

**SUPPLEMENTAL REPORT: Update on the Customer Satisfaction Survey for the Public Information Office and Records Research & Certification Section of the US Copyright Office and Recommendations with Respect to an Ongoing Survey of Customer Satisfaction, Smithsonian Office of Policy and Analysis**

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Abstract:

In September 2010 the Smithsonian Office of Policy and Analysis submitted reports on the quality of customer service provided by the Public Information Office and Records Research and Certification Section of the Information and Records Division (I&RD) of the US Copyright Office (Library of Congress). The information was collected during a pilot test of an online survey that the Copyright Office might use to assess customer satisfaction on a regular basis; the data could also be used to develop baselines for future performance measurement. Recommendations on ways to get customer input on the quality of service they received are provided.