

## **Copyright Claims Applications: The Role of the In-Processing Section of the Copyright Office, Smithsonian Office of Policy and Analysis**

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### **Abstract:**

In 2009 the Smithsonian Institution Office of Policy and Analysis (OP&A) reviewed the work flow and procedures of the In-processing Section of the Receipt, Analysis, and Control Division at the request of the Copyright Office (Library of Congress). The objective was to improve efficiency and customer service. The focus was basic copyright claim applications, which account for the bulk of the applications. Data and information came from observation of work processes, audits of containers of mail, interviews, document review, claims registration data, and discussions with four organizations whose volume of mail is similar to that of the Copyright Office. The study proposed recommendations relating to efficiency, performance accountability, security, and customer service.