RENEWS

COPYRIGHT OFFICE   **REENGINEERING UPDATE**

Reengineering Update at All Hands Meeting

Donette Carroll

Copyright Office staff gathered in the Mumford Room on Tuesday, June 22, for an update on the reengineering program and other Office activities.

Acting Chief Operating Officer and Reengineering Program Manager Julia Huff welcomed the staff. Register of Copyrights Marybeth Peters was unable to attend because she was on official travel. Huff provided an update on several operational items. She briefed the staff on the June 3 oversight hearing where the Register testified on the operations of the Copyright Office. She shared with the group that the Office was recognized and praised by Chairman Lamar Smith for its "great progress" in reducing processing times. On behalf of the Register, she thanked the staff and management for their dedication to achieving the goal of improved processing times and for the successful outcome of the various work reduction efforts. Huff encouraged staff to view the Register's full written testimony on the Copyright Office website at *www.copyright.gov*.

Huff then updated the staff on the Fiscal Year 2005 budget, which is not yet finalized; WebTA training and implementation; and the Library's new financial management system, Momentum. Also, she gave an update on the current status of mail delivery to the Office.

Huff turned the meeting over to Copyright Automation Group Chief and Information Technology (IT) Program Manager Mike Burke, who gave an update on the IT reengineering front. Burke reported on the status of the systems
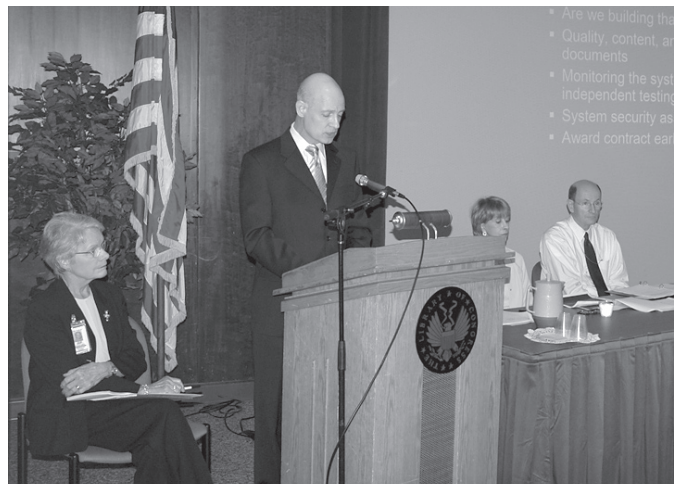
Mike Burke, Chief, Copyright Automation Group and IT Program Manager, speaks at June's All Hands Meeting.

development activities that are underway, and explained how the new technology will be used in the upcoming pilots for selection and motion pictures. He also briefed the staff on the Independent Verification & Validation (IV&V) process and the COPICS-to-Voyager effort.

Facilities Process Coordinator Ginny Kass provided an update on the facilities front and showed several artist's drawings of the new work spaces, including a division reception area, the fifth floor conference center, the Public Information Office, and the public viewing area. Staff learned that the Office, working with the Library's Facility Services and General Services Administration (GSA), will identify off-site lease space that is, ideally, close to Capitol Hill and Metro. Once the space is identified, the necessary redesign work will be done, and the move will take place in fall 2005. Staff also learned that the Office is hiring a move coordinator to coordinate all the various aspects of the move and to communicate with staff about the move. Additionally, Kass stated that three prototype workstations will be constructed in late July or early August in the CARP

Hearing Room for viewing by staff.

Next, Assistant Chief of the Examining Division and Register Claim Process Coordinator Jeff Cole provided an overview of the Selection and Motion Picture Pilots. The Selection Pilot is scheduled to begin in July 2004, in the Literary and Performing Arts Sections of the Examining Division. Cole explained that, in this pilot, copyright examiners will perform routine selection tasks for commercial monographs and certain performing arts material. The Motion Picture Pilot scheduled to begin in November 2004 will be the first pilot to use the new IT system and new processes with actual claims. Because parts of the new automated system are not yet ready, the pilot will operate under a dual system using both manual processes and parts of the new automated system. The pilot directly involves staff from the Receipt Analysis and Control Center (RACC), the Materials Control Section, and the Examining and Cataloging Divisions. Catalogers and examiners will work closely together in the same room, sharing functions. As with the current process, claims will be received and processed in the RACC and forwarded to the Data Preparation Unit where the fee is scheduled. The claim will then be sent back to the RACC to begin the new process. RACC staff will create an electronic record using touch screens, scan the paper application, and adhere a tracking bar code to the deposit. Motion Picture, Broadcasting, and Recorded Sound (MBRS) Division staff will still make the selection decision at this point. Claims will then move to Examining, where they will be examined using the application image/data on the computer screen and the hard copy deposit. Cataloging will take place in the new Siebel system, with the record sent to the Voyager test database. A certificate will be generated by the Siebel

Upcoming Events ► July

Hands-On User Review

For a chance to see process screens for Receive Mail, E-Deposits, and Register Claims (Motion Pictures), a Hands-On user review is tentatively scheduled for July 29 in the CARP Hearing Room. Details and times will be announced later. ■

system for test purposes. The claim then returns to the current process so that the catalog record can be transferred from Siebel to COPICS and the official certificate produced in Registration Processing and Certificate Production Unit for mailing to the applicant.

Cole then briefed the staff on the copyright application redesign project that is underway. This effort will result in consolidating applications, enabling Optical Character Recognition (OCR) technology, and making clearer instructions and headings on the application form.
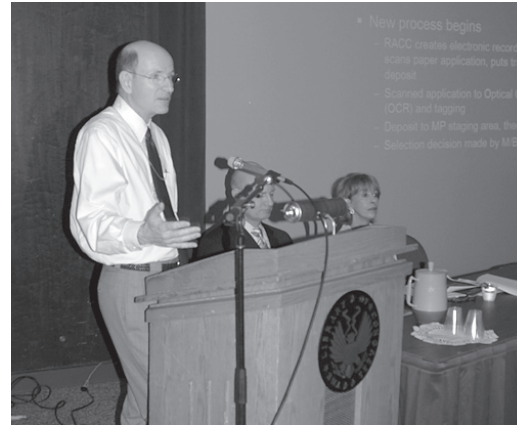

Jeff Cole

Huff gave a brief update on the organization front and indicated that work was continuing on finalizing the reorganization package by the end of summer. Over 200 positions descriptions have been written or rewritten thus far in five of the seven major process areas. After the Register approves the reorganization, it will be forwarded to Human Resources Services (HRS) for approval. After HRS approves, staff will be able to see their position descriptions and the Office will begin the process of bargaining impact with the labor organizations.

Ginny Kass

Huff concluded the presentation by showing the overall reengineering time line that reflects time frames for work on, and completion of, major events on each front. She also reminded staff of the various places and ways to learn more, or ask questions about, reengineering.

A question and answer session followed the presentation. The questions and their answers follow.

Q: *To what degree can the move and the purchase of furniture, etc., be affected by the budget?*

A: The Office does not expect there to be an impact based on the good planning efforts that have gone into the entire reengineering effort over the last several years.

Q: *When will the furniture prototypes be ready?*

A: Prototypes will be installed late July or early August in the CARP Hearing Room. Staff will be informed of the exact dates and times.

Q: *If everything is going to be scanned in the RACC, does the Office expect backlogs?*

A: No. Target times for processing in the new environment is expected to be 2 to 3 weeks or less. There could be some start-up delays, but 2 to 3 weeks is the normal target processing time.

Q: *In the presentation, it was mentioned that Pitney Bowes is current in processing mail at Capitol Heights. What does this mean in terms of receipt date?*

A: It means that there is no mail that has not begun to be processed, that is, Pitney Bowes is not holding mail. The Pitney Bowes-stated processing time is 2 to 3 weeks. However, processing can take longer. The Office does still receive some tubs of mail that contain material that is dated later than the 2 to 3 weeks.

Graphics and Demos a Hit at Hallway Chat!

Staff turned out in large numbers at the Hallway Chat on Wednesday, June 23, to see and hear about recent happenings on each of the reengineering fronts.

On the fifth floor of the Madison Building were poster mock-up boards of the overall space layout for the fourth and fifth floors, the fifth floor conference center, the Public Information Office, and a typical office layout. Samples of the color schemes for fabrics and finishes were also available for viewing. Staff from Leo A Daly and the Reengineering Program Office explained the designs, furniture, and workstation choices and configurations, and answered questions.

On the fourth floor, Reengineering Program Office staff and SRA personnel showed new screens for Receive Mail and Register Claim (cataloging and examining) processes. The group received comments from staff on minor improvements that will be considered as the builds continue. ∎

ABOVE *RPO staff were kept busy answering questions and explaining design elements.*

TOP LEFT *Ginny Kass explains the fourth floor plan to Geoffrey Henderson.*

BOTTOM LEFT *Mercedes Goetz, Design Project Manager from Leo A Daly, displays furniture finishes, fabrics, and workstation configurations.*

PHOTOS BY CHARLES GIBBONS

Office Implements Quick Hits

Judith Nierman

In doing the ground work for reengineering the Copyright Office, employees working on the process teams voiced many good ideas for improving Office procedures. Some of the ideas could be put into effect before all the new processes begin in Fiscal Year 2006. These immediate improvements to Office procedures were named "quick hits" and are being initiated now in most work process areas before all the reengineering plans for the Office are actualized.

Answer Request

The Information and Reference Division has initiated an electronic form for staff members requesting a stored deposit. Prior to introducing the electronic form, staff used paper forms to request the deposits. This quick hit creates an immediate transfer of the request to the storage facility, a consistent method of communication between staff in the storage facility and the Madison Building, and a tracking record of transferred deposits.

In addition, the Information and Reference Division Website Oversight Group has expanded the "Contact Us" and the English and Spanish FAQs on the Office website to help the public find answers to specific questions before calling or emailing the Office.

Maintain Accounts

The Receiving and Processing Division created a standard form for all Copyright Office staff to use when requesting refunds for remitters. The form serves as a record during audits and an explanation and authorization for refund requests.

Also, the Receiving and Processing Division is beginning to collect email addresses and fax numbers for Deposit Account (DA) holders. Representatives from the Fiscal Control Section who served on the COINS Migration Team asked for, and received, a space in New COINS where this information can be entered.

Process Licenses

The Licensing Division processes over $200 million dollars a year in royalty payments. Through the efforts of division staff, 94.7 percent of those funds now arrive via one of three means of electronic funds transfer: the Automated Clearing House (ACH) network; *Pay.gov*; or Fedwire, an electronic communications network operated by the Federal Reserve Board.

Receive Mail

Two quick hits were implemented in the Receipt Analysis and Control Center (RACC). A working agreement has been reached with Pitney Bowes whereby the Office receives deliveries of mail in date order from the off-site screening facility.

In addition, the RACC no longer processes materials in the Public Information Office (PIO). Now, PIO secures all fees, deposits, and forms received in a single day. The following morning, a Data Preparation and Recording Unit staffer transports the fees securely to Data Prep for data entry. Then a RACC staffer picks up the deposit copies and forms and transports them in a secure cart to the RACC where they can be processed efficiently.

Record Document

The Documents Recordation Section of the Cataloging Division creates public records of nearly 300,000 titles a year from submitted documents. While some documents contain a single title, others of the 16,000 documents processed annually for recordation may contain many thousands more, up to a record 42,000 titles in a single document. Not only must each title be entered into COP-ICS, the online record of recordations and registrations, but also authorship information, registration number, and other data. The work has been done by temporary staff and, recently, Serials Section recorders as an overtime project. A quick hit idea was to use word processing software to input document titles. A pilot project was successfully implemented last October to use an outside contractor for title data entry.

Another quick hit is having a designated technician from Data Prep handle all entry of documents data into COINS. Using a designated and trained technician has resulted in greater consistency, fewer errors, and less processing time.

Register Claim

Quick hits implemented in the Register Claim area aim to improve communication between the Examining and Cataloging Divisions. Cataloging and Examining representatives who are working on the various reengineering task groups, such as space planning and IT development, are gaining a more thorough understanding of each other's work. To increase understanding of each other's work and policies, division representatives are talking more across division lines, particularly in the areas of referrals and cataloging rules.

A designated Cataloging Division staffer is coordinating referrals, that is, questions raised by catalogers that need to be referred to the Examining Division. Cataloging and Examining supervisors communicate with each other on issues related to referrals and can resolve certain issues more quickly. While this process was ongoing before the reengineering project began, it now has a new emphasis and energy.

An additional initiative is to detail Cataloging staff to Examining to gain in-depth exposure to examining practices and procedures. ■

Q: *In the presentation it was also mentioned that there was mail that had tested positive. Tested positive for what?*

A: Biocontaminants. If there is a positive reading, the mail is held and the machine filters are sent off-site for further testing to identify the substance. If any dangerous contaminants are discovered, the Office would be notified.

Q: *In the transition from old to new systems, what happens to UBs and the Card Catalog?*

A: There is a project underway to study the feasibility of converting copyright records from 1790 through 1977, which includes the Copyright Card Catalog. Cost will be a factor in determining what will be converted. UBs will be phased out. Upon implementation of reengineering, files maintenance will be a "bridge activity," meaning that a small staff will continue to maintain files for a short period of time.

Q: *Will staff be able to modify catalog records in the new systems?*

A: Yes. Corrections/modifications can be made easily.

Q: *What happens to the old applications?*

A: The Office is looking at moving them to temporary storage for a period of 6 months, after which they would be moved to permanent offsite storage site, such as Iron Mountain or Ft. Meade. The Office is also looking at ways to ensure easy retrieval of these materials while they are in temporary storage.

An electronic version of the All Hands presentation is located on the Copyright Office Intranet site at *www.loc.gov/staff/copyright*. ■