



THE LIBRARIAN OF CONGRESS

January 2, 2019

The Honorable Thom Tillis
United States Senate
113 Dirksen Senate Office Building
Washington, D.C. 20510

The Honorable Patrick Leahy
United States Senate
437 Russell Senate Office Building
Washington, DC 20510

The Honorable John Cornyn
United States Senate
517 Hart Senate Office Building
Washington, DC 20510

The Honorable Mazie Hirono
United States Senate
713 Hart Senate Office Building
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Dear Chairman Tillis and Senators Leahy, Cornyn and Hirono:

I write in response to your December 12, 2019, letter regarding the creation of a public advisory committee for Copyright Office modernization. I appreciate the support you have expressed for this modernization effort and am particularly pleased to have additional opportunities to engage with Congress and stakeholders around its execution. The November 2019 Intellectual Property Subcommittee roundtable, for example, provided a welcome opportunity for the Register of Copyrights and the Chief Information Officer (CIO) to speak directly to interested stakeholders about modernization. The Library's CIO will soon be making himself available for a similar opportunity for information technology (IT) professionals representing various copyright stakeholder groups.

The Library of Congress and the Copyright Office are strongly committed to engaging with the entire copyright community, including individual artists and creators, major corporations, and general users of the system, and are already deeply engaged in broad, transparent consultation and outreach to facilitate public understanding and engagement. I welcome additional ideas around the best methods to solicit broad stakeholder outreach.

Over the past two years, we have undertaken several significant initiatives to both inform and receive input from public users of the copyright IT system. Such efforts include User Research and User Experience Design outreach campaign, during which a contractor, Copyright Office and Library IT staff held focus groups, executed multiple surveys, and conducted targeted demonstrations around the country to collect feedback on how to meet needs of a range of audiences. These efforts yielded input on user expectations and other aspects of system design. Public outreach efforts continue today with iterative design reviews, experience surveys, and usability testing of the modernized services that are in development and planned for future release.

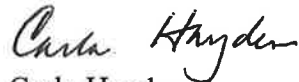
The Copyright Office has also launched a significant online presence to explain modernization and seek feedback from the public. This includes creating a specific modernization information section on Copyright.gov, a dedicated email account for the Copyright Modernization Office (CMO) to receive the public's questions and suggestions (askcmo@copyright.gov), and a bimonthly webinar series focusing on modernization issues. These online efforts supplemented other communication vehicles, including formal notices of inquiry on recordation and registration modernization and numerous modernization presentations in various venues.

We look forward to continuing to engage with you around the best methods to enhance communication to stakeholders, such as providing them direct, regular and accessible channels to agency professionals working on Copyright IT modernization. As a crucial part of this effort, the agency and the Copyright Office will need to ensure that such channels involve a diverse and broadly representative group of participants and have a clearly defined scope and structure. Meanwhile, apart from IT modernization, the Copyright Office must ensure that any regulatory or agency practice updates are thoughtfully considered in accordance with established legal processes, including as applicable the Administrative Procedure Act.

As I have testified to Congress, the public deserves a modern, efficient copyright system that is suitable for the 21st century. Broad user engagement in the modernization process is central to our ability to ensure that modernization efforts accurately reflect the expectations of both the creative community and the public, and the needs of the digital age.

I welcome an opportunity to meet with you about the topic of an advisory board and am happy to make staff from the Library and the Copyright Office available to you and your staff at your convenience in order to develop the idea further.

Sincerely,



Carla Hayden
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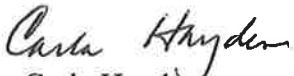
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