

**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**

**Office of Policy and Analysis
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Introduction

In September 2010 the Smithsonian Office of Policy and Analysis (OP&A) submitted two reports on the quality of customer service provided by the Public Information Office (PIO) and Records Research and Certification Section (RR&C) respectively, both under the Information and Records Division (I&RD) of the US Copyright Office (CO). The reports contained data and an analysis of responses, as of August 24, 2010, to the online survey OP&A developed to pilot test questions to assess customer satisfaction for possible later use by the Copyright Office, and to derive baseline statistics for performance measurement in the two sections. OP&A contracted with an online survey company to implement the survey with customers of PIO and RR&C. PIO and RR&C agents provided the URL to walk-in, telephone, email, and other customers. This memorandum presents the results of responses to the survey through October 7, 2010, at which time OP&A closed down the survey.

Survey Responses as of October 7, 2010

By October 7, when the survey was closed, 175 customers had accessed the URL, with 139 completing the survey (a 79% response rate).¹ Since the study team does not know how many customers were actually given the URL, it is impossible to compute a cooperation rate and, therefore, to assess the representativeness of the survey responses. Further, the team was aware that once the survey was available online, not every customer was told about it. Thus, the study team cannot estimate the percentage of customers who chose not to participate in the survey.

It should be noted that during the time period between August 24 and October 7, it appears that PIO and RR&C staff were more likely to have provided the URL to email than to other customers, since the URL was part of the closing information automatically incorporated into PIO and RR&C responses to customer requests for service and queries. To the extent that email, telephone, and walk-in customers may have had different experiences, these final survey responses may differ from those in the earlier reports.

The findings reported here should be considered statistically significant although the number of respondents is small, which also means the confidence intervals are relatively large.² However, they are suggestive, especially as they are consistent with the general customer satisfaction research literature. Despite the skew toward email customers in the

¹ The data in the final reports reflect the responses of the 68 customers who completed the survey, out of 83 who accessed the URL (a response rate of 82 percent).

² A conservative approximation of a 95% confidence interval for PIO responses is +/- 11% and for RR&C responses +/- 16%. Thus, differences between statistics should be larger than 11% for PIO and 16% for RR&C to be considered significant with more than 95% confidence.

post-August 24 survey respondents, the new data did not lead the OP&A study team to change the conclusions and recommendations made in the two reports.

The first part of this memorandum presents some key data from the survey responses. The second part presents conclusions, with the final part containing recommendations with respect to getting customer input on the quality of service they received. The full set of survey response data broken out by Section and type of interaction is presented in Addendum A to this memorandum, along with the open-ended comments. Addendum B is a copy of the pilot survey questionnaire.

Number of Respondents and Modes of Contact

The number and modes of contact of the survey respondents varied substantially over the four months the survey was active.

Number of respondents. Of the survey respondents, 67 reported having done business with PIO, 37 with RR&C, and 12 with both PIO and RR&C.³ (Another 41 survey respondents who said they did not do business with either Section were excluded from analysis.⁴) Respondents who transacted business with both Sections were asked to evaluate their experience with either PIO or RR&C, resulting in 73 doing so for PIO and 43 for RR&C.

PIO had more first-time customers (Table 1) and a larger percentage of customers served by email than did RR&C.⁵ Conversely, a larger percentage of RR&C customers walked into the Section than was true for PIO (Table 2a).

Modes of contact. More walk-in and telephone customers completed the survey in July, followed by August (Table 2b). Conversely, there were more email customers occurred in September, followed by August. Again, the September email number likely can be attributed to the greater frequency with which these customers received the URL and because the URL in the emails was an electronic link.

³ PIO handles a greater number of customer transactions annually than RR&C does. These responses total to more than the 139 people who were reported earlier as “completing” the survey because it includes some who terminated their responses before clicking on the last (concluding) button.

⁴ It may be that a substantial number of customers were not aware of the name of the Section with which they were transacting business, or forgot it before taking the survey.

⁵ The study team believes that telephone calls are under-represented in the survey and emails over-represented due to agent variability in distributing the survey URL.

Table 1
Frequency of Customer Contact with PIO and RR&C Annually
 (percent)

Contact Frequency	PIO	RR&C	PIO & RR&C Combined
First time	53	46	51
1 to 5 times per year	37	46	40
More than 5 times per year	10	8	10

Note: Percentages may not total to 100% due to rounding.

Table 2a
Method of Customer Contact with PIO and RR&C
 (percent)

Contact Method	PIO	RR&C	PIO & RR&C Combined
Telephone	25	27	26
Walk-in	7	14	10
Email	65	54	61
Postal mail	2	3	2
Fax	0	3	2
Other	2	0	1

Table 2b
Distribution of Survey Responses by Section and Mode of Contact

		PIO				RR&C				PIO & RR&C
		Walk-in	Telephone	Email	Other	Walk-in	Telephone	Email	Other	Total
		(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)
July	% of month's responses	11	32	18	0	11	14	11	4	101
	% of all column responses	60	53	11	0	60	40	15	50	
August	% of month's responses	3	12	39	6	6	12	21	0	99
	% of all column responses	20	24	30	100	40	40	35	0	
September	% of month's responses	3	8	61	0	0	5	21	3	101
	% of all column responses	20	18	52	0	0	20	40	50	
October	% of month's responses	0	17	50	0	0	0	33	0	100
	% of all column responses	0	6	7	0	0	0	10	0	

Note: Percentages may total to more than 100% because of rounding.

Both the CO website and internet searches played a substantial role in directing customers to PIO and RR&C: more than half of PIO and RR&C respondents reported having visited the CO website (Table 3).

Table 3
Where Customers Got Information About Contacting PIO and RR&C
(percent)

Source of Contact Information	PIO	RR&C	PIO & RR&C Combined
CO website	62	65	63
Local library	0	3	1
Web search	23	24	23
Other	23	24	23

Note: Respondents could select more than one response.

Customer Background

Customers described themselves similarly. They were most likely to be the creators of material (59-60%), followed by legal professionals and authorized agents (Table 4).

Table 4
Self-Description of Customers, PIO and RR&C
 (percent)

Self-Description	PIO	RR&C	PIO & RR&C Combined
Creator	59	60	59
Legal professional	12	17	14
Publishing professional	5	0	3
Authorized agent	12	6	10
Potential user of copyrighted work	5	6	5
Other	8	11	9

Reasons for Contacts

The reasons customers gave for contacting PIO and RR&C were broadly distributed, but very few contacted either Section to correct errors in Copyright communications (Table 5).

Table 5
Reasons for Customer Contact with PIO and RR&C
 (percent)

Reasons	PIO	RR&C
Because I could not find information on the Copyright Office Website	24	n.a.
I could not understand the language and information on the Copyright Office website	11	n.a.
To follow up on communication from the Copyright Office	14	24
To correct error in a Copyright Office communication	4	15
To register a claim to copyright for a new work	10	n.a.
To obtain information on how to register a copyright	18	n.a.
To check on status of my registration claim	19	n.a.
To obtain information on copyright fees	4	n.a.
To check registration status of someone else's copyright	4	n.a.
To obtain a certified copy of my copyright registration	n.a.	24
To conduct a search of Copyright registrations	n.a.	18
To pay for a service provided by the Registration, Research & Certification Section	n.a.	9
To obtain information on conducting a registration search	n.a.	15
To obtain information on getting a certified copy of my registration certification	n.a.	15
Other	23	24

n.a. Not asked for that office.

Note: Respondents could select more than one response.

Respondent Suggested Improvements

The survey presented respondents the opportunity to offer their suggestions on how the CO unit they interacted with could improve its customer service. Some respondents offered positive feedback, particularly with respect to the individual with whom they interacted. These respondents described the representatives as “excellent” and “extremely helpful” and noted that they “enjoy going to the Copyright Office” because of CO’s “utmost proficiency.” Others simply noted that they were “completely satisfied” and urged CO to “keep up the good work.”

However, as would be expected in a question that asks for improvements, the bulk of comments were negative. Several respondents identified their frustration from receiving ‘pat’ answers “which did not answer what I was asking” or links to large amounts of text on the website. One respondent suggested CO should “provide as simple, clear and complete answers as possible” while another wanted the representatives to “put more detail in answers.” Others noted a lack of responsiveness on the part of the CO. In the words of one respondent, “When it’s stated that follow-up will be provided in a few days—do it.” Other respondents were critical of the tone of the representative, offering “I felt rushed and expected to know certain verbage” and “if someone provides you with incorrect information, before taking a terse tone in correcting them, consider that the wrong information may actually have originated with one of your colleagues.”

Many respondents also commented on what they saw as excessively long processing times for registering their copyrights. Some also noted long wait times for the phone queue or receiving responses to email inquiries, or advocated for increased staffing. Several noted frustrations with eCO and suggested that CO should try to emulate the trademark side of the PTO website. Complaints about the fee structure for RR&C were also registered.

Satisfaction Ratings

Before looking at the ratings of customer satisfaction, it is important to bear in mind that, as noted in footnote 2, the confidence interval for PIO is $\pm 11\%$ and for RR&C is $\pm 16\%$. Thus, any change in the September and October statistic can only be considered significant if it is greater than those margins of error. Thus, for example, a decrease of 12% in a PIO satisfaction rating is barely significant. In addition, given the very small number of walk-in customers, a low or high rating by just one person can substantially change the overall rating (this occurs in Table 7, for example, where a rating goes from 100% to 40% Delighted because the September figure was based on only two responses and the October figure on only three more responses).

On a five-point scale (Delighted, Very Satisfied, Satisfied, Dissatisfied, and Very Dissatisfied), 34% of survey respondents said they were Delighted with their most recent contact with PIO (Table 6). The percentage marking the top two ratings was 63%, while 19% selected Dissatisfied or Very dissatisfied.

RR&C customers were less satisfied with their experience than PIO customers, with only 43 percent Delighted or Very Satisfied and nearly half unsatisfied (Dissatisfied or Very Dissatisfied).

Table 6
How Customers Felt About Their Most Recent Contact with PIO and RR&C
(percent)

Satisfaction Ratings	PIO	RR&C	PIO & RR&C Combined
Delighted	34	23	30
Very satisfied	29	20	26
Satisfied	19	9	15
Dissatisfied	8	31	16
Very dissatisfied	11	17	13

Specific aspects of the contact with PIO and RR&C received higher ratings when looking at the top response (best) only than was the case for overall satisfaction (Table 7⁶). For example, on the two timeliness questions, 75% and 100% of respondents said the wait times were reasonable. In the case of questions relating to the empathy of the information specialists, the ratings were between 52% and 80%.

⁶ The service aspects of customer satisfaction in Table 7 are discussed in the general literature on this topic. Only “Delight about the accuracy and reliability of PIO information” was lower than the overall satisfaction with PIO. The lower figure for “Delight with cleanliness, comfort and layout of physical facilities” was only rated by 5 (PIO) and 4 (RR&C) customers and should not be considered.

Table 7
How Customers Felt About Different Aspects of
Their Most Recent Contact with PIO and RR&C
(percent of customers selecting the most favorable rating option)

Interaction Aspect	PIO	RR&C	PIO & RR&C Combined
Waited a reasonable time to talk with a representative	85	100	90
Waited a reasonable time before a representative was able to help	93	75	88
Telephone tree message very easy to understand and navigate	60	29	50
Delighted with cleanliness, comfort, and layout of physical facilities	40	0	22
Completely treated with respect and courtesy	76	80	77
Communication was easy to understand and useful	66	63	65
Completely responsive in answering questions	67	59	64
Cared about customer as an individual	57	55	56
Completely sensitive to customer's needs	57	57	57
Treated questions as very important	60	52	57
Delighted about accuracy and reliability of information	33	26	31
Questions handled in a professional manner	67	63	65
Answers never conflicted with earlier answers from CO	54	n.a.	n.a.

n.a. Not asked for that office.

Customers gave the lowest ratings to:

- Telephone tree message very easy to understand and navigate (50% overall)

- Delighted about accuracy and reliability of information (31% overall)⁷
- Answers never conflicted with earlier answers from CO (54% PIO only).

The OP&A study team carried out further analysis using cross-tabulations of respondent ratings for the different aspects of the contacts listed in Table 7 with their ratings for overall satisfaction. The following aspects are significantly correlated with customers' overall satisfaction ratings and can be considered a statistically significant⁸ predictor of customer satisfaction with this sample of surveyed PIO customers:

- Communication was easy to understand and useful.
- Responsiveness in answering questions.
- Cared about customer as an individual.
- Sensitive to customer's needs.
- Treated questions as important.
- Accuracy and reliability of information.
- Questions handled in a professional manner.
- Waiting time to talk with a representative.
- Waiting time before a representative was able to help.
- Treated with respect and courtesy.

Even though the number of responses was small, the study team used logistic regression⁹ to explore the relationships further. The rating of one aspect of customer service emerged as the most important predictor of the level at which customers in this sample rated their overall satisfaction: "How did you feel about the accuracy and reliability of the information you received?" Although other aspects were also significantly correlated with overall satisfaction, being delighted with accuracy and reliability was the most important statistically.

⁷ This significant decrease is a result of the large increase in email customers' responses between the two analyses.

⁸ Based on the chi square statistic.

⁹ Dichotomized satisfaction (Delighted and all other categories) was regressed on the different aspects of customer service in Table 7.

Just over three out of five respondents who rated their contact with PIO said that they would recommend PIO as a good way to handle copyright questions: 64% Definitely; 21% Likely; 3% Not sure; 7% Somewhat unlikely; and 5% Very unlikely.

Within the very small number of respondents who contacted PIO to check on the status of their claim, a majority would prefer to talk with PIO rather than use the CO website to check the status of their registration claim, even when they had a service record number: 50% Would prefer to call PIO by telephone; 13% Definitely would use the website if possible; 13% Probably would use the website if possible; and 25% Not sure.

Key Baselines for Customer Satisfaction

The OP&A study team identified five customer satisfaction questions from the survey that it thought were particularly important in gauging the quality of service. The five are presented below along with the percentage of customers providing the top rating for the question:

30% Delighted	Overall, how do you feel about your experience with this Copyright Office unit?
31% Delighted	How did you feel about the accuracy and reliability of the information you received?
65% Easy	Was the Copyright Office unit's communication with you (letter, email, telephone, or in person) easy to understand and useful?
57% Very Important	Did the Copyright Office unit's representative treat your questions as important?
77% Completely	Were you treated with respect and courtesy?

Conclusions

After reviewing the October 7 dataset against the August 24 dataset, the OP&A study team found that the conclusions reached in the September reports remained valid. If anything, the data reinforced them. Even taking into account that the sample of respondents was small and therefore cannot be said to be representative of the public that contacts PIO and RR&C, and that the respondents in September/early October were skewed toward those communicating by email, the picture that emerges from the data is that the quality of

service merits improvement. Again acknowledging that there was likely a bias in the open-ended comments toward unhappy customers, the study team still found them very revealing about the nature of the problems indicated by the quantitative data, and certainly suggestive of a need to improve service. Of particular concern in both the quantitative and qualitative data are the issues with empathy, accuracy, and responsiveness. Also noteworthy is that only 34% and 23% of customers gave PIO and RR&C, respectively, the top rating for overall satisfaction. Based on the study team's review of best practices of contact centers, many world-class ones set their targets at more than 90 percent of customers marking the top option.

Based on information provided by the survey responses, the study team concludes that I&RD would benefit from continued input from customers, both quantitative and qualitative and that an online survey is the preferred customer satisfaction measurement tool. Nearly all customers have access to an Internet site where the survey can be accessed and completed. In addition, an online survey tool offers significant advantages over a paper one both for the customer and the Copyright Office. In the case of customers, it is easy to access and can be completed at a convenient time. The latter may contribute to a willingness to provide substantive narrative comments. For I&RD, the online survey offers ease of preparing analytical datasets, survey modification (e.g., to add temporary questions relevant for a limited period of time), and data reporting (many analyses can be done in real time), and lower cost in terms of distribution, collection and processing of the data, and report preparation. Given the experience of the OP&A study team, the response rate with online surveys of satisfaction is roughly consistent with, or greater than, paper questionnaires. One distinct advantage of online surveys is customers provide much longer, and more complete open-ended explanations and detailed answers.

The questions that the study team believes need to be included in a survey—all of them tested in the pilot study survey—are the following (with, as noted, the option of adding temporary questions as desired):

1. How did you contact this Copyright Office unit most recently (today or your last contact)?
2. Why did you contact the [appropriate unit] most recently?
3. Overall, how do you feel about your experience with this Copyright Office unit?
4. How do you feel about the accuracy and reliability of the information you received?
5. Was the Copyright Office unit's communication with you (letter, email, telephone, or in person) easy to understand and useful?

6. Did the Copyright Office unit's representative treat your questions as important?
7. Were you treated with respect and courtesy?
8. Please use this space for any comments you have regarding your Copyright Office experience and how we can improve our services.
9. If you would like us to follow up with you to get further information on your experience or to resolve a problem, please provide your contact information here.

It is preferable to have separate surveys for PIO and RR&C, given the significant number of customers who did not know which Copyright Office (CO) unit they had dealt with when confronted with a choice between the two Sections on the pilot online survey.

It is important to make the survey available to customers following each transaction with PIO and RR&C to the extent possible. Optimally, this means having an email address to which an electronic link to the URL link can be sent within 24 hours of the transaction. Where the customer interaction originates with an email to PIO or RR&C, this is easy to accomplish by including the URL link in a prominent location on the PIO/RR&C response to the customer. In the case of telephone callers, the study team thought that the initial dialogue of some staff, introducing the Section and themselves, notifying the customer that the call might be monitored for quality assurance, and then inviting the customer to participate in the electronic survey and asking for an email address seemed to result in a fairly high percentage of customers providing email addresses. To that the study team suggests reminding the customer at the end of the call of the importance of PIO/RR&C getting feedback on the customer's experience. I&RD might also consider alerting customers to the survey through the telephone tree message and posting a link on the CO website. That latter raises the question of how to direct customers to the appropriate survey tool. One alternative might be to post three links (PIO, RR&C, and "Not Sure" that would ask a couple of questions to narrow the guess about the appropriate unit).¹⁰

Ideally, administration of a customer satisfaction survey, including online, is carried out by a party independent of the organization or unit within the organization designated to seek customer input. Use of a third party to administer the survey protects the anonymity of respondents if they so choose; I&RD staff can be used to provide customers with the URL

¹⁰ Posting the survey link as a button on the CO website raises the possibility that non-customers could also respond to the questions unless some security is added, such as requiring a password ("PIO" or "RR&C") provided by I&RD agents to get into the survey (which could replace the first question). Any added security would probably reduce the response rate by an undetermined amount.

link to the survey, with its administration handled by the Copyright Technology Office or another non-I&RD unit within CO or by a private company.¹¹

A final point is that implementation of a customer satisfaction survey will support the development of a culture of quality service and performance measurement within CO.

Recommendations

1. Implement a separate online survey for PIO and RR&C to get input from customers on the quality of the service the Sections provided:
 - a. Include a limited number of questions about basic demographics and key measures of the quality of customer service:
 - How did you contact this Copyright Office unit most recently (today or your last contact)? (Telephone, email, Walked-in, Fax, Other)
 - Why did you contact the [appropriate unit] most recently? (List varies with unit, *PIO*: Because I could not find information on the Copyright Office website, I could not understand the language and information on the Copyright Office website, To follow up on communication from the Copyright Office, To correct error in a Copyright Office communication, To register a claim to copyright for a new work, To obtain information on how to register a copyright, To check on status of my registration claim, To obtain information on copyright fees, To check registration status of someone else's copyright, Other; *RR&C*: To obtain a certified copy of my copyright registration, To conduct a search of Copyright registrations, To follow up on communication from the Copyright Office, To correct error in a Copyright Office communication, To pay for a service provided by the Registration Research and Certification Division, To obtain information on conducting registration search, To obtain information on getting a certified copy on my registration certification, Other)
 - Overall, how do you feel about your experience with this Copyright Office unit? (Very dissatisfied, Dissatisfied, Satisfied, Very satisfied, Delighted)

¹¹ OP&A confirmed with representatives from OpinionLab that the survey could be added to the existing Library of Congress contract, which provides ratings of satisfaction with the CO website. OP&A uses Qualtrix, a private survey firm with which it has an annual contract to conduct online surveys.

- How do you feel about the accuracy and reliability of the information you received? (Very dissatisfied, Dissatisfied, Satisfied, Very satisfied, Delighted)
 - Was the Copyright Office unit's communication with you (letter, email, telephone, or in person) easy to understand and useful? (Not at all, Somewhat, Mostly, Completely)
 - Did the Copyright Office unit's representative treat your questions as important? (Not Important At All, Not Very Important, Moderately Important, Very Important)
 - Were you treated with respect and courtesy? (Not at all, Somewhat, Mostly, Completely)
 - Please use this space for any comments you have regarding your Copyright Office experience and how we can improve our services. (Open-ended)
 - If you would like us to follow up with you to get further information on your experience or to resolve a problem, please provide your contact information here. (Open-ended)
2. Ensure that every customer is given an opportunity to respond to the survey following each transaction by adopting automatic mechanisms for providing the URL to the extent possible:
- a. For emails, display the link to the survey URL prominently at the beginning or end of the PIO/RR&C email response, with brief words encouraging participation and thanking the customer for doing so.
 - b. For telephone callers,
 - i. Have employees alert customers, after the initial salutation, to the importance of offering feedback on their experience and asking for an email address to which PIO/RR&C can send the link to the survey or direct them to the CO website with a password.
 - ii. Have staff remind customers at the end of the call to participate in the survey.
 - iii. Ensure the email with the link to the survey goes out within 24 hours of the interaction.

- iv. Include in the telephone tree message encouragement to participate in the survey.
- c. For walk-in customers, after the agent completes the initial greeting, ask the customer for an email address or, if he/she has no email address, provide a survey form to be filled out before the customer leaves and/or card with instructions on how to access an online survey form on the CO website.

Addendum A: Responses to the Customer Satisfaction Survey, PIO and RR&C, as of October 7, 2010

Note:

- i. Percentages may not total 100% due to rounding.
- ii. In some cases the respondent could mark only one answer and in other cases more than one answer, as indicated at the end of each question.
- iii. n.a. means "not asked" because the question was inappropriate for that unit or contact mode.

How often do you do business with this Copyright Office unit during a normal year? (Mark only one answer.)

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Never	0	7	0	7	10	0	0	3
It was my first time	47	52	29	49	40	55	14	43
1 to 5 times	47	34	29	37	50	40	57	46
13 to 24 times	0	7	0	4	0	5	14	5
25 or more times	6	0	43	6	0	0	14	3
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	17	44	7	68	10	20	7	37

Where did you obtain information on how to contact this Copyright Office unit? (Mark all that apply.)

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Copyright Office website	53	67	57	62	89	67	29	65
Local library	0	0	0	0	0	6	0	3
Web search	29	24	0	23	11	39	0	24
411 or information operator	0	0	0	0	0	0	0	0
Other	29	17	43	23	11	11	71	24

Note: "Other" responses—telephone and email, 1 customer

In your most recent business with this Copyright Office unit, which of the following describes you? (Mark only one answer.)

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Creator	71	60	29	59	56	74	29	60
Legal Professional	18	10	14	12	22	5	43	17

Publishing Professional	6	5	0	5	0	11	0	6
Authorized Agent	6	10	43	12	11	5	0	6
Potential user of a copyrighted work	0	7	0	5	11	5	0	6
Other	0	10	14	8	11	5	29	11
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	17	42	7	66	9	19	7	35

Why did you contact this Copyright Office unit most recently? (Mark all that apply.)

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Because I could not find information on the Copyright Office website	19	30	0	24	n.a.	n.a.	n.a.	n.a.
I could not understand the language and information on the Copyright Office website	13	12	0	11	n.a.	n.a.	n.a.	n.a.
To follow up on a communication from the Copyright Office	12	16	14	15	0	32	33	24
To correct an error in a Copyright Office communication	6	5	0	4	22	16	0	15
To register a new claim to copyright for a new work	6	2	71	10	n.a.	n.a.	n.a.	n.a.
To obtain information on how to register a copyright	12	25	0	19	n.a.	n.a.	n.a.	n.a.
To obtain information on conducting a registration search	n.a.	n.a.	n.a.	n.a.	11	16	17	15
To obtain information on getting a certified copy of my registration certification	n.a.	n.a.	n.a.	n.a.	22	11	17	15
To obtain a certified copy of my copyright registration	n.a.	n.a.	n.a.	n.a.	22	26	17	24
To conduct a search of Copyright registrations	n.a.	n.a.	n.a.	n.a.	22	11	33	18
To pay for a service provided by the Registration Research and Certification Division	n.a.	n.a.	n.a.	n.a.	11	11	0	9
To check on the status of my registration claim	47	14	0	21	n.a.	n.a.	n.a.	n.a.
To obtain information on copyright fees	6	5	0	4	n.a.	n.a.	n.a.	n.a.
To check the registration status of someone else's copyright	12	2	0	4	n.a.	n.a.	n.a.	n.a.
Other	18	25	43	25	11	21	50	24

Note: the open-ended comments are reported verbatim without editing.

Note: "Other" for PIO

- a. To obtain a copy of registered work;
- b. To investigate the registration of copyrights;
- c. To find out about multiple authors;
- d. To find details on info to include;
- e. To file a document that cannot be filed online;
- f. to check info on a compilation work -- novel and screenplay forms;
- g. I wanted to change my address to a PO Box because my safety is at risk but I couldn't find where to change it;
- h. I DELETED MY CASE NUMBERS IN ERROR AND THE COPYRIGHT OFFICE PUT THEM ONLINE FOR ME ;
- i. Had question with regard to status of registration claim;
- j. Could not properly use the sight;
- k. clarification.

Note: "Other" for RR&C

- a. Where is my copyright?;
- b. transfer copyright to me;
- c. To check on a copyright

Overall, how do you feel about your experience with this Copyright Office unit?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Delighted	73	23	14	34	44	11	29	23
Very satisfied	7	35	43	29	33	11	29	20
Satisfied	0	23	29	19	11	5	14	9
Dissatisfied	13	5	14	8	11	47	14	31
Very dissatisfied	7	14	0	11	0	26	14	17
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	43	7	65	9	19	7	35

Did you have to wait what you considered an unreasonable amount of time before a representative started to talk with you? (Telephone and walk-in customers only.)

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Unreasonable time	20	n.a.	0	15	0	n.a.	0	0
Reasonable time	80	n.a.	100	85	100	n.a.	100	100
Total (%)	100	n.a.	100	100	100	n.a.	100	100
Valid # cases	15	n.a.	5	20	8	n.a.	3	11

Note: Open-ended comments are reported verbatim without editing.

Note: Duration of "unreasonable wait times" marked by PIO telephone customers—5 to 10 minutes, 1 customer; 10 to 15 minutes, 1 customer; and more than 15 minutes, 1 customer.

Did you have to wait what you considered an unreasonable amount of time before a representative was able to assist you?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Unreasonable time	7	5	14	7	13	40	0	25
Reasonable time	93	95	86	93	88	60	100	75
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	39	7	61	8	15	5	28

Note: Open-ended comments are reported verbatim without editing.

Note: Unreasonable wait times for PIO telephone customers— More than 15 minutes, 1 customer.

Unreasonable wait times for RR&C telephone customers— More than 15 minutes, 1 customer

Note: PIO customer comments

- a. I mailed something several weeks ago and did not get a response yet. I feel the information on the internet is overwhelming
- b. it can take up to three days-sometimes
- c. It took 15 months from the time I mailed in my copyright claim until I received my copyright certificate. Your office lost my initial CD and did not realize it until 12 months later, so I had to send in another. Then your office sent me NUMEROUS emails and misunderstood my replies, so kept requesting information that I had already sent. It was a nightmare getting this material copyrighted.

Note: RR&C customer comments

- a. i am still waiting. it will be a year on 27 sept;
- b. I have been writing periodically for well over the past 2 years to obtain the status of our copyright application/registration;
- c. I waited over 2 years to receive my copyright certificate;
- d. Our original submission was June 2009. After numerous communications with the copyright office, we are still waiting;
- e. This is now my fourth request for information regarding certificates for The Bakersfield Californian. My first request was on August 5. On August 23 I sent another email requesting the same information and got a reply saying "You should expect a respons within 3 to 5 business days." I got no answer. The third request was sent Sept. 8 and I received a reply saying, "Please allow 10 business days for a reply." It's been 15 days and still no answer. It has now been a total of almost 2 months sincemy original request for information and I still have nothing from your office. This is becoming a very frustrating situation. We have checks outstanding which you have not cashed. Some of these checks were even re-issued because they were stall dated. Can someone PLEASE get back to me with answers as to the status of the certificates for the months of May, June, July and August 2008 and June 2009;
- f. Was advised to call (202) 707-6345. Called twice. Left messages. Never received a reply call. It's been almost four weeks now.

Was the telephone message detailing which number to push to reach different Copyright Office services difficult or easy to understand and navigate?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Very Difficult	0	n.a.	n.a.	0	0	n.a.	n.a.	0
Difficult	0	n.a.	n.a.	0	0	n.a.	n.a.	0
Easy	40	n.a.	n.a.	40	29	n.a.	n.a.	29
Very easy	60	n.a.	n.a.	60	71	n.a.	n.a.	71
Total (%)	100	n.a.	n.a.	100	100	n.a.	n.a.	100
Valid # cases	15	n.a.	n.a.	15	7	n.a.	n.a.	7

How did you feel about the cleanliness, comfort, and layout of this Copyright Office unit's physical facilities?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Very Dissatisfied	n.a.	n.a.	0	0	n.a.	n.a.	0	0
Dissatisfied	n.a.	n.a.	0	0	n.a.	n.a.	0	0
Satisfied	n.a.	n.a.	0	0	n.a.	n.a.	25	25
Very Satisfied	n.a.	n.a.	60	40	n.a.	n.a.	75	75
Delighted	n.a.	n.a.	40	40	n.a.	n.a.	0	0
Total (%)	n.a.	n.a.	100	100	n.a.	n.a.	100	100
Valid # cases	n.a.	n.a.	5	5	n.a.	n.a.	4	4

How did you feel about quality and maintenance of Records Research and Certification Section's equipment for public access to records, copying, printing, etc.?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Very Dissatisfied	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	0	0
Dissatisfied	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	33	33
Satisfied	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	0	0
Very Satisfied	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	67	67
Delighted	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	0	0
Total (%)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	100	100
Valid # cases	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	3	3

Were you treated with respect and courtesy?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Not at all	0	2	17	3	0	7	0	3
Somewhat	7	12	0	10	11	13	0	10
Mostly	7	14	0	11	0	13	0	7
Completely	87	71	83	76	89	67	100	80
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	42	6	63	9	15	6	30

Note: Percentages may not total to 100% due to rounding.

Was the Copyright Office unit's communication with you (letter, email, telephone, or in person) easy to understand and useful?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Not at all	13	14	17	14	0	18	0	9
Somewhat	0	7	0	5	0	18	17	13
Mostly	7	16	33	16	33	12	0	16
Completely	80	63	50	66	67	53	83	63
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	43	6	64	9	17	6	32

Was the Copyright Office unit responsive in answering your questions?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Not at all	0	7	14	6	0	18	0	9
Somewhat	7	10	0	8	0	12	17	9
Mostly	13	22	14	19	22	29	0	22
Completely	80	61	71	67	78	41	83	59
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	41	7	63	9	17	6	32

Did you feel that the Copyright Office unit's representative cared about you as an individual rather than a number?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Not at all	0	8	14	7	0	19	0	10
Very Little	13	15	0	13	11	19	17	16
Mostly	7	27	43	24	11	31	0	19
Completely	80	50	43	57	78	31	83	55
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	40	7	62	9	16	6	31

Was the Copyright Office unit's representative sensitive to your needs?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Not At All	0	10	17	8	0	20	0	10
Very Little	13	13	0	12	11	13	17	13
Mostly	7	30	17	23	11	33	0	20
Completely	80	48	67	57	78	33	83	57
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	40	6	61	9	15	6	30

Did the Copyright Office unit's representative treat your questions as important?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Not Important At All	0	8	17	7	0	13	0	7
Not Very Important	0	10	0	7	0	19	0	10
Moderately Important	7	38	0	27	22	44	17	32
Very Important	93	45	83	60	78	25	83	52
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	14	40	6	60	9	16	6	31

How did you feel about the accuracy and reliability of the information you received?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Very Dissatisfied	7	15	17	13	0	24	17	16
Somewhat Dissatisfied	0	8	0	5	25	24	0	19
Satisfied	7	23	17	18	0	18	17	13
Very Satisfied	27	28	50	30	13	24	50	26
Delighted	60	26	17	33	63	12	17	26
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	39	6	60	8	17	6	31

Were your questions handled in a professional manner?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Never	0	8	0	5	0	18	0	9
Some were	7	8	17	8	0	24	17	16
Most Were	13	26	0	20	22	12	0	13
All Were	80	59	83	67	78	47	83	63
Total (%)	100	100	100	100	100	100	100	100
Valid # cases	15	39	6	60	9	17	6	32

How often did the answers conflict with answers that you may have received earlier from the Copyright Office website, Public Information Office, or other Copyright Office representatives?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Never	46	65	20	54	n.a.	n.a.	n.a.	n.a.
Sometimes	18	17	60	23	n.a.	n.a.	n.a.	n.a.
Most of the time	0	9	20	8	n.a.	n.a.	n.a.	n.a.
All of ohe time	36	9	0	15	n.a.	n.a.	n.a.	n.a.
Total (%)	100	100	100	100	n.a.	n.a.	n.a.	n.a.
Valid # cases	11	23	5	39	n.a.	n.a.	n.a.	n.a.

Note: Open-ended comments are reported verbatim without editing.

Note: PIO customer explanations

- a. We received a different, and apparently incorrect, Service Request Number from a different unit at the Copyright Office.
- b. The only thing that needs improvemant is a better explanation with details.
- c. The definition of "published works" led me to believe one thing, then a more experienced peer informed me that case law could suggest the opposite. I had already filed, so I needed to correct that filing. I was told by USCO I needed to email the details o that correction, which I did. Then I was told I *may* need to file a Form CA and to

- read Circular 8. Circular 8 says a Form CA is NOT appropriate for my situation, but the representative repeated that I *may* still have to.
- d. I need definitive answers, not "maybes". The cost difference in resolving this situation ranges from \$0 (email the corrections), \$35 (file new basic registration), \$100 (file Form CA) or \$2500 (do nothing and risk getting fined for providing false information)...
 - e. Just one SIMPLE LEARN NON-CONFLICTING ANSWER regarding Case 1-474857553 please?
 - f. Questions pertaining to why the online filing system does not always correspond to titles of applications on certificates of registration were not in conflict but it took follow-up communication to receive the answer to that question. It does seem unusual that the title on the application/certificate of registration does not always correspond precisely to the title on the online search.
 - g. My request for information was handled in plenty of time and in the most complete manner possible, thank you!
 - h. I was told the e-file system for music registration was much faster than regular mail.... I already have the regular mail certificates, and never got the certificates done by e-file, which were also pre-paid.
 - i. I NEED TO REGISTER A NOVEL/SCREENPLAY MANUSCRIPT. ORDINARILY, I WOULD DO THIS ONLINE BUT FOR WHATEVER REASON I CANNOT. PLEASE TALK TO ME VIA EMAIL, PONY EXPRESS, WHATEVER.
 - j. I have had 2 visits to the office in the last year, to register a claim. On both occasions the copyright office representatives were very impatient, and seem to treat my questions as burdensome. On my last visit, the representative was very disrespectful, and unwilling to help. I expected more of a facility like that.
 - k. I had spoken with a Representative last month to check on registrations and was informed that being they were filed through the eCO, I could check status on line and if there was a problem, we would be contacted. This Representative was not happy that I had elected to call to check on status. I checked the status today and one of the registrations was marked as "Discard." After speaking with Ms. Swann, she stated that the payment made back on 04/29/10 was never posted to my registration and she would get in touch with Accounting Department to have this solved. If the Representative I spoke with last month had checked the status thoroughly last month instead and being annoyed that I called, this may have been caught and we wouldn't have lost valuable time.
 - l. I had a previous question that was pleasantly answered but left one opening. I emailed this time to get an answer on this one hole, but instead of an answer, I got pointed in another direction.
 - m. I had a correction I needed to make on my application, I am a first time user of this site and when I called for help, one lady was real rude as if she was in a hurry, and it bothered her that I needed her to repeat something. So I called again to get a second opinion and another lady helped me and she told me exactly what to do in a better tone and I understood exactly this time what I needed to do. She told me to go to [www. copyright@loc.gov](mailto:copyright@loc.gov) and email my concerns to whomever.
 - n. I called on two separate occasions attempting to ascertain an answer concerning the proper amount of material to be sent in at one time/in each shipment, while still being allowed to send in later works under the same collection-Title and under same fee already paid, in light of info. I personally read on-line concerning a max. # of 50 works to be sent in at one time due to the amount of work involved in copyrighting/registering such 50 works. The answers were contrary to one another and now I am more than a little confused as to the proper and best method of delivery so that my material (approx. 350 in #) can and will be included in the same collection ("Do Ya' Know Where Yuh Chilluns At?!") for the same fee of \$50, which I already paid in March of this year. (And I have more works to be sent in later, in a new/different collection, as well). Your time and attention to this matter is greatly appreciated. You can reach me by phone or e-mail at 570-878-1719- or benjamin.bridges31@yahoo.com
 - o. After 10 months of waiting and hearing nothing about the forms and information I had sent in for copyright registration, I had to write to the copyright office three times before I finally received an answer. Eventually they told me that they had lost my initial submission, though they did have a record of having received it and they had assigned it a number. So I mailed in my material again. Then I heard nothing and had to email several times to get a response. Then they sent me email questions, and I sent back answers, but they kept emailing me with the same questions over and over again. After numerous email exchanges and 15 months of waiting, I did finally get my copyright registration. What a nightmare of red tape and bureaucracy this was!

Would you recommend the Public Information Office to friends or colleagues as a good way to handle questions about Copyright Office services or basic questions about copyright?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Very Unlikely	0	8	0	5	n.a.	n.a.	n.a.	n.a.
Somewhat Unlikely	0	8	17	7	n.a.	n.a.	n.a.	n.a.
Not Sure	7	3	0	3	n.a.	n.a.	n.a.	n.a.
Likely	13	24	17	21	n.a.	n.a.	n.a.	n.a.
25 or more times	80	57	67	64	n.a.	n.a.	n.a.	n.a.
Total (%)	100	100	100	100	n.a.	n.a.	n.a.	n.a.
Valid # cases	15	37	6	58	n.a.	n.a.	n.a.	n.a.

How good was the value of the service provided by the Records Research and Certification Section considering the fees charged?

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Excellent	n.a.	n.a.	n.a.	n.a.	56	29	75	43
Good	n.a.	n.a.	n.a.	n.a.	11	18	25	17
Fair	n.a.	n.a.	n.a.	n.a.	22	29	0	23
Poor	n.a.	n.a.	n.a.	n.a.	11	24	0	17
Total (%)	n.a.	n.a.	n.a.	n.a.	100	100	100	100
Valid # cases	n.a.	n.a.	n.a.	n.a.	9	17	4	30

Note: Percentages may not total to 100% due to rounding.

If you had had a Copyright Claim Service Record number, would you have used Copyright's website to find out the status of your claim rather than calling the Public Information Office? (PIO telephone sample only.)

Response	PIO				RR&C			
	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)	Telephone (valid %)	Email (valid %)	Other (valid %)	Total (valid %)
Definitely Would Use The Website If Possible	13	n.a.	n.a.	13	n.a.	n.a.	n.a.	n.a.
Probably Would Use The Website If Possible	13	n.a.	n.a.	13	n.a.	n.a.	n.a.	n.a.
Would Prefer To Call PIO By Telephone	50	n.a.	n.a.	50	n.a.	n.a.	n.a.	n.a.
Not Sure	25	n.a.	n.a.	25	n.a.	n.a.	n.a.	n.a.
Total (%)	100	n.a.	n.a.	100	n.a.	n.a.	n.a.	n.a.
Valid # cases	8	n.a.	n.a.	8	n.a.	n.a.	n.a.	n.a.

How could this Copyright Office unit improve its customer service?

PIO customer open-ended comments presented verbatim without editing.

- a. you guys are great no changes needed... i had a few problems understanding the registration procedure and what route to take with my music, but was answered and completely confident with my decisions in a matter of minutes. Thank You
- b. When a question is asked, DO NOT send paragraph upon paragraph of text copied from your manual. You have created a glitch for yourselves: you currently advise applicants that they can choose to have their date of birth and pseudonyms withheld from online viewing but when you were asked if that could be retroactive to previous records (quite a reasonable expectation) your rep just shoveled manual jargon and didn't answer the question. You are fast becoming as bad as the post office and you used to be so reliable and personable. Stop playing with the damn computers and relearn some social skills. I'd like a response from a supervisor if possible in this matter and also as to why it has taken nearly THREE YEARS to process one of my novels when most of my other work since then has gone through within two years and none of those forms were done online!
- c. We will all be delighted when the Copyright Office electronic communications systems, e.g., eCO applications, requests for reconsideration, etc. are as simple and efficient as the corresponding communications systems at the Trademark Office. The trademark side of the PTO Web site is highly laudable. Emulating that site would be a laudable achievement on the part of the Copyright Office.
- d. this is my first experience and i was surprised and delighted by the prompt response and that the information i sought was directly addressed, i.e., no irrelevant generic answers. i just filled out the survey and found it a little off-center; many of the questions were directed toward customers who had received personal (e.g., telephone) service rather than those like me who made an inquiry by e-mail, and there was no "n/a" response available.
- e. There was one thing I did not understand and if it is true it should be speeded up.
- f. I was told that the processing time for paper applications is 24 to 26 months and for electronic application 7 to 9 months. Since , I had registered one of my books in 206 in the Library of Congress and I am not sure of the exact processing time but I definitely remember it was not as long as this; about 45 days if I recollect correctly. So, the time frame for processing is too long. I had communicated with and received answers to my queries from copyinfo@loc.gov.
- g. The only thing I didn't like was that the person responding to my email sent me to a link where I had to dig around for my answer. They didn't tell me where to look or even just simple answer my question. I did eventually find it, but after reading the entire Copyright Office website I didn't want to have to read an entire PDF. I did find my answer though, which is well enough.
- h. the same-put more detail in answers.
- i. Telephone access can often be very slow, with substantial wait times.
- j. Provide as simple, clear, and complete answers as possible.
- k. People calling in need to know and feel that the people on the other end are there to help with their concerns. When we feel rushed we may leave out important info that could have been asked from the beginning
- l. It would definitely help if there were a faster time on taking the telephone calls...more employees perhaps? Or, less work to be done per individual? I don't know and I do understand budget-cuts, the economy crisis, et al...but i still don't understand why I was given two different answers to the same question. Also, the fee i was quoted of \$177.00 to retrieve some information regarding the material I have already sent in is absolutely ridiculous! It would be a one-page document, the info. I was requesting that high a fee is preposterous! Now I must struggle through MAYBE, somehow, obtaining the info. on my own, as I cannot at all afford such a fee to obtain the info. On the flip side, thank you for all time and assistance you provide!
- m. increase staffing
- n. In general, I have always received and appreciate the top notch customer service from this unit. However, I do have one suggestion. If someone provides you with incorrect information, before taking a terse tone in correcting them, consider that the wrong information may actually have originated with one of your colleagues.
- o. I was very surprised to have contacted a representative so quickly. She was very helpful, professional and happy to find the information that I deemed necessary. It actually made my whole day because I found out that I can promote and sell my music CD now instead of waiting for the actual hard copy registration to come in the mail.
- p. She verified that my forms were received January 14, 2010. Sorry I didn't get her name; she was great.
- q. I was very happy with my representative, Mr. Peter M. Yankevich.
- r. I was completely satisfied, so I have no recommendation. Thanks.

- s. I realize that the Copyright Office cannot give legal advice (and noted this in my question). The answer I received provided nothing more than what I had specifically stated that I had already found, and as a result provided absolutely no further clarity on an issue which seems to have no coverage in copyright law. I understand if there is a paucity of knowledge in the area, but I would have appreciated some semblance of an acknowledgment of this. If a response is going to be as canned as the one I receive, one might as well just have a program spit them out (at least that way the turnaround time might be less than a week).
- t. I have not had any issues with the services provided.
- u. I have never had such a "painless" experience in dealing with government transactions as I had today in registering my late husband's work. Ms Terry Hardy was extremely helpful in helping me complete the form required. She demonstrates what a responsible and knowledgeable public servant should be! Thank you.
- v. I had a question and received no answer. Instead I received your website which I already had.
- w. I can't think of anything right now. Thank you.
- x. HAVE SOMEONE CONSTANTLY STUDY THIS MATTER IN ORDER TO SIMPLIFY WORDING,ETC.PEOPLE HAVE SO MUCH TO READ AND SO MUCH IS TERRIBLY OVERSTATED.NO QUESTION:MOST INSTRUCTIONS SEEM TO BE "EXPLAINED" BY PEOPLE WHO HAVE NOT A CLUE AS TO HOW TO EXPLAIN THINGS.THIS IS INDEED A HUGE UNIVERSAL PROBLEM -- PLEASE!!! THINK ABOUT YOUR OWN PERSONAL EXPERIENCES,I.E.,INSTRUCTIONS ON HOW TO OPEN A CERTAIN PACKAGE,ETC.
- y. Have "ticket" numbers or something similar. If a person has a follow up question on an email, it would be nice to be able to refer to a "ticket" so the person receiving the follow up question can refer to the original email and original answer.
- z. Don't really know, this was my first time using it? my question was can I reproduce a book that is outdated, meaning once the copyrights expire in a book can I copy it for example. if a book was published in 1987 can I still copy it, some books you need permission to copy by calling the company. Maybe I am in the wrong area for this question. Thanks a lot
- aa. Don't fix what is not broken is my advice.
- bb. By offering the possibility of sending the answer in Spanish or in other languages of common use in the United States.
- cc. Be truthful, about e-file... I pre-paid, with e-file, and never got my copyright certificates
- dd. Allow individuals the ability to hide information (AT LEAST Address). Criminals can take advantage of your database. I have two small children and this worries me greatly. At least allow me to change it to a PO BOX.
- ee. A pat answer was provided which did not answer what I was asking.
- ff. Some of the links that I clicked on did not work. They came up with a blank page.
- gg. As it was email, which is always current, and because of electronic filing, the unit could have provided me with an address or internet link for the Canadian Copyright Office. They did acknowledge my country of origin.

RR&C customer open-ended comments presented verbatim without editing.

- a.
 1. Send a "Registration Completed In Full" e-mail after all data has been successfully entered. Saying "Pending" isn't enough, since that the same comment that comes up after each individual step of the process.
 2. Provide more information on disabling pop-up protectors. This was confusing for me. I disabled mine in my Firefox browser, but what about those in other browsers that are closed and those in virus and adware protection software? Do they interfere with the data entry process? I was uncertain about these and I didn't know what to do about them. (Mickey J. Martin)
- b. This is a record of the communication in question concerning a poetic compilation called Gudger Muses I emailed them for information on. I may have selected the wrong category at the beginning of this survey.

RE: status Gudger Muses Volume V
 Friday, October 1, 2010 4:21 PM
 From: "Copyright Information" <copyinfo@loc.gov>
 To: "Victor Miller" <tnuhcnz@yahoo.com>
 Cc: "Copyright Information" <copyinfo@loc.gov>

Dear Victor Keith Miller,

Our records show that your claims are currently in process. Your service request and receipt date are listed right next to the titles of your work. Please refer them in future correspondence.

TITLE	SR #	Receipt date
GUDGER MUSES, VOLUME VI	1-168650959	12/2/2008
Gudger Muier Volume VII	1-187328671	4/9/2009
Gudger Muses, V. IX	1-312448760	11/27/2009

For non-electronic, paper submissions, processing is currently taking approximately 26 months; see <http://www.copyright.gov/help/faq/faq-what.html#certificate>. The registration is effective on the date of receipt of the submission. Once the process is completed, we will mail a certificate of registration. You do not need a copyright registration number or certificate in order to proceed with publication. See <http://www.copyright.gov/help/faq/faq-what.html#certificate> and <http://www.copyright.gov/circs/circ1.pdf>.

From: victor miller [mailto:tnuhcnz@yahoo.com]
 Sent: Tuesday, September 28, 2009 5:14 AM
 To: Copyright Information
 Subject: Re: status Gudger Muses Volume V

When can I expect receiving copyright registration on pending volumes of Gudger Muses, a poetic compilation, Volumes VI, VII, IX?

Vic Miller
 Heiskell, TN 37754
 865-49-0356

- c. The website needs to be clearer about:
 1. The difference between recording a copyright and the transfer of a copyright
 2. The fees for recording vs transfer
 3. The differences between online and paper recordings.
 4. The potential wait times caused by lack of personnel and the volume of documents

Can volunteers assist with the backlog of paperwork or computer processing?
- d. The only responses I have gotten to my three previous requests for the status of certificates going back as far as 2008 has been "You should expect a response within 3 to 5 business days. It will be noted that this is your second inquiry." and "Your inquiry has been forwarded to the supervisor of our Out Processing Section. Please allow 10 business days for a reply." To date (Sept. 30, 2010) I have received NO reply whatsoever as to the status of the certificates. I sent another request this morning which will probably be another futile attempt to get information.
- e. The gentleman who handled my call was excellent, but the issue itself is somewhat distressing. My copyright application, including paperwork, manuscript, and check, was received in September, 2008. Nearly two years later, I am without a certificate which, unfortunately, I must provide to the publisher for the new edition of the book. The absence of a certificate nearly two years later will delay/postpone re-release of that volume. I wish there were at least some sort of temporary certification which might get fired back, even as a .pdf file. The case number in question: 1-99727178. [This rant aside, I should append that the gentleman provided a great deal of advice on other issues. It was a pleasure dealing with him, notwithstanding the reason for my call. Also, I certainly understand that the LOC Copyright Office is absolutely deluged with applications these days, so things must, of necessity, go more slowly than they once did.] Respectfully submitted, -- Lenny Cavallaro
- f. The copyright office can improve on the time it takes to get a work copyrighted or certified. I've been waiting for more than a year now to get the certificate.
- g. Since my position as a trademark assistant in a law firm necessitates a lot of contact with all areas of Copyright, I actually ENJOY going to the Copyright Office because I know my filings, or whatever the 'job' is, will be handled with the utmost proficiency. If I should have any questions, the people are always very knowledgeable, or direct me to the right person or office to obtain the answers I'm seeking. I LOVE visiting and working with my "friends" at the Copyright Office -- they are ALL SUPER PEOPLE - friendly, very knowledgeable in their fields, and willing to go the 'extra mile' if I need additional

- assistance with a project! They have certainly changed my opinion of 'government' workers from years ago that all government workers were lazy, incompetent, and rude people!
- h. Send me emails of receivership of rs forms and materials sent by mail with my checkab
 - i. Quit providing "pat" answers.
 - j. When it's stated that followup will be provided in a few days - do it. I had to initiate another email (I waited 30 days!)to find out when you would provide the followup information.
 - k. it shouldn't take over 2 years and consant status inquiry from me for a simple application/registration to be approved. Note that the original registration did not require us to provide anything in addition to the original - so it shouldn't have been that difficult to issue the copyright.
 - l. Make it faster to obtain your copyright certificate. 2 years is way to long to wait!
 - m. Keep up the good work!
 - n. I asked if I should copyright my doctoral work. I was expecting a "Yes you do because" or "No you do not because" I think I'm up in the air as to whether copyright my original curriculum material or not!
 - o. I felt rushed and expected to know certain verbage, etc
 - p. I realize that it's unrealistic to expect the CO to make the reg.docs prior to 1978 available online--just too immense-- however, the current alternatives of come in in person and get help free, or pay for a min. of hours, \$165.00 per hour, are both extree as to distance, time, money, although understandable.
 - q. I do think that Rosemary--not me--the staff person who patiently explained my options was most cordial and encouraged me to find a DC friend who would go in and check my grandfather's record. I ppreciated her ideas and clear answers. I am an oft registered claimant in many docs.,so appreciate the immensity of what you are doing for us all.
 - r. Should there be any other alternative in the near future, please contact me. Thanks. Dr. Rosemary Le Potter
rosemary_potter@msn.com
 - s. I was asking for help in determining what documents I would need to transfer How to Talk Texan by John Farrell, 1986 to my name and how much it would cost. I given a link to a PDF file which I already had and no info about cost. Maybe I did not completelyunderstand the original PDF and I was looking for more help. This seemed more like a canned response to me. I saw no where in the PDF file anything about fees. Hopefully I can get a better one on one answer from your office.
 - t. I'm unsure whether I'm dealing with the division which controls the online registration and payment for a new copyright work. I found that division's software to be extremely cryptic and confusing though I have been a data processing professional for ove 25 years. I feel this portion of the Copyright Office needs attention.
 - u. deliver as promised. you have not met any of your self set dates.
 - v. Actually respond to questions submitted. I paid for copyright and requested a Library of Congress Control Number (LCCN). I received a reply by email to call the number that I posted earlier in this survey. When nobody answers that number, and when I did nt receive a call back, I replied via email to the message telling me to CALL the office. That merely earned me another email with this link to take the survey.
 - w. I am STILL WAITING TO GET A REPLY TO MY QUESTIONS. What is my Library of Congress Control Nuber (LCCN). service request number SR # 1-427772412

Addendum B. Pilot Customer Feedback Survey Instrument

IRD Copyright Office Customer Satisfaction

You recently contacted the United States Copyright Office. Copyright's Information and Records Division contains the Public Information Office and the Records Research and Certification Section.

The Information and Records Division is committed to delivering the best possible service to customers, and would appreciate your taking a few minutes to answer the following questions. Please tell us how well we did in serving you.

Answering these questions is completely voluntary and is not linked to your business with the Public Information Office or the Records Research and Certification Section.

If you have any questions about this customer satisfaction survey, please call David Christopher, Acting Chief, Information & Records Division, at 202.707.8825 or send him an email at dchr@loc.gov.

Click on the "Continue" button when you are ready to go to the next screen.

When you contacted the United States Copyright Office, did you contact the Public Information Office or the Records Research and Certification Section? (Mark all that apply.)

- Public Information Office
- Records Research and Certification Section
- Neither

If **Neither** Is **Selected**, Then Skip To **End of Survey**

Display This Question:

If When you contacted the United States Copyright Office, di... **Public Information Office Is Selected**

And When you contacted the United States Copyright Office, di... **Records Research and Certification Section Is Selected**

Even though you transacted business with both the Public Information Office and the Records Research and Certification Section, we would appreciate it if you would evaluate your experience with only one of the two Copyright units.

Are you evaluating the Public Information Office or the Registration Research and Certification Division?

- Public Information Office
- Records Research and Certification Section

How often do you do business with this Copyright Office unit during a normal year? (Mark only one answer)

- Never
- It was my first time
- 1 to 5 times
- 6 to 12 times
- 13 to 24 times
- 25 or more times

How did you contact this Copyright Office unit most recently (today or your last contact)? (Mark only one answer.)

- Telephone
- Email
- Postal mail
- Walked in
- Fax
- Other

Where did you obtain information on how to contact this Copyright Office unit ? (Mark all that apply.)

- Copyright Office website
- Local library
- Web search (Google, Yahoo, Bing, etc.)
- 411 or information operator
- Other

In your most recent business with this Copyright Office unit , which of the following describes you? (Mark only one answer.)

- Creator (Author, musician, artist, etc.)
- Legal professional
- Publishing professional
- Authorized agent
- Potential user of a copyrighted work
- Other

Display This Question:

If Even though you transacted business with both the Public ... **Public Information Office Is Selected**

Or When you contacted the United States Copyright Office, di... **Public Information Office Is Selected**

And When you contacted the United States Copyright Office, di... **Records Research and Certification Section Is Not Selected**

Why did you contact the Public Information Office most recently? (Mark all that apply.)

- Because I could not find information on the Copyright Office website
- I could not understand the language and information on the Copyright Office website
- To follow up on communication from the Copyright Office
- To correct error in a Copyright Office communication
- To register a claim to copyright for a new work
- To obtain information on how to register a copyright
- To check on status of my registration claim
- To obtain information on copyright fees
- To check registration status of someone else's copyright
- Other

Display This Question:

If Even though you transacted business with both the Public ... **Records Research and Certification Section Is Selected**

Or When you contacted the United States Copyright Office, di... **Records Research and Certification Section Is Selected**

And When you contacted the United States Copyright Office, di... **Public Information Office Is Not Selected**

Why did you contact the Records Research and Certification Section most recently? (Mark all that apply.)

- To obtain a certified copy of my copyright registration
- To conduct a search of Copyright registrations
- To follow up on communication from the Copyright Office
- To correct error in a Copyright Office communication
- To pay for a service provided by the Registration Research and Certification Division
- To obtain information on conducting registration search
- To obtain information on getting a certified copy on my registration certification
- Other

Overall, how do you feel about your experience with this Copyright Office unit ?

- Very dissatisfied Dissatisfied Satisfied Very satisfied Delighted

Display This Question:

If How did you contact this Copyright Office unit most recen... **Walked in** Is **Selected**

Or How did you contact this Copyright Office unit most recen... **Telephone** Is **Selected**

Did you have to wait what you considered an unreasonable amount of time before a representative started to talk with you?

- Not applicable Unreasonable time Reasonable time

Display This Question:

If Did you have to wait what you considered an unreasonable ... **Unreasonable time** Is **Selected**

About how long did you have to wait?

- Less than a minute 1 to 3 minutes 4 or 5 minutes 5 to 10 minutes 10 to 15 minutes
 More than 15 minutes

Did you have to wait what you considered an unreasonable amount of time before a representative was able to assist you?

- Not applicable Unreasonable time Reasonable time

Display This Question:

If Did you have to wait what you considered an unreasonable ... **Unreasonable time** Is **Selected**

And How did you contact this Copyright Office unit most recen... **Walked in** Is **Selected**

Or How did you contact this Copyright Office unit most recen... **Telephone** Is **Selected**

About how long did you have to wait?

- Less than a minute 1 to 3 minutes 4 or 5 minutes 5 to 10 minutes 10 to 15 minutes
 More than 15 minutes

Display This Question:

If Did you have to wait what you considered an unreasonable ... **Unreasonable time** Is **Selected**

And How did you contact this Copyright Office unit most recen... **Walked in** Is **Not Selected**

And How did you contact this Copyright Office unit most recen... **Telephone** Is **Not Selected**

About how long did you have to wait? (Please explain. The text box will expand as necessary)

Display This Question:

If How did you contact this Copyright Office unit most recen... **Telephone** Is **Selected**

Was the telephone message detailing which number to push to reach different Copyright Office services difficult or easy to understand and navigate?

Very difficult Difficult Easy Very easy

Display This Question:

If How did you contact this Copyright Office unit most recen... **Walked in** Is **Selected**

How did you feel about the cleanliness, comfort, and layout of this Copyright Office unit's physical facilities?

Very dissatisfied Dissatisfied Satisfied Very satisfied Delighted

Display This Question:

If How did you contact this Copyright Office unit most recen... **Walked in** Is **Selected**

And Even though you transacted business with both the Public ... **Records Research and Certification Section** Is **Selected**

Or When you contacted the United States Copyright Office, di... **Records Research and Certification Section** Is **Selected**

How did you feel about quality and maintenance of Records Research and Certification Section's equipment for public access to records, copying, printing, etc.?

Very dissatisfied Dissatisfied Satisfied Very satisfied Delighted

Were you treated with respect and courtesy?

Not at all Somewhat Mostly Completely

Was the Copyright Office unit's communication with you (letter, email, telephone, or in person) easy to understand and useful?

Not at all Somewhat Mostly Completely

Was the Copyright Office unit responsive in answering your questions?

- Not at all Somewhat Mostly Completely

Did you feel that the Copyright Office unit's representative cared about you as an individual rather than a number?

- Not at all Somewhat Mostly Completely

Was the Copyright Office unit's representative sensitive to your needs?

- Not at all Somewhat Mostly Completely

Did the Copyright Office unit's representative treat your questions as important?

- Not important at all Not very important Moderately important Very important

How did you feel about the accuracy and reliability of the information you received?

- Very dissatisfied Somewhat dissatisfied Satisfied Very satisfied Delighted

Were your questions handled in a professional manner?

- Never Some were Most were All were

Display This Question:

If When you contacted the United States Copyright Office, di... **Public Information Office** Is Selected

Or Even though you transacted business with both the Public ... **Public Information Office** Is Selected

How often did the answers conflict with answers that you may have received earlier from the Copyright Office website, Public Information Office, or other Copyright Office representatives?

- Not Applicable Never Sometimes Most of the time All of the time

Display This Question:

If How often did the answers conflict with answers that you ... **Sometimes** Is Selected

Or How often did the answers conflict with answers that you ... **Most of the time** Is Selected

Or How often did the answers conflict with answers that you ... **All of the time** Is Selected

Please explain.

Display This Question:

If When you contacted the United States Copyright Office, di... **Public Information Office Is Selected**

And When you contacted the United States Copyright Office, di... **Records Research and Certification Section Is Not Selected**

Or Even though you transacted business with both the Public ... **Public Information Office Is Selected**

Would you recommend the Public Information Office to friends or colleagues as a good way to handle questions about Copyright Office services or basic questions about copyright?

- Very unlikely Somewhat unlikely Not sure Likely Definitely

Display This Question:

If When you contacted the United States Copyright Office, di... **Records Research and Certification Section Is Selected**

And When you contacted the United States Copyright Office, di... **Public Information Office Is Not Selected**

Or Even though you transacted business with both the Public ... **Records Research and Certification Section Is Selected**

How good was the value of the service provided by the Records Research and Certification Section considering the fees charged?

- Excellent Good Fair Poor Not applicable

Display This Question:

If How did you contact this Copyright Office unit most recen... **Telephone Is Selected**

And Why did you contact the Public Information Office most re... **To check on status of my registration claim Is Selected**

If you had had a Copyright Claim Service Record number, would you have used Copyright's website to find out the status of your claim rather than calling the Public Information Office?

- Definitely would use the website if possible
 Probably would use the website if possible
 Would prefer to call the Public Information Office by telephone
 Not sure

How could this Copyright Office unit improve its customer service? (The box will expand as needed.)

Thank you for helping us improve the services of the Information and Records Division of the U. S. Copyright Office.

If you have any issues you would like to discuss, please call David Christopher, Acting Chief, Information & Records Division, at 202.707.8825 or send him an email at dchr@loc.gov.

If you would like a Copyright Office agent to contact you about any issues related to your recent contact, please leave your name and telephone number, email, or address.

Name

Telephone Number

Email Address

Postal Address