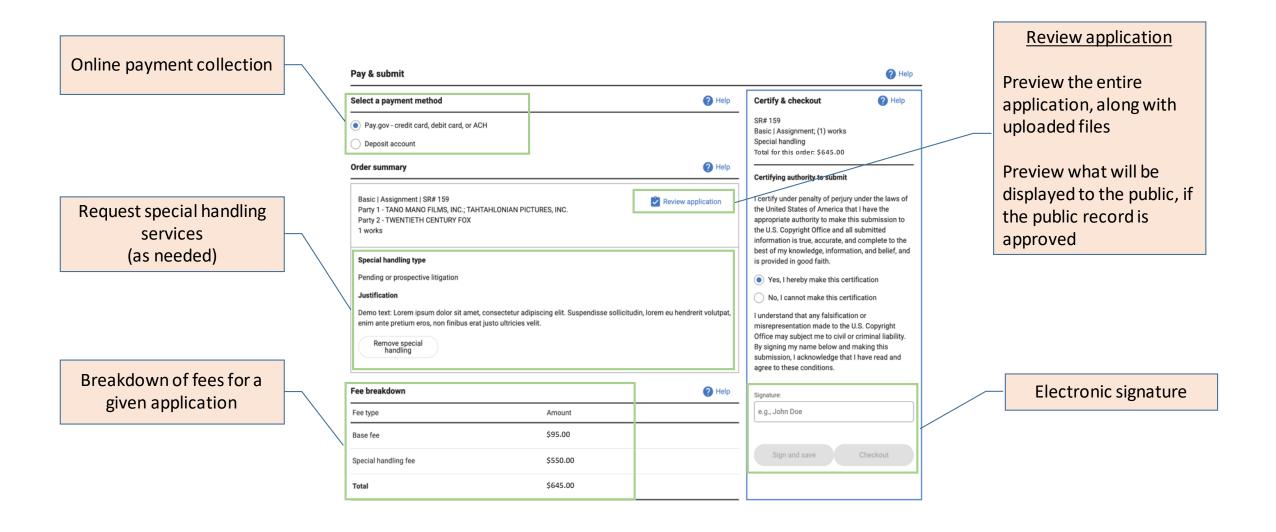
Row	Column	Column label	Error description
1	1	A1	Sample description

Verify a completed multititle template file as soon as it is uploaded.

Template validator provides location and meaningful description of the error to assist with issue resolution.



Remitter Portal: Pay and Submit





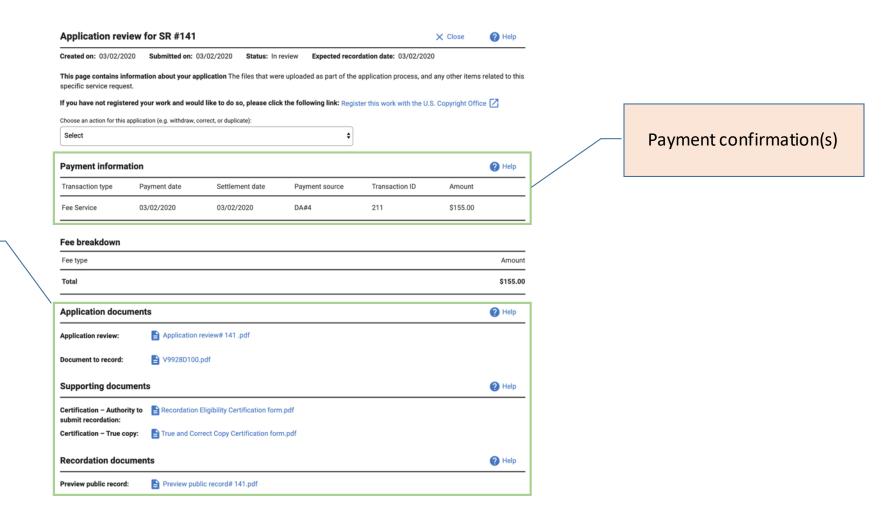
Remitter Portal: Application Review

Centralize all related files

Shows what the remitter provided to the office (e.g. document, upload files)

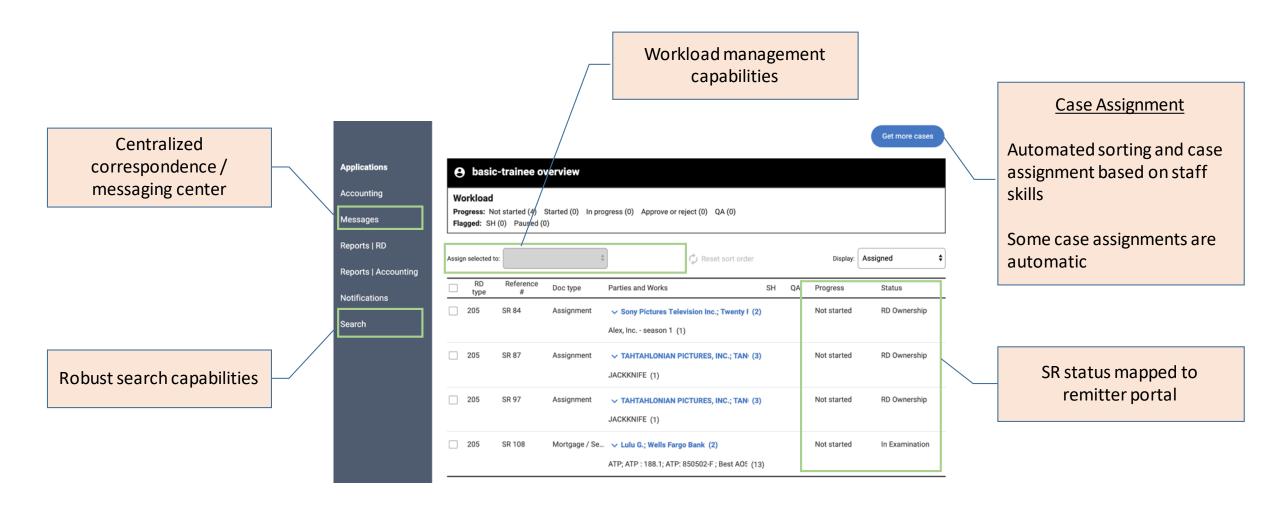
Can preview what the public record may look like if the application before the application approved

See resulting files when the application is approved (i.e. certificate, numbered document, and link to the public catalog)





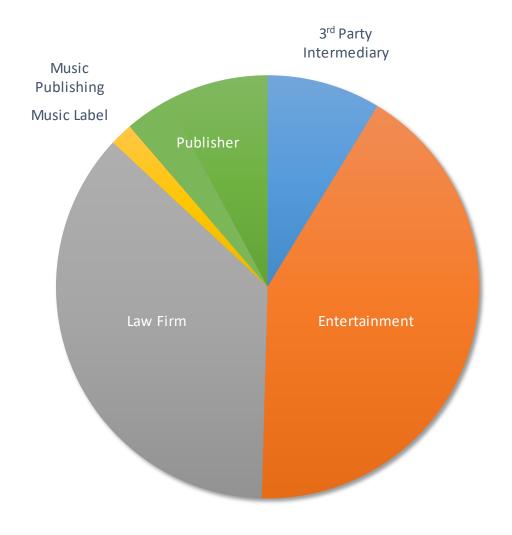
Recordation Workspace





Pilot Program Participants

- Participants are scheduled to access the system in multiple waves, allowing the Office to gauge the performance of the system and support pilot users
- Participants were selected based on:
 - Number of documents and titles submitted over the past two years
 - Categories from user outreach in 2018
 - Industry categories not represented by other criteria
- Recordation-pilot@copyright.gov





What's Next

Collect and address pilot user feedback

Plan and conduct user research activities & collaborate with stakeholders for usability testing

Design and develop Section 205 - Redactions & Non-English Documents

Design and develop Notices of Termination

Design and develop paper submission workflows

Continuous integration efforts with other Copyright applications and platforms as they modernize

More features to come as we build new functionality towards the full public release.



PUBLIC RECORDS MODERNIZATION



Speakers



Shawn Gallagher
Public Records Product Owner
Public Records and Repositories



Carlos Alvarado
User Experience Designer



Background

Copyright Records Background

- Title 17 of the United States Code
 - §705 · Preparation, Maintenance, Public Inspection
 - §707 · Copyright Office Forms and Publications

Copyright Online Records Catalog

 The current online database is available on the U.S. Copyright Office's website and contains records relating to registrations and document recordations issued after 1978 (a.k.a. the public catalog)

Public Record in Practice

- Identify Copyright Status or Ownership
- Notice of Transfer of Copyright Ownership Constructive Notice

§705 · Copyright Office records: Preparation, maintenance, public inspection, and searching⁶

- (a) The Register of Copyrights shall ensure that records of deposits, registrations, recordations, and other actions taken under this title are maintained, and that indexes of such records are prepared.
- (b) Such records and indexes, as well as the articles deposited in connection with completed copyright registrations and retained under the control of the Copyright Office, shall be open to public inspection.
- (c) Upon request and payment of the fee specified by section 708, the Copyright Office shall make a search of its public records, indexes, and deposits, and shall furnish a report of the information they disclose with respect to any particular deposits, registrations, or recorded documents.

§707 · Copyright Office forms and publications

- (a) CATALOG OF COPYRIGHT ENTRIES. The Register of Copyrights shall compile and publish at periodic intervals catalogs of all copyright registrations. These catalogs shall be divided into parts in accordance with the various classes of works, and the Register has discretion to determine, on the basis of practicability and usefulness, the form and frequency of publication of each particular part.
- (b) OTHER PUBLICATIONS. The Register shall furnish, free of charge upon request, application forms for copyright registration and general informational material in connection with the functions of the Copyright Office. The Register also has the authority to publish compilations of information, bibliographies, and other material he or she considers to be of value to the public.
- (c) DISTRIBUTION OF PUBLICATIONS. All publications of the Copyright Office shall be furnished to depository libraries as specified under section 1905 of title 44, and, aside from those furnished free of charge, shall be offered for sale to the public at prices based on the cost of reproduction and distribution.



Historical Public Records



Copyright Record Books

Early records of copyright ownership and, later, the bound copyright applications, includes renewals and assignments.



Copyright Card Catalog

The physical Copyright Card Catalog enables users to find Copyright Office records from 1870 through 1977.



Catalog of Copyright Entries (CCEs)

Summary of registrations and renewals from 1891 through 1977 not including assignments.

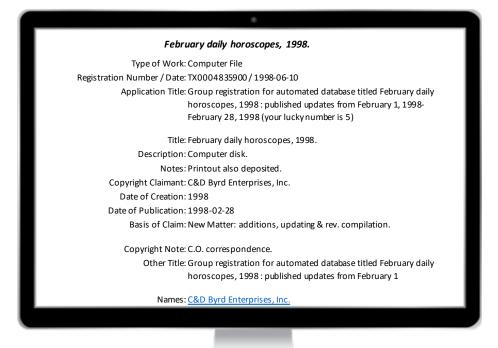
Note: Notice of Use and Commercial Prints and Labels make up a smaller portion of the Historical Records. Secondary copies of recorded documents pertaining to copyright ownership are in **photostat and microfilm** formats.



Public Record Systems



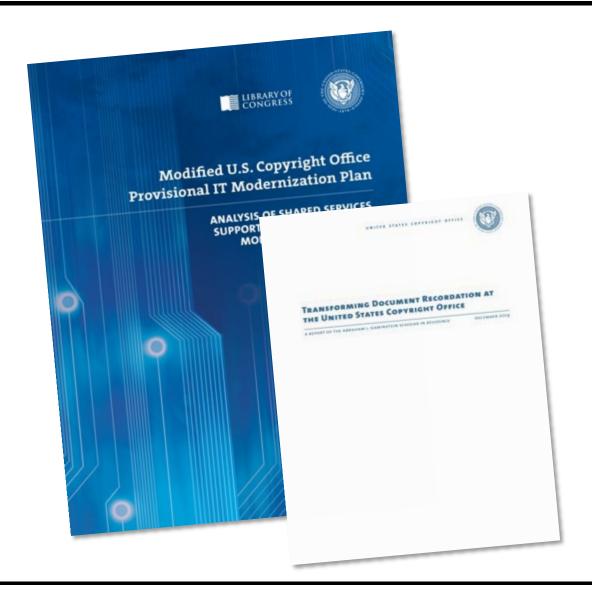
COPICS (1978–2007)



Public Catalog (2007–Present)



Feedback

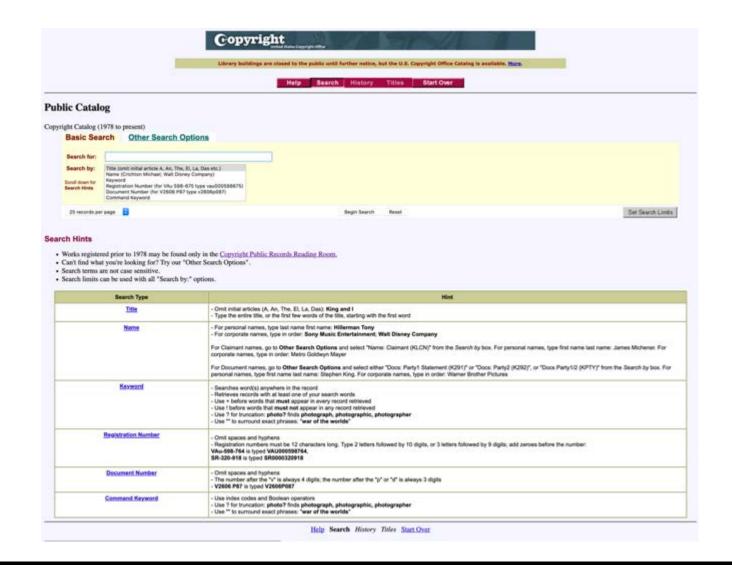


- 2004 Copyright Survey Results
- 2012 Key Findings from Interview with Public Users
- 2013 Public Access to Historical Records
- 2013 Register's Special Project for Technical Upgrades to Registration & Recordation
- 2014 Transforming Document Recordation at the United States Copyright Office (Brauneis)



Current Public Catalog

- Outdated Interface
- Strict Formatting
- 10,000 Result Limit
- Not Copyright Specific



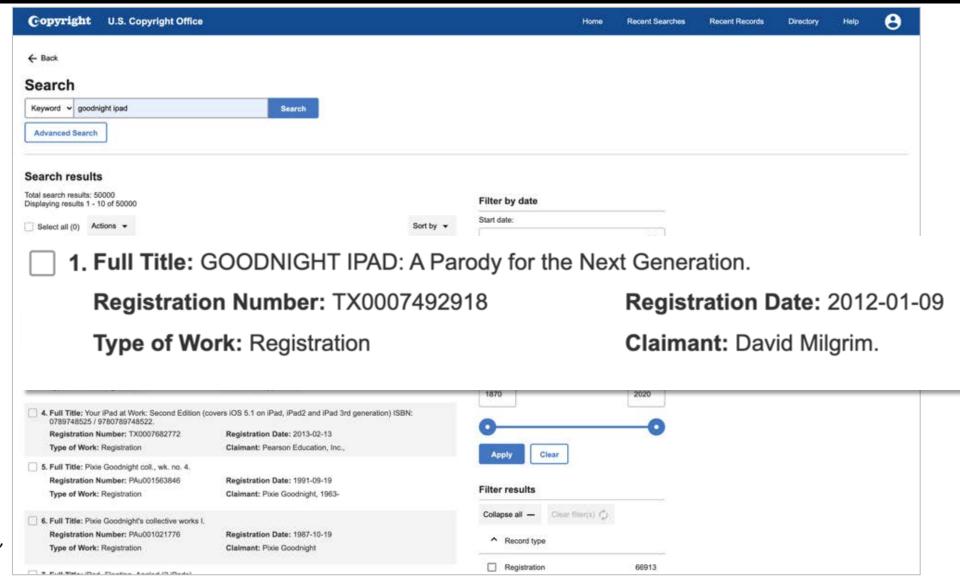


- Modern Interface
- Flexible Formatting
- Advanced Search
- Dynamic Filters
- Focus on Copyright Information

Copyright **U.S. Copyright Office Recent Searches** Recent Records Additional Electronic Copyright System Services Welcome to the **U.S. Copyright Office Public Record System** What's New? This Copyright Public Record System is a proof of concept that will run in parallel with the Copyright Catalog located at http:// cocatalog.loc.gov. The information contained in this system is the same information in the official catalog, but uses a more Learn more powerful search engine, provides easy filtering capability, and follows user-centered design principles in line with the Enterprise Help & Resources Registration Portal Historical Public Records Help topics covering Keyword This is your starting point for all One of the Copyright Office's long-

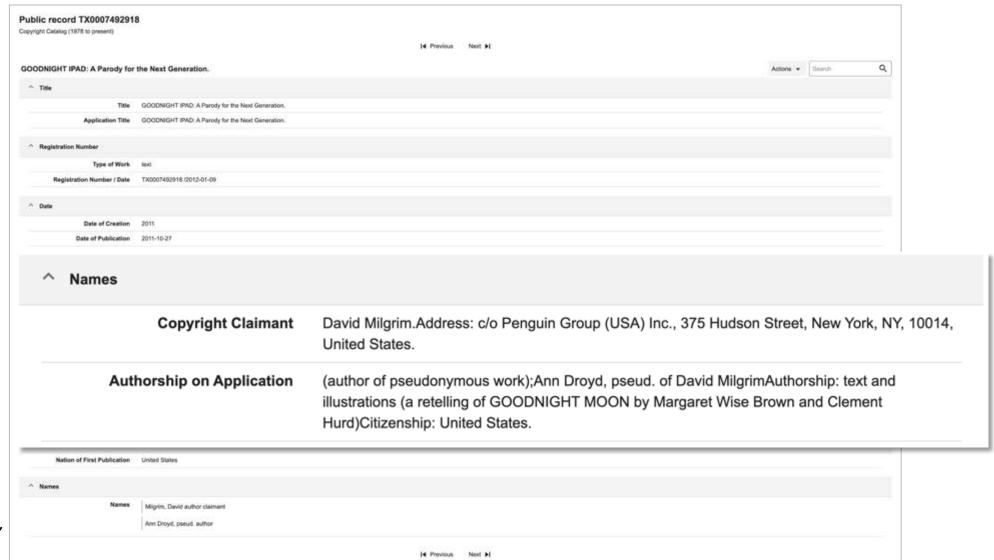


Keyword Search



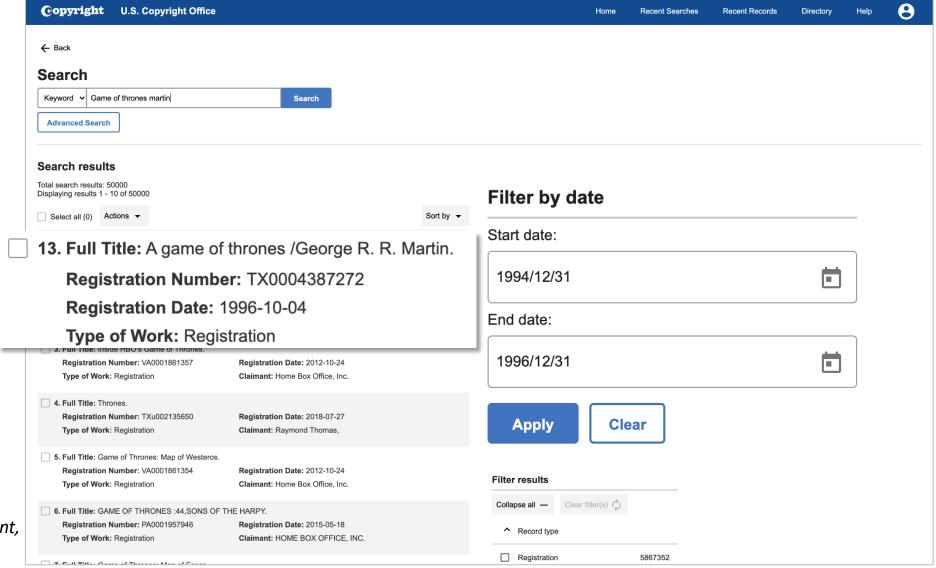


Keyword Search



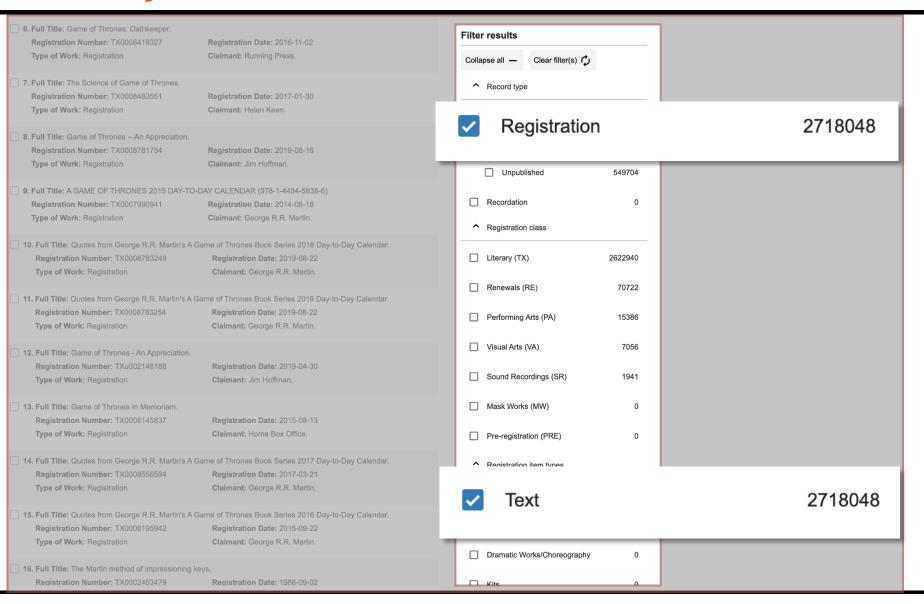


Date Filters



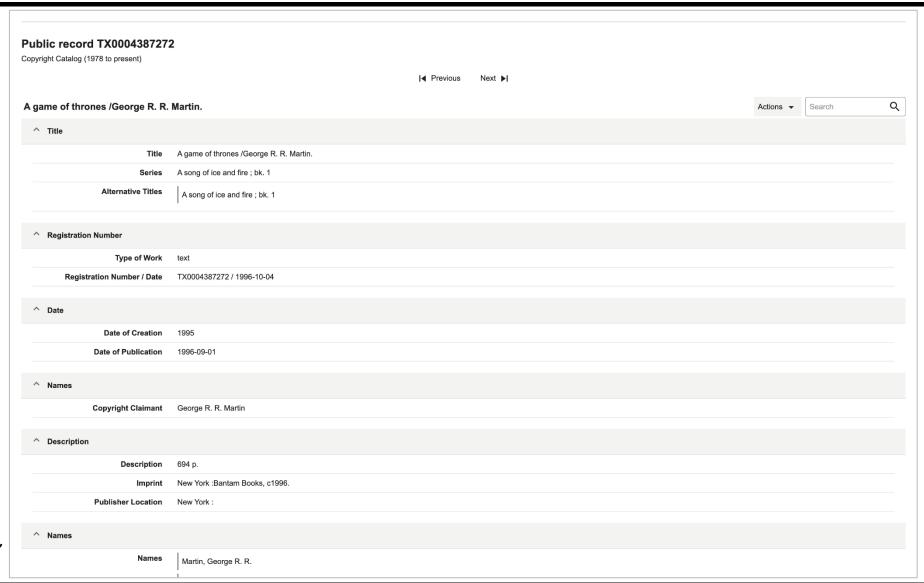


Record Type, Class, and Item Facets



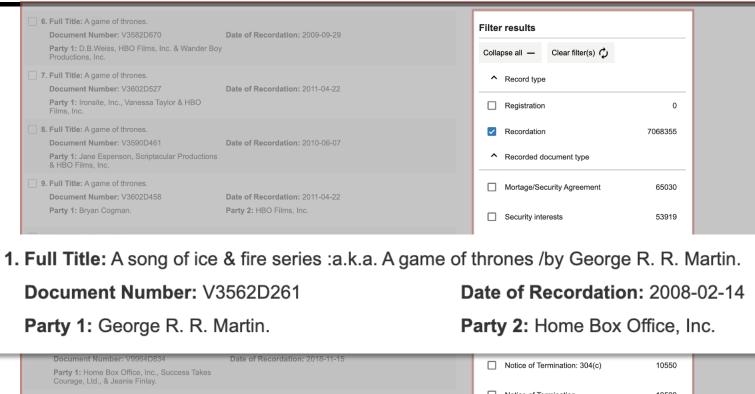


Record Layout





Document Types

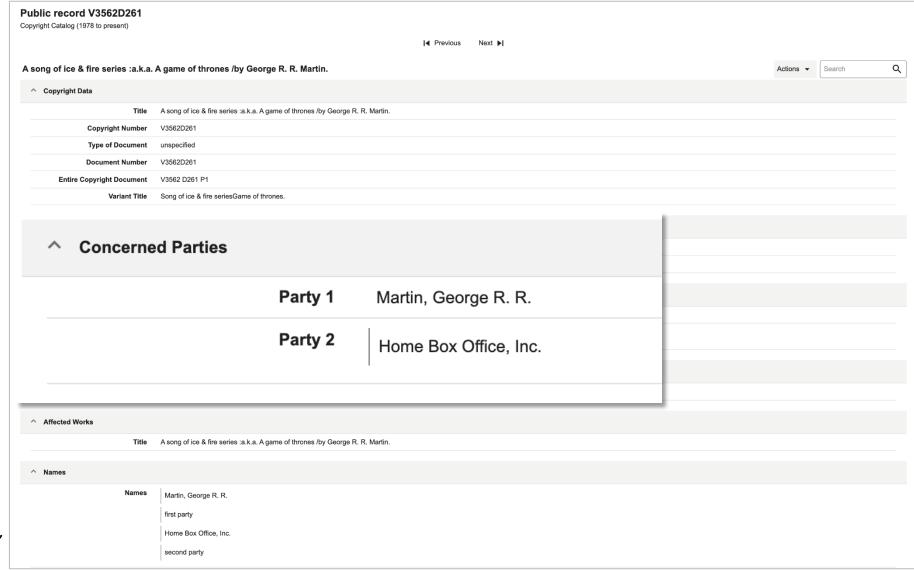






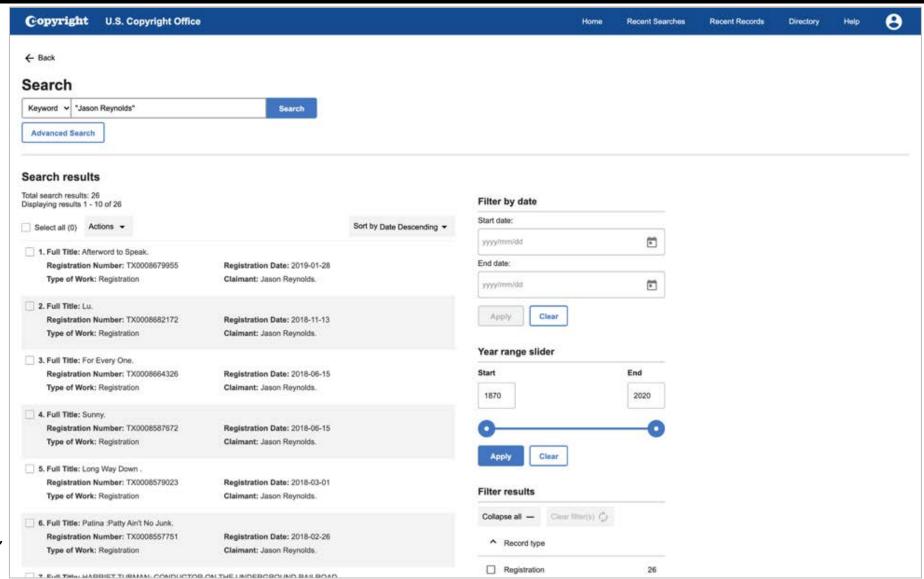
not final version

Document Types



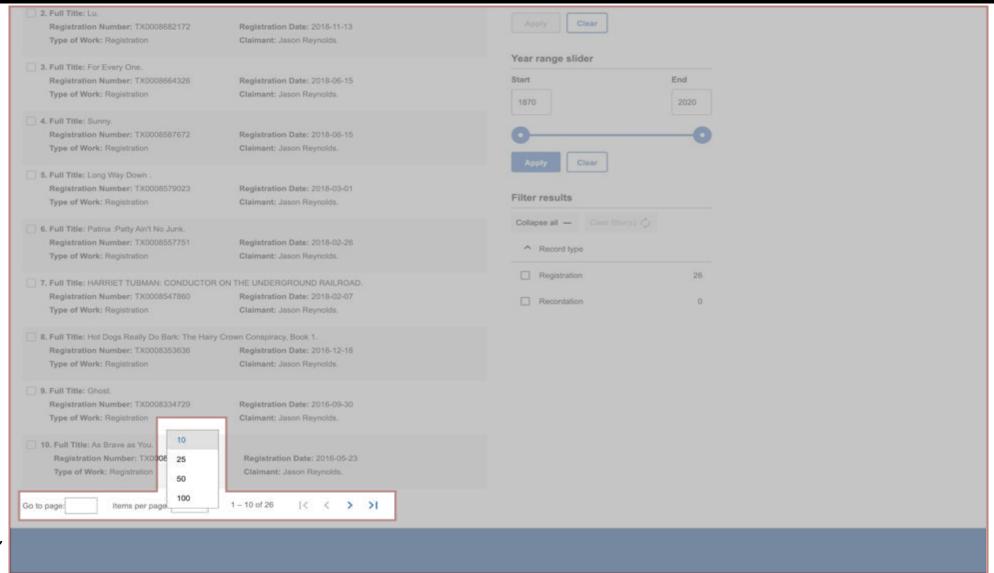


Sort by Title and Date



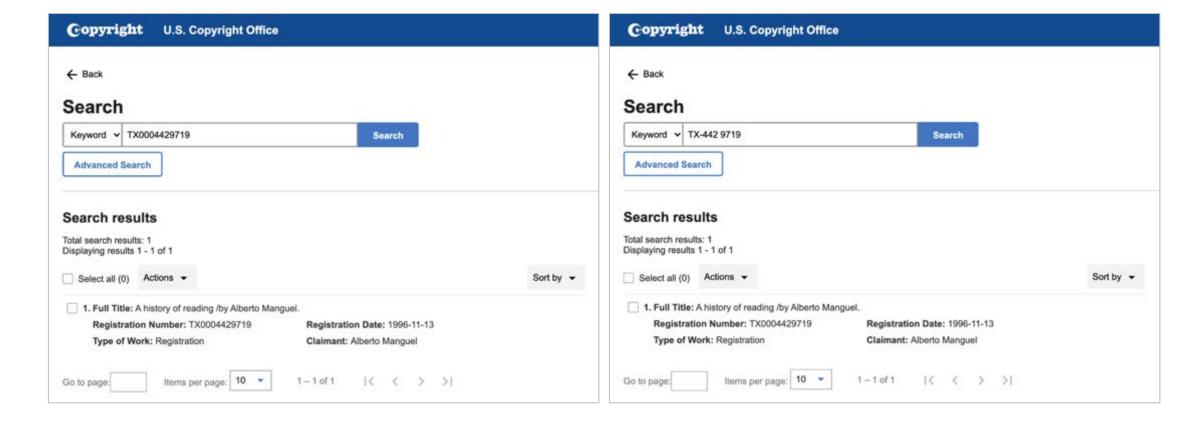


Pagination And Results Per Page



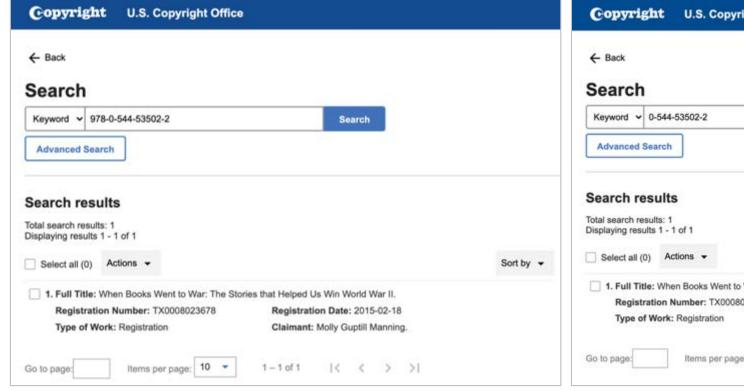


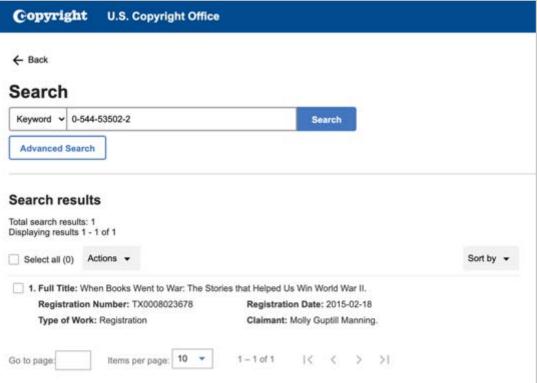
Flexible Formatting Rules for Copyright Numbers





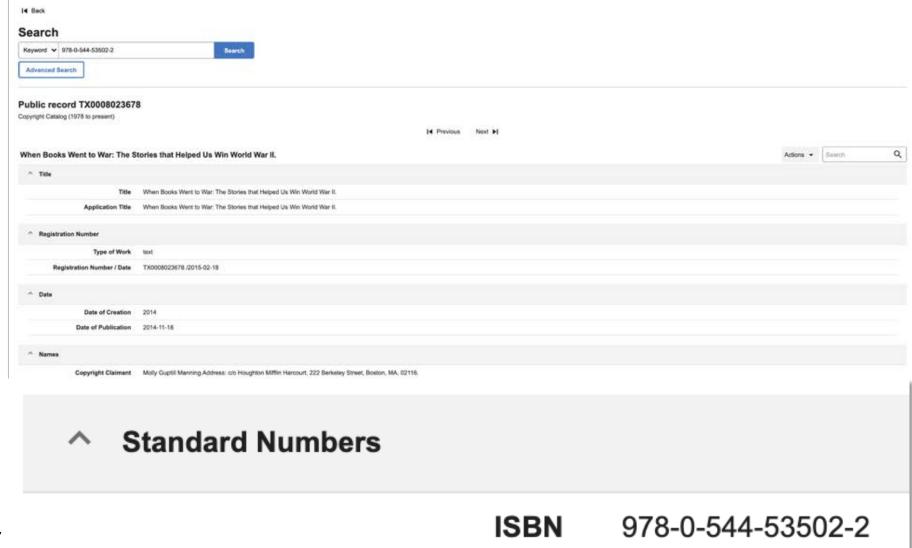
Standard Identifier Search



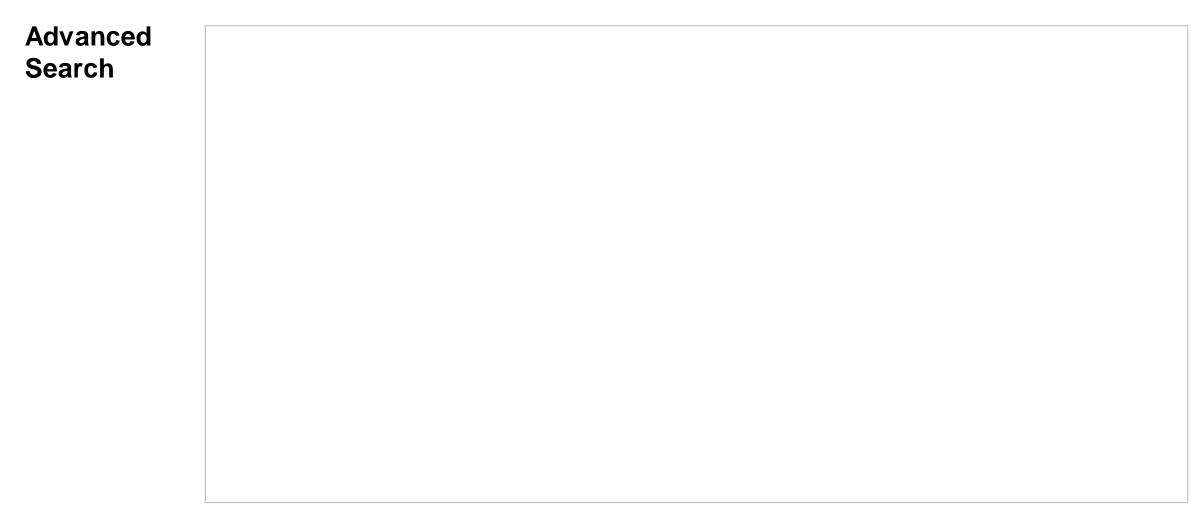




Standard Identifier Search

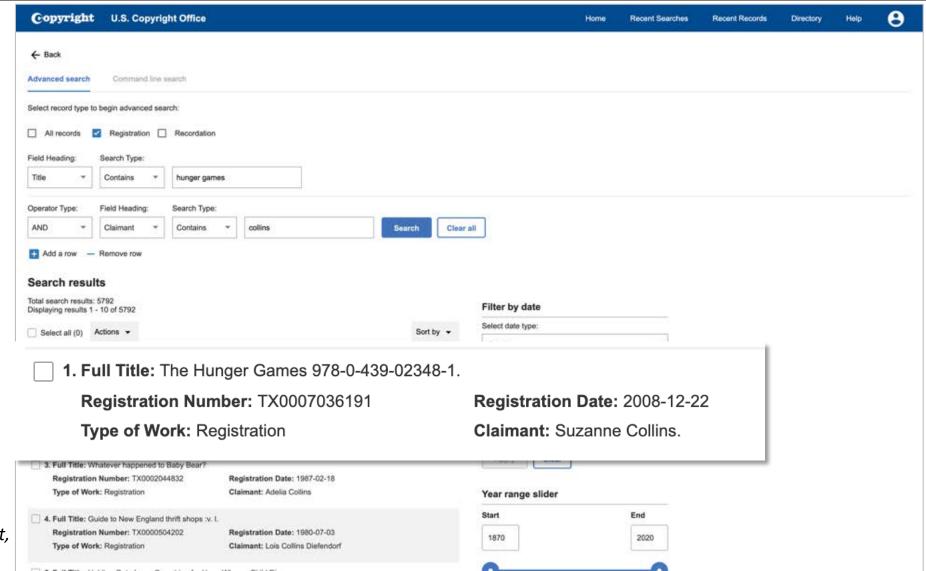






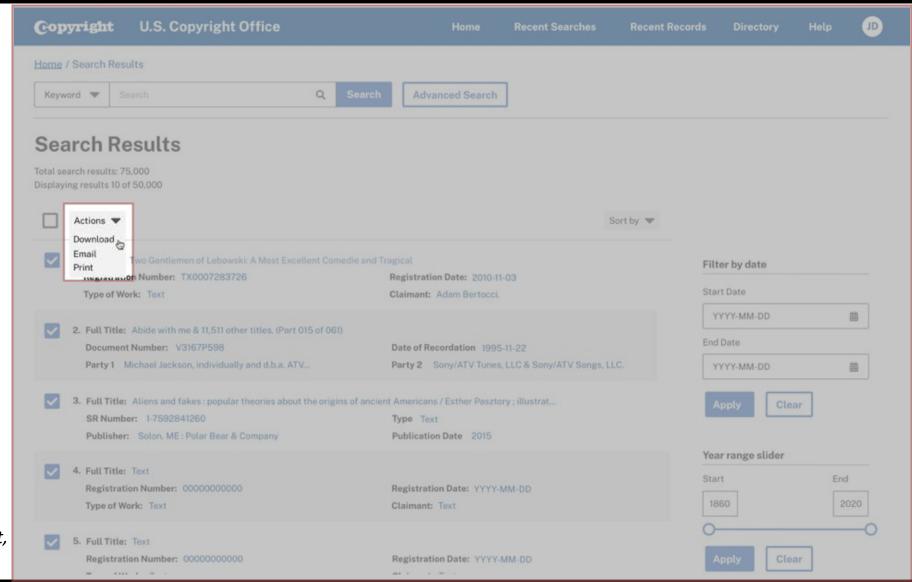


Advanced Search



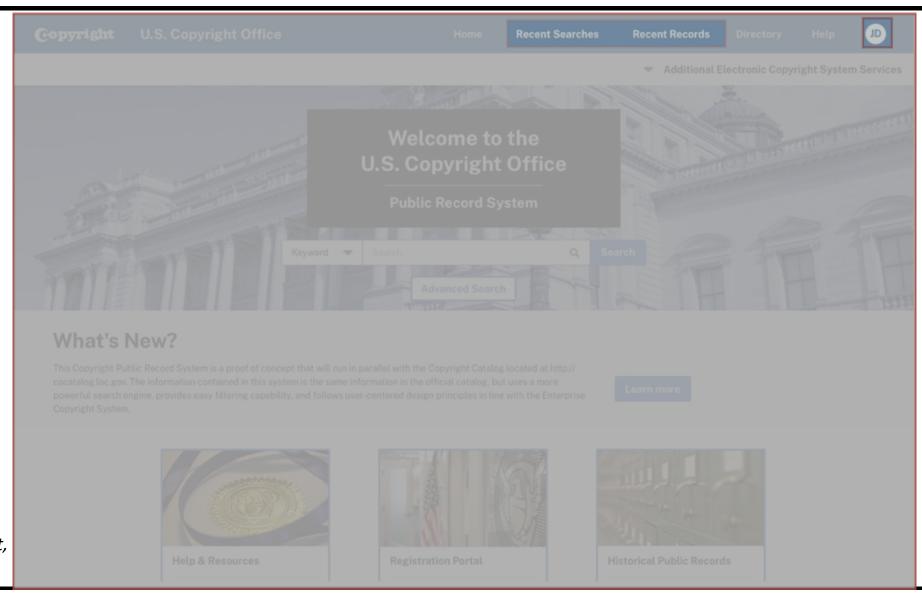


Next Steps





Next Steps





Features for Consideration

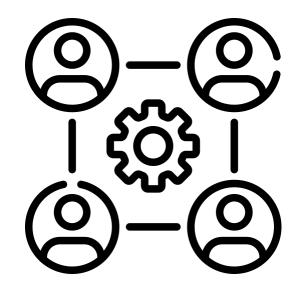
- Link registrations and recorded documents
- Provide additional indexing information captured by the new Recordation Pilot
- Include pre-1978 records as they are digitized
- Include Virtual Card Catalog metadata and card images
- Display the "certificate" or recorded document image



User Experience Design

A team effort

- Frame conversations with the user in mind.
- Define the problem
- Construct a hypothesis
 - How would the user potentially solve this?
- It is okay to pivot as we learn more.





User Research

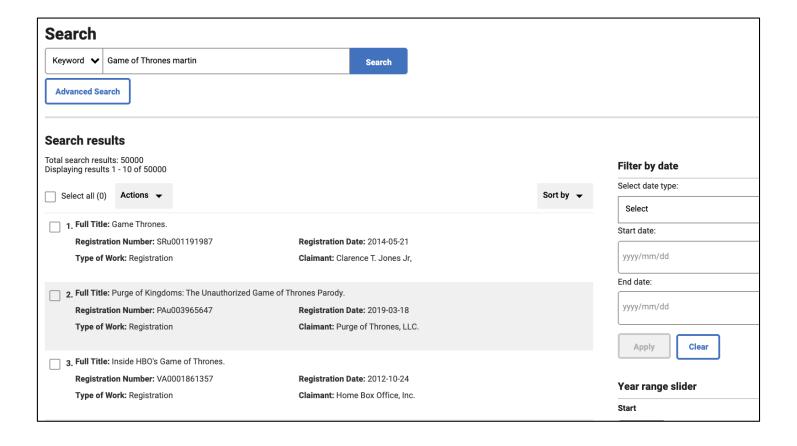
Learn from our users

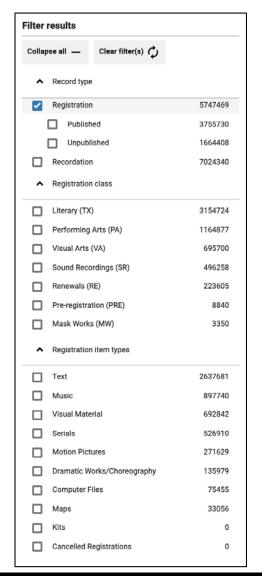
- Place the user at the centric of the design process.
- Interviews, contextual inquires, workflow analysis, usability studies
- Pain points and workflows.
- Informed design decisions
- Iterative this is a continuous process





User Research



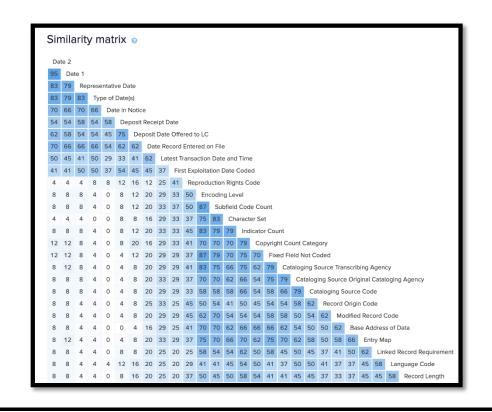




Card Sorting

- How do users relate pieces of information together?
 - No right or wrong.
 - Trends emerge after 15+ users.



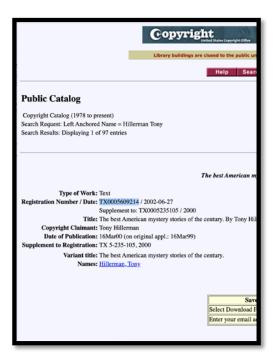


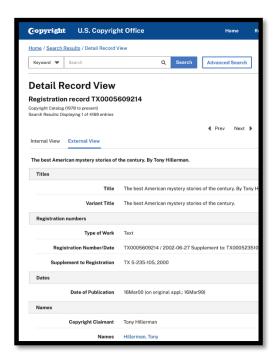


Card Sorting - Results

Hierarchy

- Consistent Information Architecture
- Grouping information intuitively

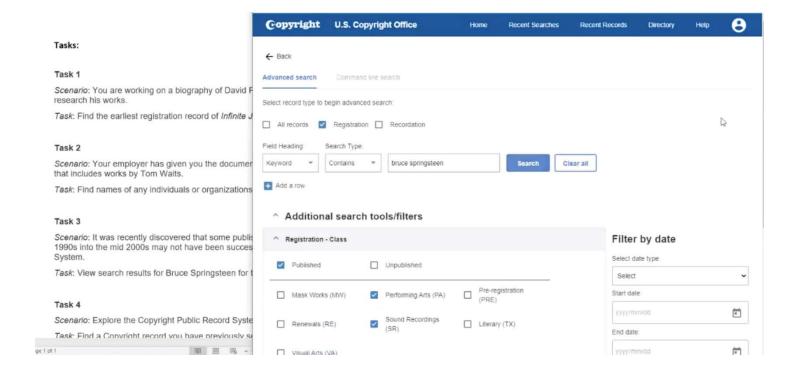






Usability Studies

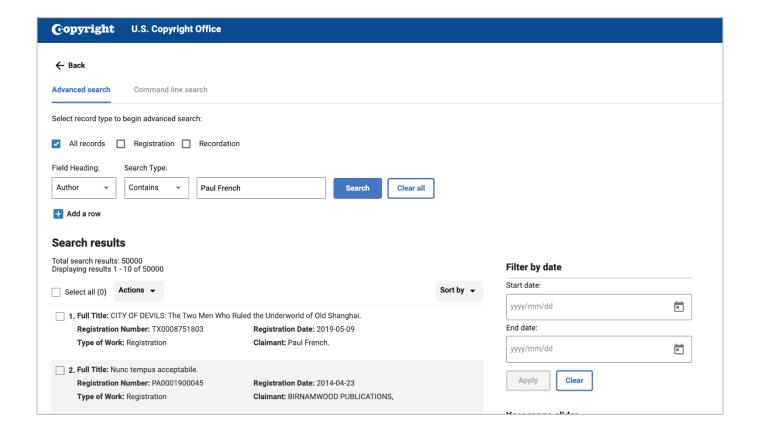
- Recently conducted user testing with internal users.
- Qualitative testing to reveal the usability of the system.





Implement Findings

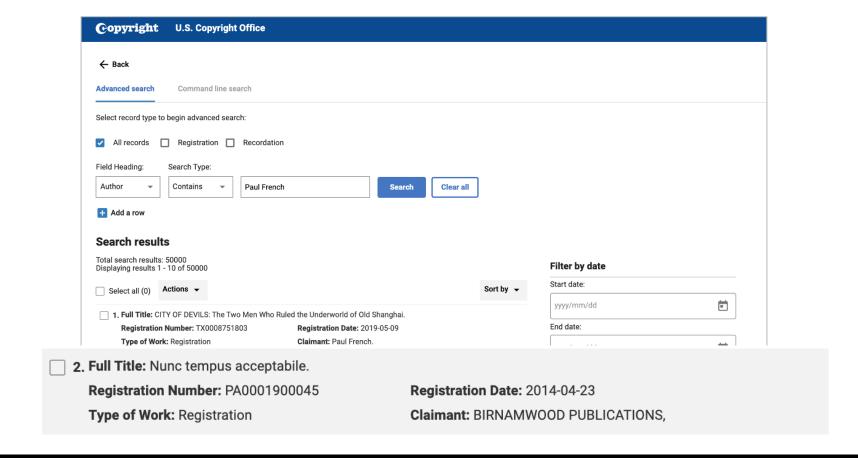
• Small adjustments can make a big impact.





Implement Findings

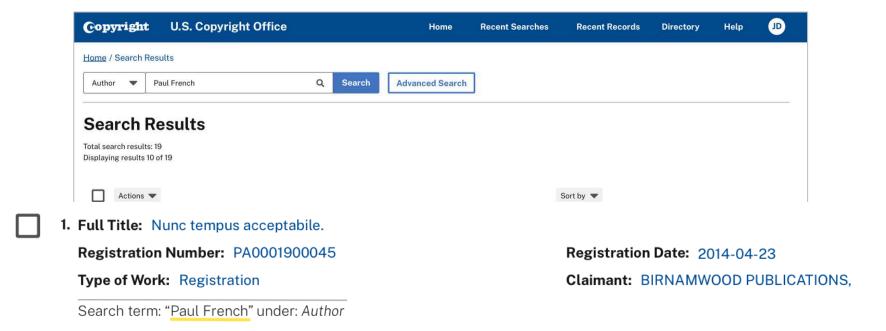
Small adjustments can make a big impact.





Implement Findings

A more intuitive search results page.





Public Records System Launch

- Release date: Fall 2020
- Feedback
 - Usability Testing with public users
 - publicrecords@copyright.gov





REGISTRATION MODERNIZATION



Speakers



Robert J. Kasunic

Associate Register and Director of Registration Policy and Practice



Natalie Buda Smith

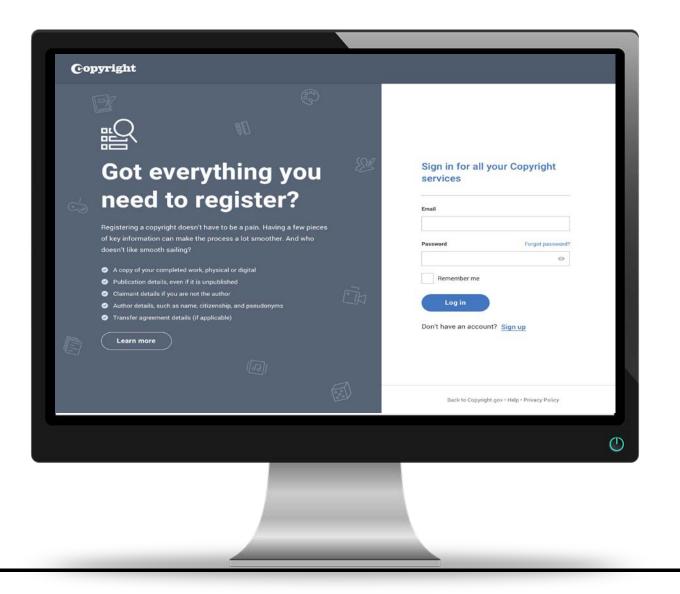
Chief of Design

Office of the Chief Information Officer



Registration System: Need

The Office will create a usercentric, flexible, and modern application to replace the existing registration system. Doing this work expands and improves our services, reduces errors and the need for correspondence, and improves the internal user experience across all Office business units.





Fall 2017—began user research for registration claimants.



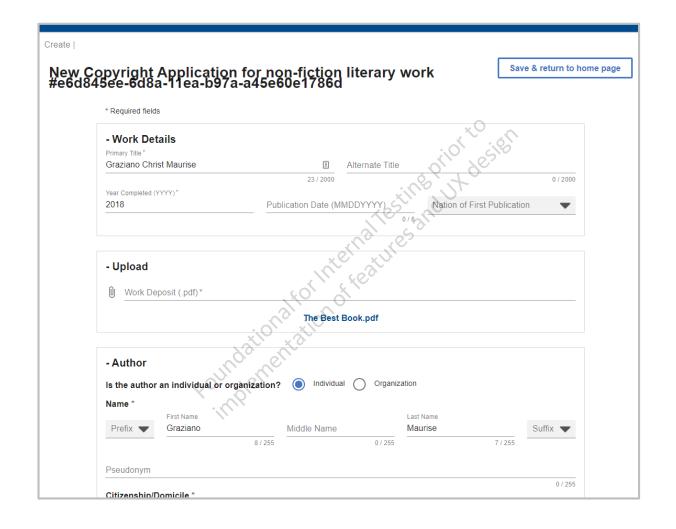


Summer 2019—began user research for examiners, supervisors, and managers.



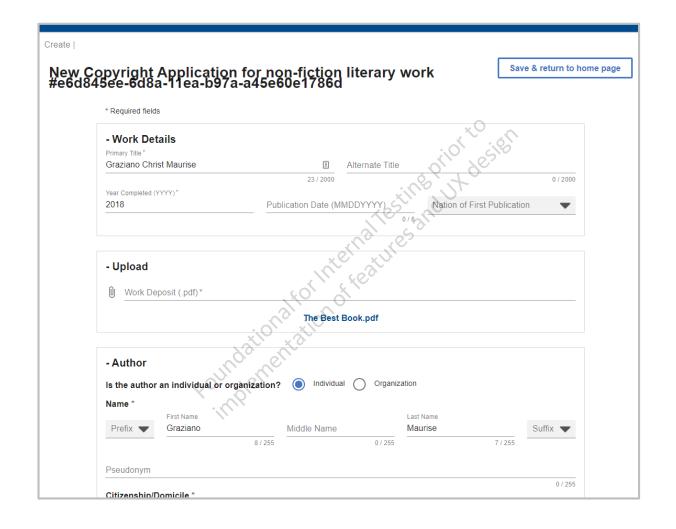


Fall 2019—began foundational development of a limited application.





Fall 2019—began foundational development of a limited application.





Registration System: Business Process Reengineering





Regulatory Activity: Modernization

Registration Modernization Statement of Policy & Notice of Inquiry



- Help tools
- Application fields
- Unified case numbers
- In-process corrections
- APIs
- Expanded online public record
- Linked copyright records

NOI

- Rights and Permissions field
- Additional data



12704

Federal Register/

LIBRARY OF CONGRESS

Copyright Office

37 CFR Parts 201 and 202 [Docket No. 2018-9]

Registration Modernization

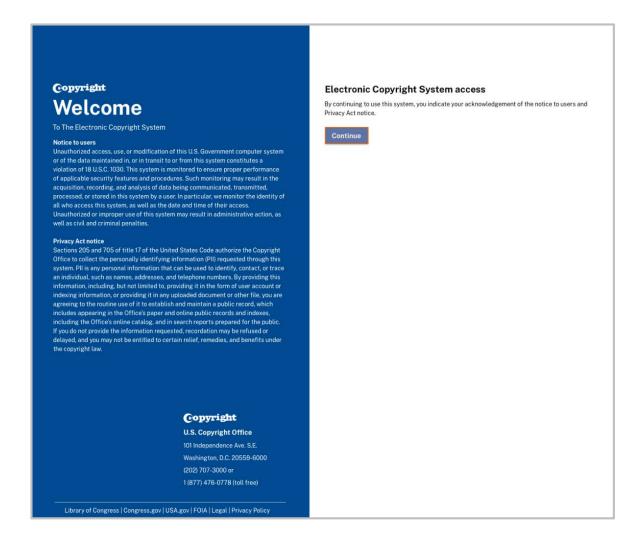
AGENCY: U.S. Copyright Office, Library of Congress.

ACTION: Statement of policy and notification of inquiry.

SUMMARY: In conjunction with the development of new technological infrastructure for the copyright registration system, on October 17, 2018, the U.S. Copyright Office solicited public input regarding potential regulatory and practice updates to improve the system's efficiency for both users and the Office. The Office sought and received public comment on three main areas of proposed reform: The administration and substance of the application for registration, the utility of the public record, and the deposit requirements for registration. After reviewing the comments, the Office is announcing intended practice updates, to be adopted in conjunction with the deployment of the new technological system that the Library of Congress is building for the Office. The Office also seeks further comment on two proposals to permit post-registration edits to right: and permissions information, and to permit voluntary submission of additional deposit information to be included in the public record.



2020—beginning development of the reimagined Standard Application flow and internal systems for staff.

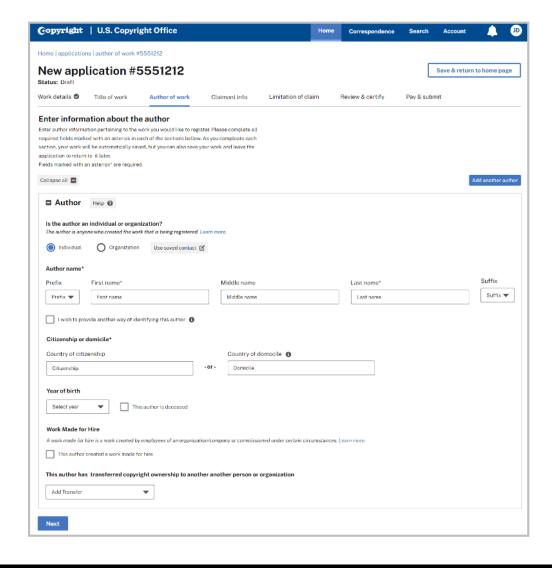




Registration System: External Users

New Features – Tiers of Help

- 3 levels of help
- Encourage users to learn more and explore without becoming overwhelmed
- Level 1 shown here

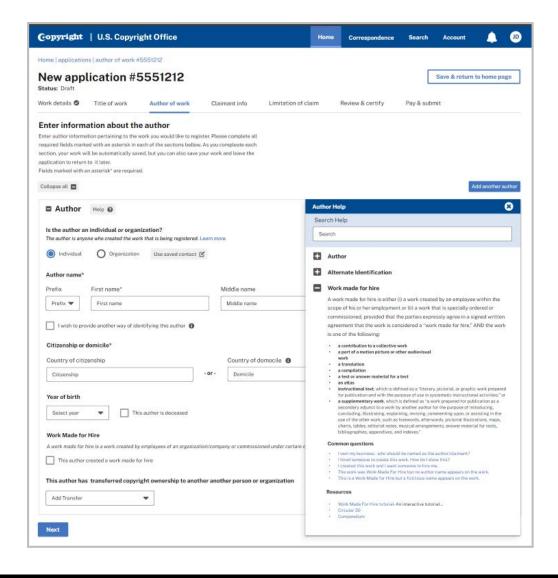




Registration System: External Users

New Features – Tiers of Help

- Level 2 Fly-outs
- Tailored to section of application
- Common questions
- Links to authoritative resources





Registration System: External Users

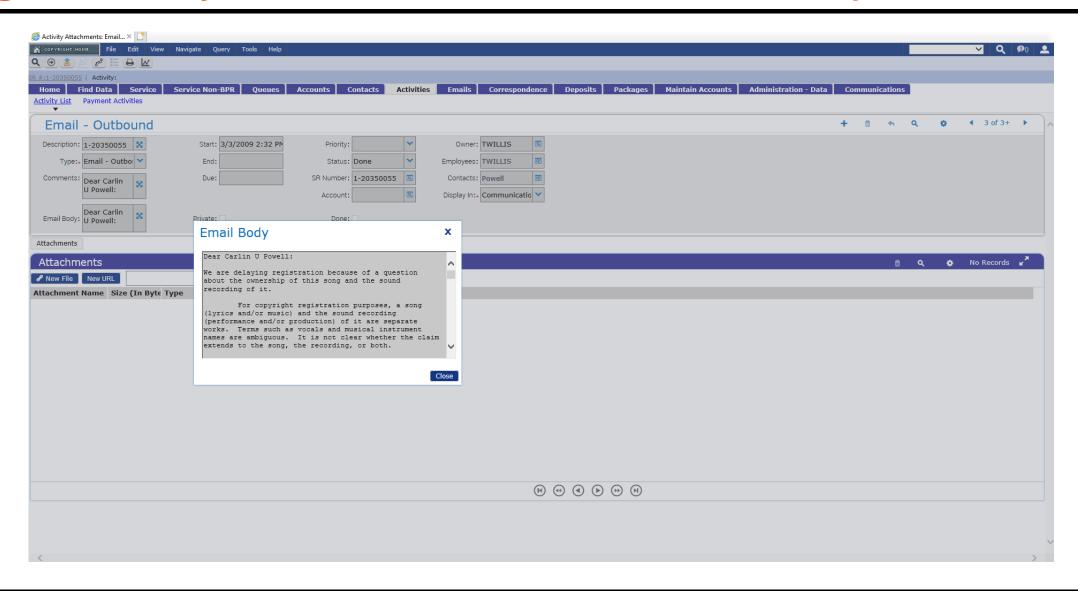
New Features – Tiers of Help

- Level 3 Tools
- Guided application of topic
- Questionnaire to help user understand and enter accurate information



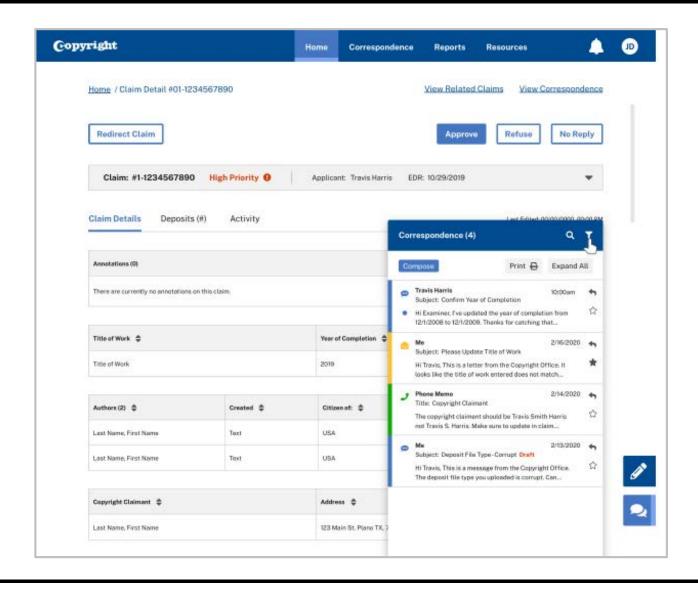


Registration System: Internal User Email Interface (Current State)





Registration System: Internal User Message Center (Future State)



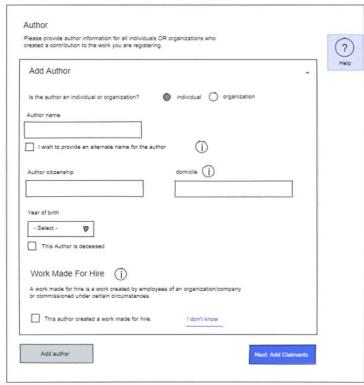


Registration System: User Research in Formative Stages

User Research through Design and Development

- User Experience Designers and Digital Accessibility Specialists are part of the agile scrum
- Build-up on fidelity of work products, formative user research with low-resolution wireframes





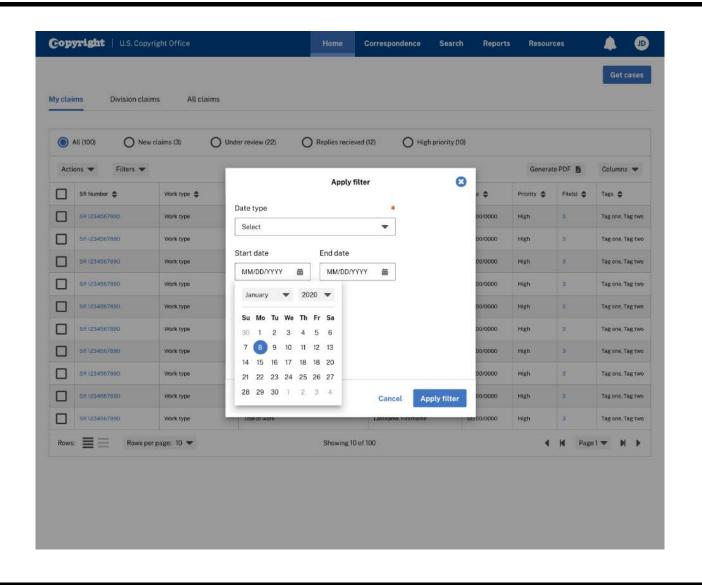




Registration System: User Research in Formative Stages

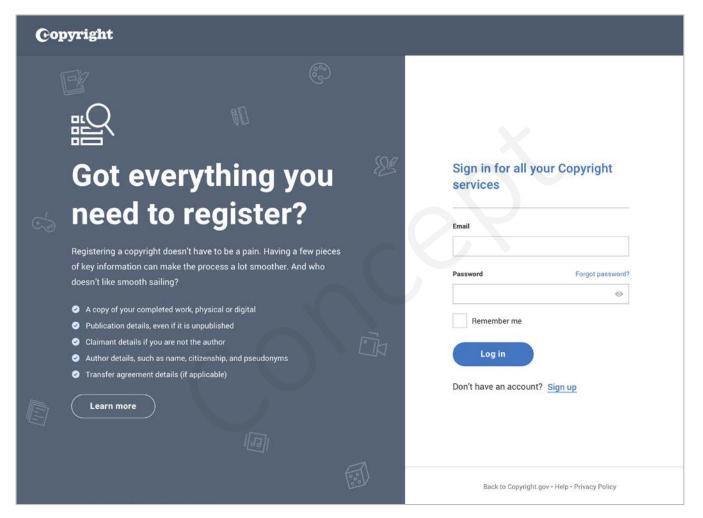
User Research through Design and Development

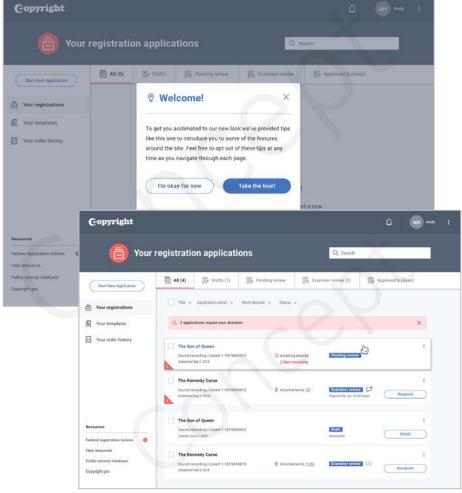
 Low-fidelity wireframes are then turned into a clickable prototype to mimic and test how users interact with the system





Registration System: Wireframing & Prototyping



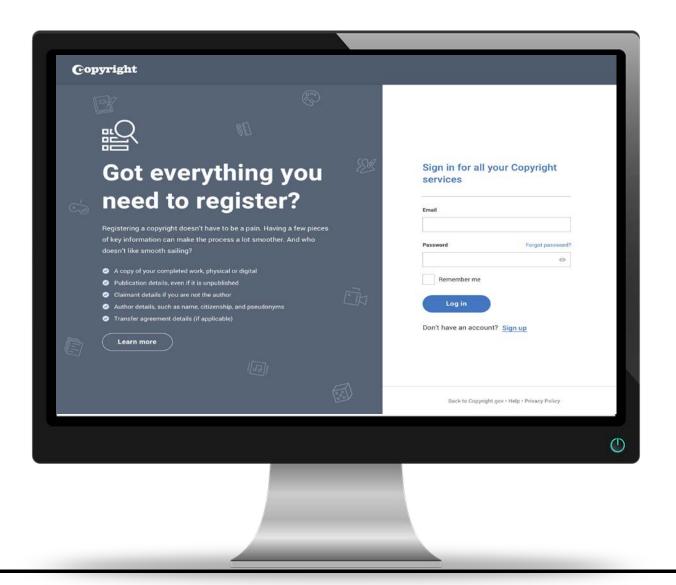




Registration System: Next Steps

Fall 2020—begin user testing of a limited clickable prototype of the Standard Application.

2021 and beyond—continue iterative development to support the universe of application types.

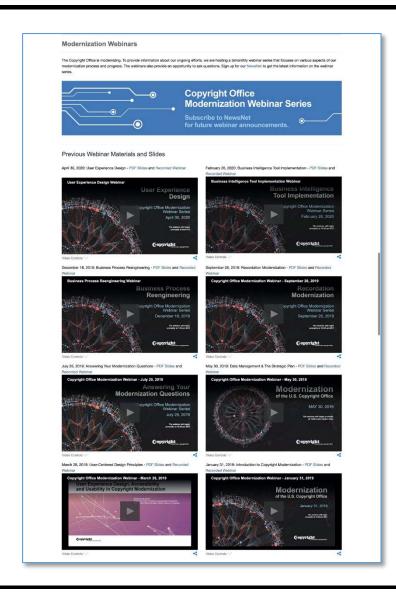






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