

Public Information and Education

AS THE AGENCY RESPONSIBLE for administering provisions of the copyright law, the Copyright Office is well qualified to provide information on copyright law and its application. The Copyright Office provides copyright education to the public and responds to public information requests received by telephone, correspondence, or visits to the Office.

The Register and her senior staff spoke at more than fifty symposia, conferences, and workshops on various aspects of copyright law and the intellectual property world's current challenges. A significant portion of these were about the copyright issues posed by digital content, the Internet, and current technology.

Of these speeches, the most significant was the Register's delivery of the 33rd annual Donald C. Brace Memorial Lecture to the Copyright Society of the U.S.A. on the topic of "Copyright Enters the Public Domain." Marybeth Peters is the third Register of Copyrights to deliver this prestigious address on domestic copyright issues.

The Copyright Office website continued to play a key role in disseminating information to the copyright community and to the general public. Nearly 20 million hits were logged during the year. This was a 25 percent increase over the previous year.

The public conducted 1.4 million searches of the Copyright Office registration database utilizing the Office website's search feature.

The Office's website received a new look to coincide with the January 1, 2004, introduction of the new Office seal, logo, and wordmark. The website displayed the new

The Copyright Office Website (www.copyright.gov) is a public service that makes available circulars, announcements, regulations, the copyright law, related material, and all copyright application forms. The website also provides the capability to search records of copyright registrations and recorded documents from 1978 to the present.

Portions of the website and popular circulars are available in Spanish.

symbols along with new colors derived from those used in the Office's printed materials. The pages' appearance was also standardized, streamlined, and designed for faster loading.

The Office launched new Spanish language pages on its website, offering basic assistance with questions about the copyright law and completion of the copyright registration process. The pages, at www.copyright.gov/espanol, received approximately 130,000 hits during the year, reaching a growing and important audience of creators and users. The Library's Head of Workforce Diversity and staff of the Hispanic Division hailed the site as setting the standard for bilingual outreach at the Library of Congress.

The Copyright Office, with the Library's Office of Strategic Initiatives, launched the Copyright Records Project to determine the feasibility of digitizing millions of Copyright Office paper records from 1790 through 1977 by conducting an alternative business assessment and developing technical approaches for integrating the resulting

digital records with post-1977 records already in digital form. In 2004, the project researched and documented the various types of paper records, developed a strategy, and issued a Request for Information seeking expressions of interest. The Office selected four potential vendors to test their capabilities to digitize and index sample records.

In Fiscal Year 2004, the Office as a whole responded to 381,845 requests for direct reference services, including 71,907 email inquiries of all types.

The Office assisted more than 21,000 public visitors.

The Public Information Section assisted 10,394 members of the public in person, taking in 14,192 registration applications and 2,217 documents for recordation. The section answered 114,941 telephone inquiries, 8,064 letter requests, and 37,084 email requests for information from the public. Email requests to the Public Information Section were down just over ten percent, although email inquiries to the Office as a whole were only slightly lower than in 2003.

The Copyright Office provides a free electronic newsletter that alerts subscribers to hearings, deadlines for comments, new and proposed regulations, new publications, and other copyright-related subjects. The Office electronically published 30 issues of *NewsNet* during the year to 5,297 subscribers.

The Department of Health and Human Services selected the Copyright Office website as an example of a government site that meets user expectations with regard to navigation, content, and organization.

The staff newsletter, *Copyright Notices*, commemorated fifty years of publication. It remains an important resource on the current status and historical development of the Copyright Office.

In response to public requests, the Reference and Bibliography Section searched 14,318 titles and prepared 958 search reports (an increase of one-third). The increase in search report requests can be attributed to new features added to the Copyright Office website, including an online form for submitting search requests. In addition, the section received 9,303 telephone calls and assisted 9,848 visitors to the Copyright Card Catalog.

The Clerical Support Unit responded to 13,628 letter requests, 44,937 telephone requests, and 32,329 email requests from the public for forms and publications.

During the fiscal year, 366,842 deposits, constituting some 6,971 cubic feet, were processed for storage at the Deposit Copies Storage Unit in Landover, Maryland. This was an increase of over five percent from the volume processed in Fiscal Year 2003. The unit transferred 5,667 cubic feet of records, consisting of unpublished deposits and registration applications, to other remote off-site storage facilities. The unit met its performance goal of retrieving requested deposits within one business day.

Freedom of Information Act (FOIA)

The Office received and responded to 46 requests under the FOIA during the fiscal year.

Planned Storage Facility at Fort Meade

Pub. Law No. 103-110 authorized the U.S. Army to transfer a 100-acre site at Fort Meade, Maryland, to the Architect of the Capitol (AOC) for use by the legislative branch for the construction of storage facilities. The transfer of this property took place in 1994.

Congress previously authorized Fiscal Year 2003 funds for a building design and preparation of construction documents for a copyright deposit facility at the site. The Fort Meade facility would provide long-term preservation of copyright deposits in environmentally optimum conditions with full security. All works deposited for copyright would be brought together for easy servicing in a single location, with the reuniting of collections currently stored at the Landover Center Annex and at the more distant Iron Mountain location.

While during the previous year the Office focused on needs analysis and the creation of construction documents, the Office dedicated most of Fiscal Year 2004 to exploring alternative storage options at the request of Congress. The Office evaluated three alternative storage options in Kansas, Pennsylvania, and Virginia. After review and analysis, the Office determined that a new deposit storage facility at Fort Meade, specifically designed and constructed to meet the requirements of the Copyright Office, would be the most suitable facility and should be pursued.

The Office's attempt to secure funding for this project failed to receive congressional approval. The Office worked with the Architect of the Capitol, a private architectural firm, and others to scale back the initial construction requirements and to design a structure that could be built in phases as funds become available. The Office anticipates requesting partial funding in the Fiscal Year 2006 budget for redesign that accommodates phased construction of the facility.



Products featuring the Office's new logo and seal present a cohesive image to the public