

A New Copyright Management Dashboard For the Library of Congress



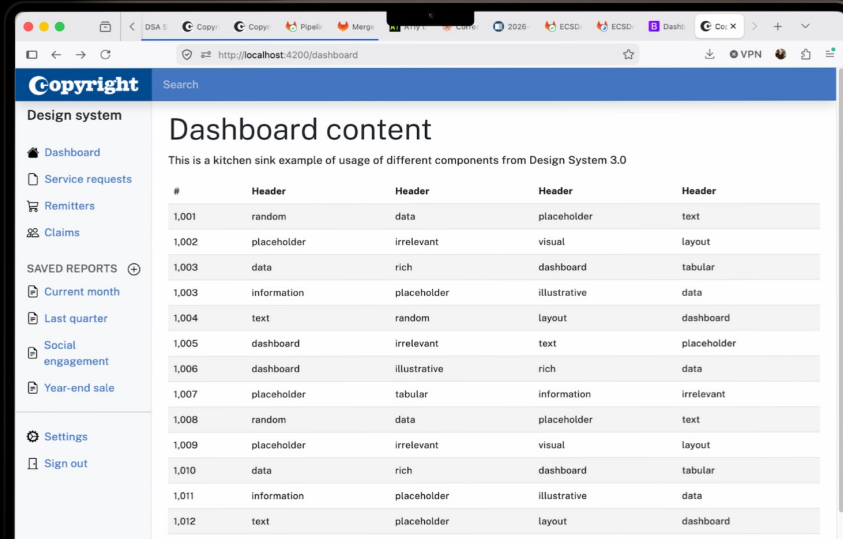
UX Research and Design
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The Problem

The U.S. Copyright Office needed to modernize a legacy records-management dashboard that was overly dependent on dense tables and generic component patterns. Users could access copyright record data, but the interface made it difficult to quickly understand workload, identify priorities, monitor trends, or take action.

I redesigned the experience into a more structured, insight-driven dashboard that surfaces key metrics, groups visualizations above the record list, clarifies navigation, and separates high-level operational awareness from detailed record management. The result is a more scannable, focused, and production-ready federal interface that better supports monitoring, triage, and decision-making.

UX Design and Research
Lester Jones



My Contribution



UX Audit Leadership

Led the **UX audit and problem diagnosis** by evaluating the original dashboard for information hierarchy, task orientation, data visibility, navigation clarity, table usability, content realism, and production readiness.



Design System Research

Researched leading **design systems** including GOV.UK, USWDS, IBM Carbon, VA.gov, Material Design, and Microsoft Fabric to identify patterns for accessible, trustworthy, data-heavy government interfaces.



UX Design

Redesigned the **dashboard experience** by improving navigation, surfacing KPI cards and grouped data visualizations, strengthening status/priority indicators, and transforming the record list into a clearer operational workflow.



AI Future State Exploration

Explored **future-state product capabilities** including responsive layouts, dark mode, AI-generated insights, workload prediction, anomaly detection, AI confidence scoring, and natural-language record querying.

The Modernization Process

I evaluated the original dashboard through a UX audit focused on information hierarchy, task orientation, data visibility, navigation clarity, content realism, table usability, and production readiness. The audit identified that the original screen functioned more like a component demonstration than an operational dashboard. Users were forced to interpret dense table data without summary metrics, visual prioritization, or clear workflow guidance. These findings informed the redesign strategy: surface key insights first, group visualizations above the record list, clarify navigation, replace placeholder content with records-management language, and make the interface feel production-ready.



01

Defined user goals

Determine what Copyright Office staff would need from a records-management dashboard.

02

Mapped the expected task flows

User Orients – monitor workload – identify priorities – act on records.

03

Assessed data visibility

Reviewed reading order, hierarchy, navigation, table dominance, and visual emphasis.

04

Review established design systems

Conducted a comprehensive review of the UK.gov, USDS, IBM Carbon, VA.gov, Material and Fabric Design Systems

05

Translated findings into design opportunities

Use the application's layer to refine resource visualizations.

ORIGINAL DASHBOARD: TOP 7 DESIGN ISSUES

A visual callout of key usability, information architecture, and design problems that impact user effectiveness and increase cognitive load.

1

NO CLEAR INFORMATION HIERARCHY
The page title, navigation, and table compete for attention. There is no clear visual flow or priority for what users should focus on first.

2

OVERRELIANCE ON A DENSE DATA TABLE
The table dominates the entire page, forcing users to scan rows of data to understand status, volume, or priorities. This increases cognitive load and makes the experience slow and inefficient.

3

LACK OF MEANINGFUL DATA VISUALIZATIONS
There are no KPI cards, charts, trend indicators, or summaries. Users cannot quickly understand workload, performance, or operational health.

Copyright
U.S. COPYRIGHT OFFICE

Dashboard

Design system

Dashboard

Service requests

Remitters

Claims

SAVED REPORTS

Current month

Last quarter

Social engagement

Year-end sale

Settings

Sign out

Dashboard content

This is a kitchen sink example of usage of different components from Design System 3.0

#	Header	Header	Header	Header	Header
1,001	random	data	placeholder	data	text
1,002	placeholder	irrelevant	rich	dashboard	layout
1,003	data	rich	dashboard	irrelevant	tabular
1,004	information	placeholder	illustration	irrelevant	data
1,005	text	random	layout	visual	placeholder
1,006	dashboard	irrelevant	text	placeholder	placeholder
1,007	dashboard	illustrative	rich	data	data
1,008	placeholder	tabular	information	information	irrelevant
1,009	random	data	data	placeholder	text
1,010	placeholder	irrelevant	irrelevant	visual	layout
1,011	data	rich	data	dashboard	tabular
1,012	information	placeholder	placeholder	illustrative	data
1,013	text	placeholder	layout	text	dashboard
1,014	dashboard	illustrative	placeholder	rich	data
1,015	random	tabular	tabular	information	text

MISSING INSIGHT AREA: No visual summaries, trends, or key metrics to help users understand what's happening at a glance.

4

GENERIC PLACEHOLDER CONTENT
Use of "Header", "random", "placeholder", and "data" makes the interface feel like a component demo rather than a real Copyright Office tool.

5

WEAK TASK ORIENTATION
No clear actions, status summaries, alerts, or priority cues. Users are left to figure out what needs attention and what to do next.

6

BASIC NAVIGATION WITH LIMITED CONTEXT
The navigation lists sections but lacks strong wayfinding, grouping, active state hierarchy, or contextual cues to support records management workflows.

7

LOW PRODUCTION CREDIBILITY
The overall visual design feels utilitarian and unfinished. Typography, spacing, table styling, and layout lack the polish and clarity expected in a modern federal enterprise application.

!

IMPACT ON USERS
Users must manually search, scan, and interpret data with no guidance or prioritization. This leads to slower decision-making, higher effort, and increased risk of missing critical work.

🎯

GOAL OF MODERNIZATION
Transform the dashboard into an insight-driven, action-oriented workspace that surfaces what matters most and supports faster, more confident decisions.

Design System Review → Final Dashboard Design

How a cross-system review informed a clearer, more usable, production-ready Copyright Office dashboard

1 SYSTEMS REVIEWED

1  **GOV.UK**
Plain language, service patterns, strong accessibility

2  **USWDS / USDS**
Trustworthy government UX, clear sections, consistency

3  **IBM Carbon**
Enterprise dashboards, modular cards, data-rich interfaces

4  **VA.gov**
Mission-first content, status clarity, guided actions

5  **Material Design**
Responsive behavior, elevation, component consistency

6  **Fabric Design System**
Productivity workflows, structured data, scalable patterns

Key takeaways

- Plain-language headings
- Clear step-by-step flows
- Accessible, inclusive patterns

Key takeaways

- Consistent components
- Clear content structure
- Accessibility by default

Key takeaways

- Modular card layout
- Data visualization hierarchy
- Dense data, clear structure

Key takeaways

- Task-oriented design
- Status visibility
- Guided user actions

Key takeaways

- Responsive foundations
- Elevation & hierarchy
- Component consistency

Key takeaways

- Data tables at scale
- Productivity components
- Scalable design system

2 WHAT WE SYNTHESIZED

 **Clear information hierarchy**
Users find what matters first, fast.

 **Government-grade trust & accessibility**
Meets public-sector standards and earns user trust.

 **Analytics-first overview**
Key metrics and trends at a glance.

 **Scannable record management**
Organized tables and statuses support quick triage.

 **Strong component consistency**
Reusable patterns create coherence and speed.

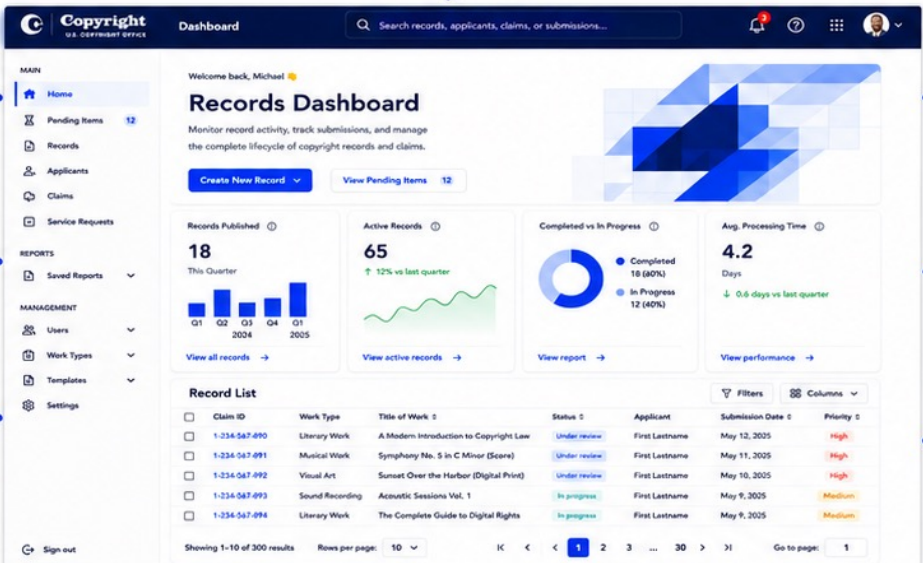
 **Responsive / cross-device thinking**
Works across screen sizes and contexts.

3 HOW IT INFORMED THE FINAL DASHBOARD

1 **Clear + page context create a strong entry point**
Title, description, and actions set context immediately.

2 **KPI cards surface system status at a glance**
Key metrics and trends are visible at the top.

3 **Grouped visualizations sit above detailed records**
Summary charts first, detail table below.



The screenshot shows the 'Records Dashboard' for the Copyright Office. It features a sidebar with navigation links (Home, Pending Items, Records, Applicants, Claims, Service Requests, Reports, Management, Settings). The main content area includes a welcome message, a search bar, and several KPI cards: 'Records Published' (18), 'Active Records' (65), 'Completed vs In Progress' (10/12), and 'Avg. Processing Time' (4.2 days). Below these is a 'Record List' table with columns for Claim ID, Work Type, Title of Work, Status, Applicant, Submission Date, and Priority. The table shows 10 records, with the first one being 'A Modern Introduction to Copyright Law'.

4 **Navigation is clearer, better grouped, and more trustworthy**
Logical sections and icons improve findability and confidence.

5 **Table, filters, and status badges support efficient triage**
Scannable rows, filters, and color-coded statuses speed decisions.

6 **Consistent visual system improves production credibility**
Unified components, spacing, and typography create a polished experience.

4 DESIGN IMPACT

 **Faster orientation**
Users understand context and next steps quickly.

 **Better scanability**
Information is structured for fast, confident scanning.

 **Lower cognitive load**
Clear hierarchy and patterns reduce mental effort.

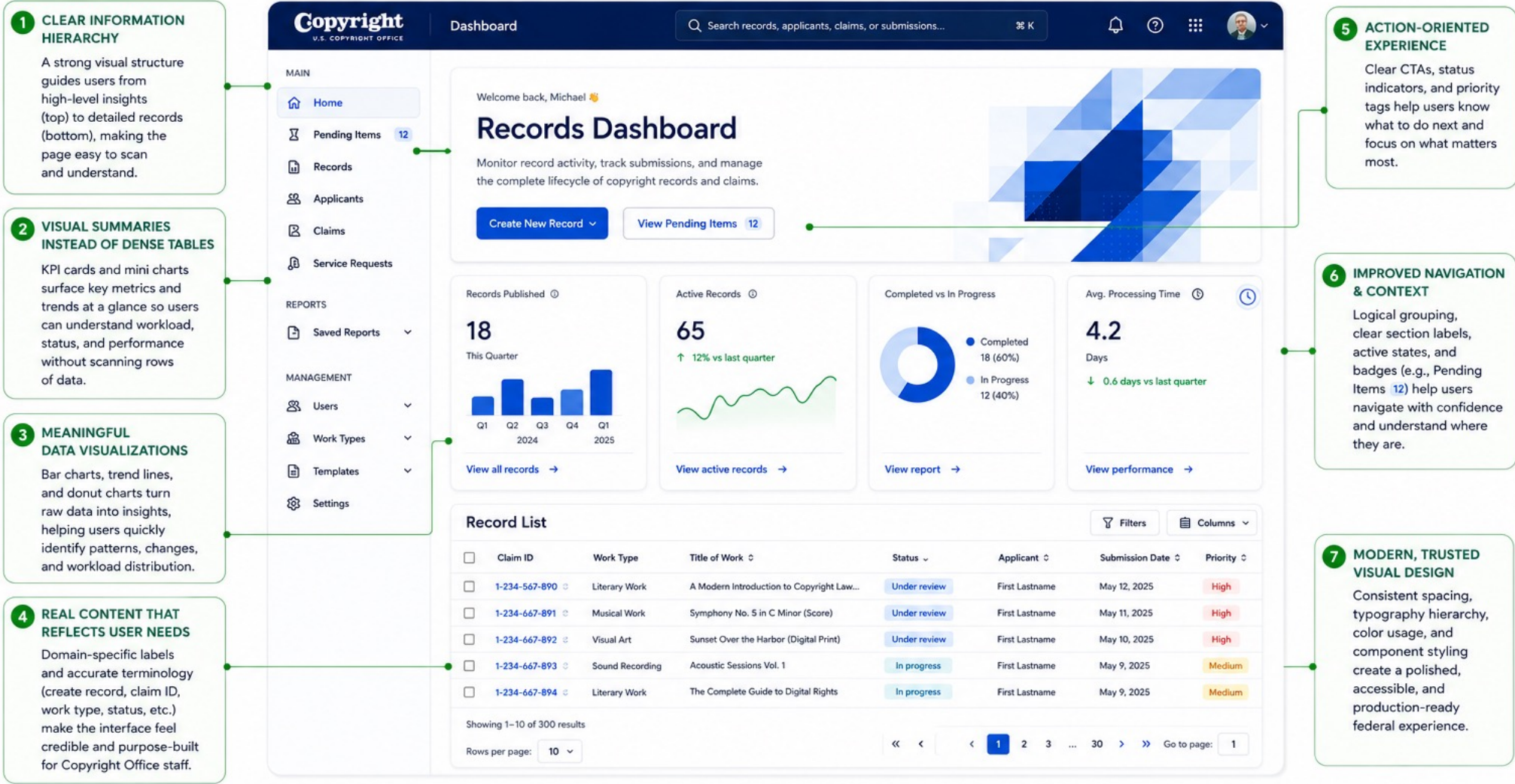
 **Stronger decision support**
Insights and statuses enable timely, informed actions.

 **More production-ready UX**
A coherent, trusted experience ready for real-world use.

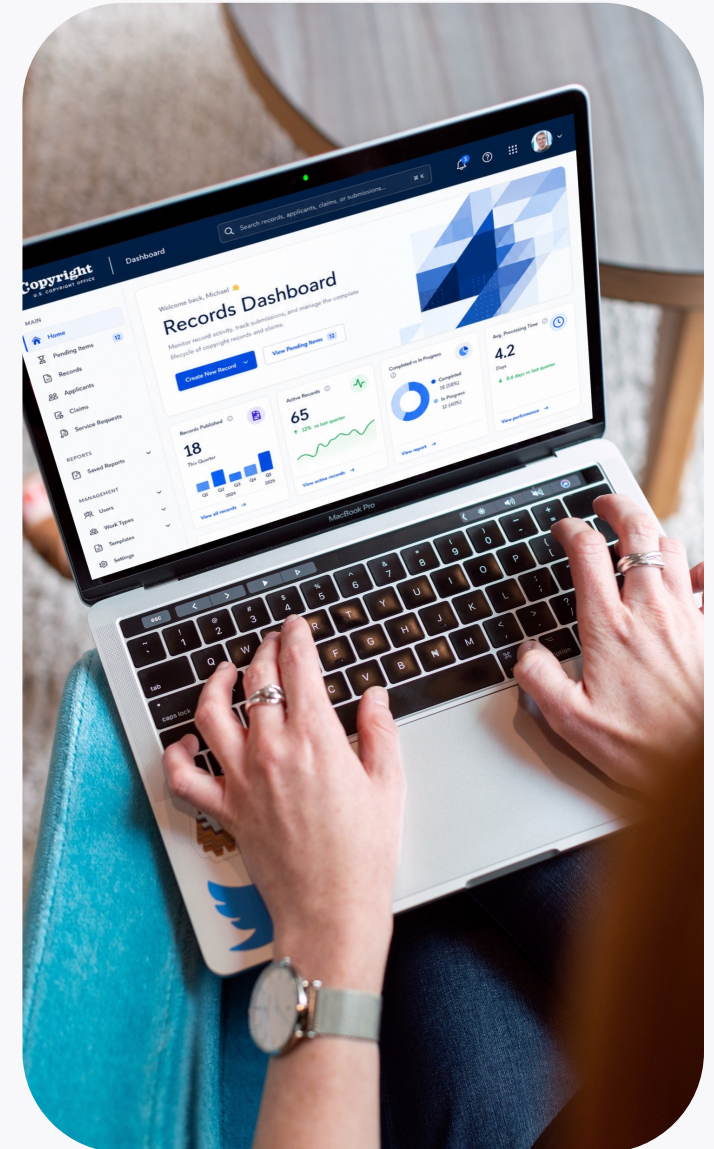
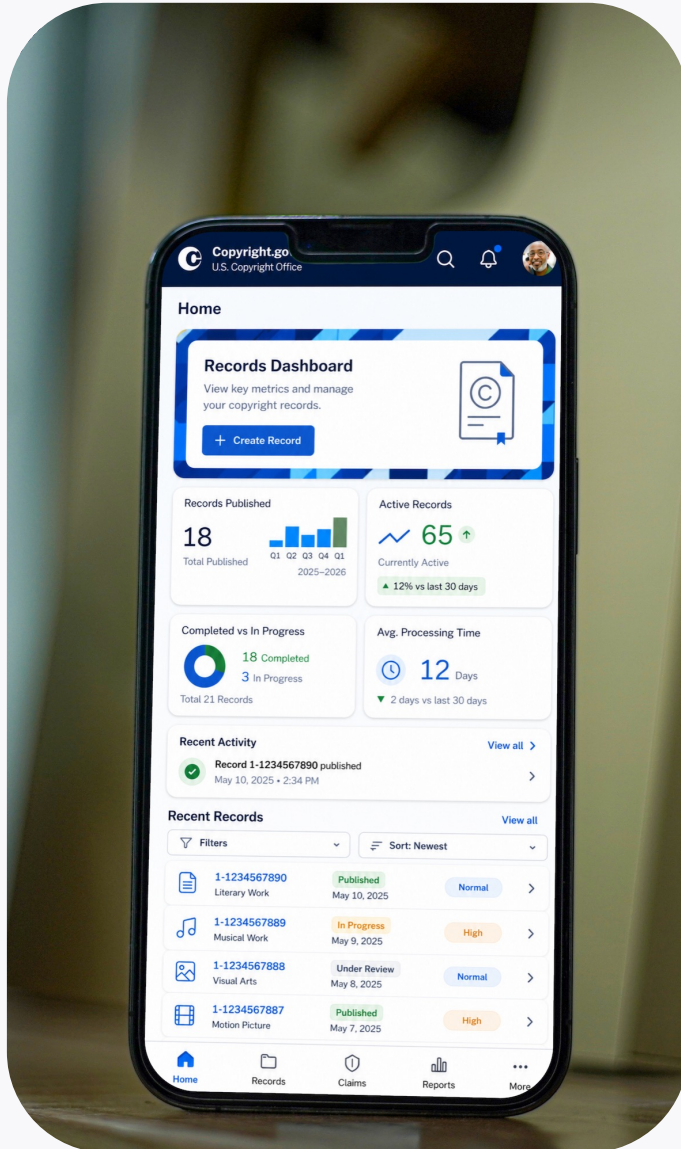
The review translated best practices from public-sector and enterprise systems into a unified dashboard experience optimized for clarity, trust, and action.

NEW DASHBOARD: HOW WE ADDRESSED THE 7 KEY ISSUES

Each improvement was intentionally designed to reduce cognitive load, surface what matters most, and help users act with confidence.



Responsively Designed



Dark Mode



Future State: AI Integration

The future-state AI capabilities explore how the dashboard could evolve from a reporting interface into a proactive decision-support workspace. Proposed features include:



AI Assistant

A natural-language AI assistant for querying records, applicants, claims, workload, and performance data



Insights

AI-generated insights that surface workload spikes, bottlenecks, anomalies, and operational opportunities



Predictive

Predictive analytics to forecast upcoming submissions and records requiring completion



Scoring

AI confidence scoring to support smarter prioritization and review



Recommendations

Recommended next actions that help teams respond based on urgency, impact, and risk

Together, these capabilities would reduce manual analysis, improve triage, and help Copyright Office staff make faster, more informed decisions while keeping users in control of final actions.

 **Dashboard**

[Ask AI Assistant](#)

Good morning, Michael 🌞

Records Dashboard

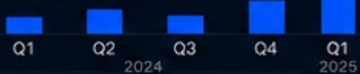
AI-powered insights to help you manage the lifecycle of copyright records and claims more efficiently.

[+ Create New Record](#) [View Pending Items 12](#)

Records Published ⓘ

18

This Quarter



[View all records →](#)

Active Records ⓘ

65

↑ 12% vs last quarter



[View active records →](#)

Completed vs In Progress ⓘ



- Completed 18 (60%)
- In Progress 12 (40%)

[View report →](#)

Avg. Processing Time ⓘ

4.2

Days

↓ 16 days vs last quarter

[View performance →](#)

AI-Generated Insights ⓘ



Workload Spike
You have 22% more high priority items than last week.
[Review now →](#)



Bottleneck Detected
Manual review is causing 65% of delays.
[See details →](#)



Anomaly Detected
Record completions dropped 18% compared to last month.
[Investigate →](#)



Opportunity
Auto-classification could save ~12 hrs per week.
[Learn more →](#)

Record List ⓘ

Claim ID ..	Work Type ..	Title of Work ..	Status ..	Applicant ..	Submission Date ..	Priority ⓘ	AI Confidence ..	...
☐ 1-234-567-001	Literary Work	A Modern Introduction to Copyright Law	Under review	First Lastname	May 12, 2025	High	92%	...
☐ 1-234-567-002	Musical Work	Symphony No. 5 in C Minor (Score)	Under review	First Lastname	May 11, 2025	High	88%	...
☐ 1-234-567-003	Visual Art	Sunset Over the Harbor (Digital Print)	Under review	First Lastname	May 10, 2025	High	85%	...
☐ 1-234-567-021	Sound Recording	Acoustic Sessions Vol. 1	In progress	First Lastname	May 9, 2025	Medium	78%	...
☐ 1-234-567-034	Literary Work	The Complete Sherlock Holmes (Rights)	In progress	First Lastname	May 8, 2025	Medium	76%	...

Showing 1–10 of 300 results Rows per page: 10 [1](#) [2](#) [3](#) ... [30](#) Go to page: 1





 AI responses may be inaccurate. Verify important information.

FUTURE-STATE AI CAPABILITIES

1 AI Assistant
Natural-language queries across records, applicants, and performance data. Get answers and take action from one place.



Show me high priority items with delays.

2 AI-Generated Insights
Automatically analyzes data to surface workload spikes, bottlenecks, anomalies, and opportunities.



3 Workload Predictions
Forecasts future workload and processing time so teams can plan staffing and resources.



4 Anomaly & Risk Detection
Identifies unusual patterns and risks early to prevent issues before they escalate.



5 AI Confidence Scoring
Scores records and classifications to support smarter prioritization and fairer reviews.



6 Recommended Next Actions
AI suggests the best actions for you and your team based on impact and urgency.



IMPACT



Improved Visibility

Key insights are surfaced first so users can act faster.



Reduced Cognitive Load

Clear hierarchy and visualizations reduce scanning and confusion.



Smarter Decisions

AI insights and predictions help teams prioritize with confidence.



Operational Efficiency

Faster triage, fewer delays, and better overall performance.

Final Takeaways

From data access to decision support

The original design gave users access to records, but it did not help them quickly understand what mattered. The modernization reframed the experience around operational awareness: active records, published records, work status, processing time, recent activity, and priority cues.

Takeaway: A modern dashboard should not just display data. It should help users interpret it and decide what to do next.

Data visualization reduced cognitive load

The original dashboard had no meaningful visual summaries. The final version uses KPI cards, trend lines, bar charts, donut charts, status badges, and priority indicators to make workload and performance easier to understand immediately.

Takeaway: Visualizations are not decoration. Used correctly, they reduce scanning effort, expose patterns, and support faster triage.

Information hierarchy became the core UX improvement

This is a major improvement over the original, where the table dominated the page and users had to manually scan rows to understand status or workload.

Takeaway: Summary first, details second. Users should understand the system state before diving into individual records.

The redesign made the experience feel production-ready

The modernization improved navigation, spacing, typography, component consistency, visual polish, and domain-specific content. It moved the interface away from a generic component-demo feel and toward a credible federal records-management product.

Takeaway: Trust matters in public-sector UX. A polished, consistent, accessible interface makes the system feel more reliable, usable, and mission-aligned.