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

Opening Remarks

Maria Strong, Acting Register of Copyrights
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

Q&A

Maria Strong, Acting Register of Copyrights
Bud Barton, Chief Information Officer, LOC

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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

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Modernization will Transform the Copyright Office

Modernization is transforming the Copyright Office

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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Speakers

Sarah Garske
Deputy Director
Copyright Modernization Office

Natalie Buda Smith
Chief of Design
Office of the Chief Information Officer

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Enterprise Copyright System (ECS) – Vision

User-Centered

Centralized

All Copyright Functions

Consistent Interface

Shared Services

Improved Technology

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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

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Enterprise Copyright System Uses Shared Microservices

Questions may be submitted at any time through the Q&A Panel on your screen.
Enterprise Copyright System Uses User-centered, Iterative Approach

Questions may be submitted at any time through the Q&A Panel on your screen
Enterprise Copyright System Uses Agile Methodologies

Questions may be submitted at any time through the Q&A Panel on your screen.
Enterprise Copyright System Uses Scaled Teams and Tools

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

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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

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

KanKan Yu
Recordation Product Owner
Public Records and Repositories

David Neil
Art Director,
Lead User Experience Designer

Questions may be submitted at any time through the Q&A Panel on your screen
What is Recordation?

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

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What is Recordation?

ASSIGNMENT OF RIGHTS

For good and valuable consideration, receipt of which is acknowledged, GEORGE R.R. MARTIN ("Owner") assign to Home Box Office, Inc. ("HBO"):

1. Exclusively, in perpetuity and throughout the universe the sole and exclusive feature motion picture, television (including, without limitation, serial and series rights), prequel, sequel and remake rights, certain electronic, interactive, Internet and certain other computer, cable, on-line and wireless media rights, to the extent known or hereafter devised, and all allied and subsidiary rights, including limited seven thousand five hundred (7,500)-word publication rights solely for advertising, publicizing and exploitation purposes, in and to that certain literary work written by Owner entitled A Song of Ice and Fire Series of books a/k/a A Game of Thrones and its sequel novels and all revisions, adaptations, dramatizations and translations thereof and additions thereto, and the title, theme and characters thereof;

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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

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Keys to Success

- Emphasize positive user experience
- Build features that reflect user needs
- Modernize all aspects of Recordation
- Gather feedback from real world users
- Build cohesive visual experiences
- Build incrementally with flexibility and scalability in mind
- Align with long-term Copyright Office Modernization strategies
- Establish regular communication channels
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

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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

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

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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?”

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• 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

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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

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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

Questions may be submitted at any time through the Q&A Panel on your screen.
Notifications to keep remitters up to date on important events

Centralized messaging center to avoid losing track of correspondences

Start recording documents with a single click

Status synced with examination process

Manage your profile, organization, or deposit accounts

User’s applications

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

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

Help text written in plain English

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Application progress

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

Remitter Portal: Complete an Application

Documents > Parties > Works > Contacts > Pay & Submit

Document

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

Recordation type

To begin the application, indicate the type of recordation you would like to make:
- Basic/205

Upload a document

Please upload the document you would like to record with the Copyright Office.

Check that your document adheres to the requirements in section 205 of the Copyright Act and section 201.4 of the Copyright Office regulations. For example, the transfer or other document pertaining to a copyright must be signed, complete, and legible.

Note: The Copyright Office currently is only accepting unredacted English-language documents. To record a redacted document, non-English-language document, or an English-language document containing non-English indexing information, please use the paper submission option.

Upload a file:
- File Name: V9908 0131 copy.pdf
- 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: 10 MB

Document Certifications

You are required to make two certifications about the uploaded document. The True and Correct Copy certification asks you to certify that your document is a true and correct copy of the original. The Recordation Eligibility certification asks you to certify that your document meets the eligibility requirements for recordation.
Rmitter Portal: Upload Works

Allows remitters to upload works

Verify a completed multi-title template file as soon as it is uploaded.

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

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Remitter Portal: Pay and Submit

Online payment collection

Request special handling services (as needed)

Breakdown of fees for a given application

Review application

Preview the entire application, along with uploaded files

Preview what will be displayed to the public, if the public record is approved

Electronic signature

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Total for this order: $645.00

Fee breakdown

<table>
<thead>
<tr>
<th>Fee type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base fee</td>
<td>$95.00</td>
</tr>
<tr>
<td>Special handling fee</td>
<td>$550.00</td>
</tr>
<tr>
<td>Total</td>
<td>$645.00</td>
</tr>
</tbody>
</table>

Certifying authority to submit

I certify under penalty of perjury under the laws of the United States of America that I have the appropriate authority to make this submission to the U.S. Copyright Office and all submitted information is true, accurate, and complete to the best of my knowledge, information, and belief, and is provided in good faith.

Yes, I hereby make this certification
No, I cannot make this certification

I understand that any falsification or misrepresentation made to the U.S. Copyright Office may subject me to civil or criminal liability. By signing my name below and making this submission, I acknowledge that I have read and agree to these conditions.

Signature: e.g., John Doe

Sign and save | Checkout
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)

Payment confirmation(s)

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Recordation Workspace

**Centralized correspondence / messaging center**

**Robust search capabilities**

**Workload management capabilities**

**Case Assignment**
Automated sorting and case assignment based on staff skills
Some case assignments are automatic

SR status mapped to remitter portal

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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

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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.

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Speakers

Shawn Gallagher
Public Records Product Owner
Public Records and Repositories

Carlos Alvarado
User Experience Designer

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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

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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.

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COHM:  
TX-4-835-900 (COHM) ITEM 11 OF 33 IN SET 11  
PHYS: Computer disk. 
NOTE: Printout also deposited. 
CLNA: acC&D Byrd Enterprises, Inc. 
APTI: Group registration for automated database titled February daily horoscopes, 1998: published updates from February 1, 1998-February 28, 1998 (your lucky number is 5) 
LINM: NM: additions, updating & rev. compilation. 
MISC: C.O. corres. 
ECIF: J/C 
READY: 

February daily horoscopes, 1998. 
Type of Work: Computer File 
Registration Number / Date: TX000483500 / 1998-06-10 
Application Title: Group registration for automated database titled February daily horoscopes, 1998: published updates from February 1, 1998-February 28, 1998 (your lucky number is 5) 
Title: February daily horoscopes, 1998. 
Description: Computer disk. 
Notes: Printout also deposited. 
Copyright Claimant: C&D Byrd Enterprises, Inc. 
Date of Creation: 1998 
Date of Publication: 1998-02-28 
Copyright Note: C.O. correspondence. 
Other Title: Group registration for automated database titled February daily horoscopes, 1998: published updates from February 1 
Names: C&D Byrd Enterprises, Inc.
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Current Public Catalog

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

Questions may be submitted at any time through the Q&A Panel on your screen
New Public Records System

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

Disclaimer: In development, not final version

Questions may be submitted at any time through the Q&A Panel on your screen
New Public Records System

Keyword Search

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New Public Records System

Keyword Search

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Date Filters

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

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New Public Records System

Record Type, Class, and Item Facets

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## Record Layout

### New Public Records System

**Record Layout**

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>A game of thrones /George R. R. Martin.</td>
</tr>
<tr>
<td><strong>Series</strong></td>
<td>A song of ice and fire ; bk. 1</td>
</tr>
<tr>
<td><strong>Alternative Titles</strong></td>
<td>A song of ice and fire ; bk. 1</td>
</tr>
<tr>
<td><strong>Type of Work</strong></td>
<td>text</td>
</tr>
<tr>
<td><strong>Registration Number / Date</strong></td>
<td>TX0004387272 / 1996-10-04</td>
</tr>
<tr>
<td><strong>Date of Creation</strong></td>
<td>1995</td>
</tr>
<tr>
<td><strong>Date of Publication</strong></td>
<td>1996-09-01</td>
</tr>
<tr>
<td><strong>Copyright Claimant</strong></td>
<td>George R. R. Martin</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>684 p.</td>
</tr>
<tr>
<td><strong>Publisher Location</strong></td>
<td>New York :</td>
</tr>
<tr>
<td><strong>Names</strong></td>
<td>Martin, George R.</td>
</tr>
</tbody>
</table>
New Public Records System

Document Types

   
   Document Number: V3562D261
   
   Party 1: George R. R. Martin.
   
   Party 2: Home Box Office, Inc.
   
   Date of Recodation: 2008-02-14

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**New Public Records System**

### Document Types

**Public record V35620261**

<table>
<thead>
<tr>
<th>Copyright Data</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Copyright Number</strong></td>
</tr>
<tr>
<td><strong>Type of Document</strong></td>
</tr>
<tr>
<td><strong>Document Number</strong></td>
</tr>
<tr>
<td><strong>Entire Copyright Document</strong></td>
</tr>
<tr>
<td><strong>Variant Title</strong></td>
</tr>
</tbody>
</table>

#### Concerned Parties

**Party 1**

Martin, George R. R.

**Party 2**

Home Box Office, Inc.

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Sort by Title and Date

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New Public Records System

Pagination
And
Results Per Page

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New Public Records System

Flexible Formatting Rules for Copyright Numbers

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Standard Identifier Search

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New Public Records System

Standard Identifier Search

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New Public Records System

Advanced Search

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New Public Record System

Advanced Search

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New Public Records System

Next Steps

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Next Steps

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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

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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.

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User Research

• Learn from our users

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

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Card Sorting

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

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Card Sorting - Results

• Hierarchy
  • Consistent Information Architecture
  • Grouping information intuitively

Questions may be submitted at any time through the Q&A Panel on your screen
• Recently conducted user testing with internal users.
• Qualitative testing to reveal the usability of the system.

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

- Small adjustments can make a big impact.

Questions may be submitted at any time through the Q&A Panel on your screen
• Small adjustments can make a big impact.
Implement Findings

- A more intuitive search results page.

1. Full Title: *Nunc tempus acceptabile.*  
Registration Number: PA0001900045  
Type of Work: Registration  
Registration Date: 2014-04-23  
Claimant: BIRNAMWOOD PUBLICATIONS,
Public Records System Launch

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

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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

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The Office will create a user-centric, 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.
Registration System: Our Journey

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

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Fall 2019—began foundational development of a limited application.
Fall 2019—began foundational development of a limited application.
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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

Updates

- Rights and Permissions field
- Additional data

NOI

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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

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Registration System: External Users

New Features – Tiers of Help

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

Questions may be submitted at any time through the Q&A Panel on your screen
New Features – Tiers of Help

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

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

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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

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
- Claims details if you are not the author
- Author details, such as name, citizenship, and pseudonyms
- Transfer agreement details (if applicable)

Learn more

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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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For more information:
copyright.gov/copyright-modernization

Please send questions to:
askcmo@copyright.gov