

# 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 responds to public information requests from individuals visiting the Office, by telephone, and through correspondence. The Office also provides copyright education to the public.

The Register and her senior staff spoke at more than forty 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.

The Copyright Office website continued to play a key role in disseminating information to the copyright community and to the general public. Over 16 million hits were logged during the year. This was a 23 percent increase over the previous year.

## **The Copyright Office Website**

([www.copyright.gov](http://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 copyright registrations and recorded documents from 1978 to the present.

The public conducted over 500,000 searches of the Copyright Office registration database utilizing the Office website's search feature.

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

- Formatting and posting of pdf and html versions of Circular 92, *Copyright Law of the United States*, which incorporated recent changes made by the TEACH Act and the Small Webcaster Settlement Act;
- Posting of the complete set of 436 regulations contained in title 37 of the *Code of Federal Regulations*;
- Posting of the Copyright Office fiscal 2002 Annual Report in pdf and html formats, with photographs and tables optimized for the web; and
- Posting of 27 *Federal Register* notices pertaining to U.S. Copyright Office notices of pending regulations, rulemakings, and other legal and administrative decisions.

In fiscal 2003, the Office as a whole responded to 371,446 requests for direct reference services, including 73,643 email inquiries of all types. The Office assisted almost 25,000 public visitors.

The Public Information Section assisted 11,579 members of the public in person, taking in 19,731 registration applications and 3,088 documents for recordation. The section answered 118,598 telephone inquiries, 13,487 letter requests (a 24 percent increase), and 42,406 email requests for information from the public.

This is the third year that email inquiries to the Public Information Section have doubled. The increase in electronic mail requests is partly a result of the public using website modifications that made it easier to contact the Office by email.

The Copyright Office electronically published 36 issues of *NewsNet* during the year to 5,435 subscribers.

In response to public requests, the Reference and Bibliography Section searched 11,066 titles and prepared 719 search reports. A decline in search report requests was attributed in part to improved public access to the registration records via the website, increased fees, and lingering effects of the postal disruption. In addition, the section received 9,340 telephone calls and assisted 8,977 visitors to the Copyright Card Catalog.

The Clerical Support Unit responded to 17,350 letter requests (a 48 percent increase), 47,766 telephone requests, and 30,033 email requests from the public for forms and publications.

During the fiscal year, 342,541 deposits, constituting some 6,627 cubic feet, were processed for storage at the Deposit Copies Storage Unit in Landover, Maryland. This was a slight decrease from the volume processed in fiscal 2002. The unit transferred 2,961 cubic feet of records, consisting of unpublished deposits and registration applications, to other remote off-site storage facilities.

### **Freedom of Information Act (FOIA)**

The Office received 26 requests under the FOIA during the fiscal year.

### **Planned Storage Facility at Fort Meade**

During the year, the Office completed plans for an off-site copyright deposit storage facility to be constructed at Fort Meade, Maryland.

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.

The Office collaborated with the AOC and URS Corporation, an outside architectural firm, to complete all design and construction documents in August 2003.

The Fort Meade facility would provide long-term preservation of copyright deposits in environmentally optimum conditions with full security. All copyright deposited works 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.

The Office anticipates requesting funding for construction of the facility in the fiscal 2005 budget.