Customer Service at the Records Research & Certification Section of the US Copyright Office, Smithsonian Office of Policy and Analysis

Abstract:

In 2010 the Copyright Office (Library of Congress) contracted with the Smithsonian Office of Policy and Analysis to assess how the Records, Research & Certification of the Information and Records Division might improve customer service. Data and information came from observations and ratings of interactions with customers and "mystery shoppers"; interviews; data from a performance reports database and the OpinionLab website satisfaction survey; an online survey of customers review of the literature on contact center best practices; and discussions with three leading contact center organizations. The study provided recommendations in the areas of management, staffing, technology, productivity, performance standards, quality assurance, and accountability.