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# Public information & education

*ABOVE: The 2005 Junior Fellows Summer Interns display "finds" from copyright deposits for Library staff.*

*BACKGROUND: One of the many boxes of copyright deposits the Intern Project examined.*

## cy responsible

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 staff spoke at more than seventy domestic symposia, conferences, and workshops on various aspects of copyright law and the intellectual property world's current challenges. These included two important annual symposia sponsored by the Copyright Society of the USA entitled "The Copyright Office Comes to California" and "The Copyright Office Comes to New York"; and a public workshop on "peer-to-peer file-sharing technology: consumer protection and competition issues" at the Federal Trade Commission headquarters in Washington, DC. International appearances are discussed in detail in the International Activities section of this report. A significant portion of these appearances were about the copyright issues posed by digital content, the Internet, and current technology.

### Copyright Office Website

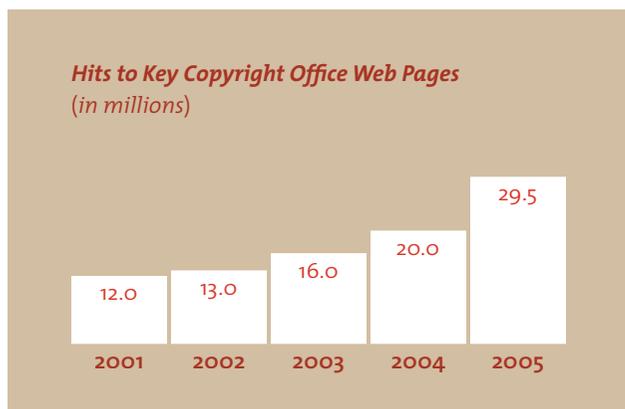
The Copyright Office website served as a public face for the Copyright Office and continued to play a key role in disseminating information to the copyright community and to the general public. The website ([www.copyright.gov](http://www.copyright.gov)) makes available circulars, announcements, regulations, the copyright law and related material, all copyright application forms, and historical information on copyright. 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. The Office logged 29.5 million external hits on key pages of its website during the year—a 49 percent increase over the previous year. The public conducted almost 1.5 million searches of the Copyright Office registration database utilizing the Office website's search feature. The Spanish language pages attracted more than 34,000 hits.

The website received numerous additions and enhancements throughout the year, including:

- A section devoted to historical documents, including biographies of former Registers of Copyright; annual reports dating back to 1930, with the intention to post earlier additional annual reports; previous enactments of copyright law; office reports; and copyright lore and articles that highlight notable events in the history of copyright and the Copyright Office.
- The addition of a “Top Searches” page that leads website visitors to the most popular pages on copyright issues and subjects.
- The initiation of RSS (Really Simple Syndication) feeds by which members of the public can receive instant notification of updates and revisions on pages that change frequently. This innovation proved to be highly successful and was well received by users. This effort enhanced the Office’s reputation as an early adopter of new technology.
- A broadening of the scope of documents relating to rulemakings and other timely copyright topics, such as orphan works, *MGM v. Grokster*, and the Satellite

Home Viewer Extension and Reauthorization Act of 2004 report.

- The Copyright Office became an integral component of LCNet, a new online gateway for members of Congress and their staff to focus the resources of the Library on their interests, research needs, and programs of note for their constituents.



### Other Public Information Activities

At the 2004 and 2005 National Book Festivals (both held during the fiscal year), public information staff provided information about copyright to the many authors and the general public in attendance. The Copyright Office also supported the Copyright

Awareness Week kick-off activities at the Library and worked to promote the message and goals of Copyright Awareness Week among members of Congress.

### Jefferson Patterson Junior Fellows Summer Intern Program

The Copyright Office served as cosponsor of the Librarian's 2005 Jefferson Patterson Junior Fellows Summer Intern Program, with an Office staff member serving as that program's project manager. The ten-week program was designed to enable the Library of Congress to locate and itemize works deposited for copyright that have grown in significance since they were originally registered. Twenty-one junior fellows were selected for this program, and two were assigned to work with Copyright Office deposits and records. The interns reviewed applications from 1898 through 1905 and Class C registrations from 1909 through 1935. The Copyright Office records yielded such finds as a 1904 photograph that depicts baseball Hall of Famers Napoleon Lajoie (Cleveland Blues) and Honus Wagner (Pittsburgh Pirates) shaking hands, a photograph of President McKinley taken hours before his assassination, and a rare collection of eighteen photographs of Native Americans from various tribes by F.A. Rinehart (1899).

### Copyright Records Project

The Copyright Office, with the Library's Office of Strategic Initiatives, pursued the Copyright Records Project to determine the feasibility of digitizing millions of Copyright Office paper records from 1790 to 1977 by conducting a business analysis and developing technical approaches for integrating the resulting digital records with post-1977 digital records. In 2005, the project team completed testing of vendor capabilities to digitize and index sample records. A comprehensive report of the project provided implementation strategies, cost estimates, and a recommendation for how the conversion could be handled in two stages. The first stage would cost approximately \$6,000,000 over a six-year period and would achieve the preservation goal and very basic online access. The second stage would add item level indexing, enhanced searching and retrieval, and would cost between \$5,000,000 and \$65,000,000 depending on the extent of fields indexed. The Copyright Office plans to submit a FY 2007 budget request for \$1 million to start the first stage.

## Public Information Outputs

In Fiscal Year 2005, the Office overall responded to 362,263 requests for direct reference services, including at least 56,872 email inquiries of all types. The Office as a whole assisted more than 21,500 public visitors.



The Public Information Section alone assisted 9,035 members of the public in person, taking in 15,400 registration applications and 1,358 documents for recordation. The section answered 104,836 telephone inquiries (with the average caller

waiting an average of 25 percent longer than the target of 90 seconds), 9,542 letter requests, and 34,443 email requests for information from the public.

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 39 issues of *NewsNet* during the year to 5,406 subscribers.

In response to public requests, the Reference and Bibliography Section searched 18,801 titles and prepared 846 search reports (an increase of one-third in titles but a decreased number of reports). In addition, the section received 9,653 telephone calls and assisted 9,485 visitors to the Copyright Card Catalog.

The Clerical Support Unit responded to 24,568 letter requests, 40,568 telephone requests, and 19,588 email requests from the public for forms and other publications.

During the fiscal year, the Office processed 381,878 deposits, constituting some 7,052 cubic feet, for storage at the Deposit Copies Storage Unit in Landover, Maryland. This was a modest increase over the volume processed in Fiscal Year 2004. The unit transferred 5,178 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 50 requests under the FOIA during the fiscal year. Although several of these requests sought information that is already publicly available or that is under the control of the Library of Congress, the Copyright Office responded to the requests or referred them to the Library as appropriate. The Office of the General Counsel also received one appeal from the Copyright Office's refusals to disclose particular protected information.

### Planned Storage Facility at Fort Meade

Efforts continued to provide a strong and economically viable case for congressional approval of funds to construct the proposed copyright deposit copy storage facility at Fort Meade, Maryland. During FY 2005, the Office explored possible alterations to the original design for this facility. The Architect of the Capitol and the Army Corps of Engineers continued to work closely with a private architectural firm to control costs while still meeting the program requirements of the project. Discussions included redesign so that the storage areas are single floor instead of multistory, with the height of storage shelving in these areas increasing from six to fifteen feet. While these moves will impact some work processes in this facility and require the purchase of some new equipment, the construction cost savings of these moves make them more than justified.