

#### User's Guide

## Information Usage Survey Overview

As part of your license agreement with Copyright Clearance Center (CCC) or its subsidiary RightsDirect, your company is required to participate in an Information Usage Survey periodically. The survey helps ensure that authors, publishers, and other copyright holders are compensated fairly for the use of their content.

## Conducting the survey is easy

#### Pick a Date

Contact your CCC/RightsDirect Client Engagement Manager to determine a kick-off date. After you registered your start date, participants report their content usage for 10 business days.

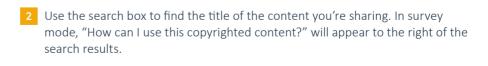
#### Report as You Search

1 Go to rightfind.copyright.com. You may be prompted to login or create an account. Create an account (login) from the homepage of RightFind to ensure you receive daily email reminders to help encourage participation during the survey period. From the RightFind homepage, a pop-up appears explaining the survey process.

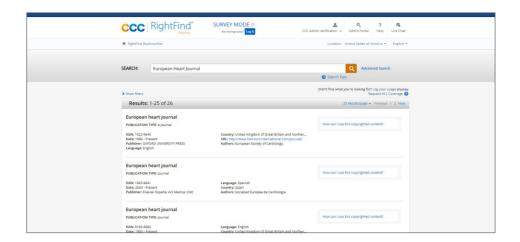
Your organization is participating in Copyright Clearance Center's information usage survey. During the survey period, you'll still be able to find content and check on copyright permissions. You'll just be prompted to also enter usage information about how you're sharing this content.

The information you provide will be used in aggregate. Neither you nor your organization will be identified specifically. We appreciate your cooperation! And, even if you're not sharing content today, be sure to log that information as well. (Use the "Log it" link next to the RightFind logo.)

Thank you for participating!

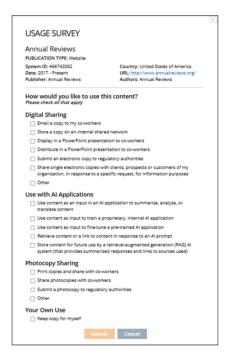






3 Click the "How can I use this copyrighted content?" link and the survey appears on your screen. Fill out the survey as accurately as possible and click Submit.

After you click submit, you will see information about license coverage for that title.



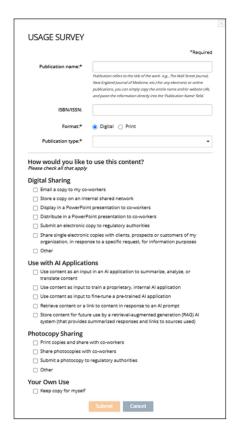
### More survey tips

#### **Report Title Not Found**

If you don't find the publication you are looking for, you'll see the message above the search results: "Didn't find what you were looking for? Log your usage anyway." Click on that link.



2 Answer the survey questions to report a failed attempt to search. This helps CCC and RightsDirect extend the breadth of our coverage, or fix isolated errors in the software.



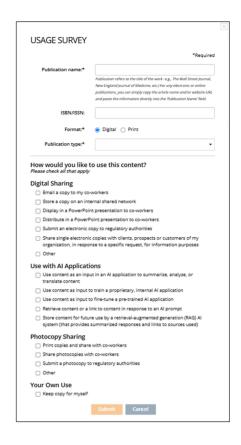
#### **Report No Search Results**

If your search terms return zero results, a message appears: "If you are sharing content from a publication that is not found, we still need you to log usage data. Log usage now." Click that link.





A survey appears. Complete it to help CCC and RightsDirect extend the breadth of our repertory, or fix isolated errors in the software.



#### **Report No Activity**

1 At the top of the page, click on "Log it" Under the words "SURVEY MODE."



2 Click CONFIRM to report that you have not shared any content during the workday.





### Why do I need a login?

Coordinators and participants must have a RightFind Advisor login to participate in the Information Usage Survey. Registration can be completed on the <u>RightFind</u> home page.

If your organization uses single sign-on to access RightFind Advisor, survey participants still need to register. This can be done by clicking Sign Out (upper right corner of the screen) which will bring users to a page that prompts them to register. Registration only needs to be completed once.

# What type of information will participants report?

The survey captures how participants share published materials and which publications they share. Please note, the survey only captures the sharing of third-party published information, not proprietary company materials like internal memos.

## How is the survey data used?

Data anonymized and used in aggregate to inform royalty distributions. Data reported in the survey has no impact on the fee your company pays CCC or RightsDirect for your license. Participants' personal information is used only to validate their participation in the survey.

## Will CCC remind survey participants about the survey?

CCC will send a daily email reminder for 10 days to all survey participants who have a login to RightFind Advisor. The email reminder From address is no reply@copyright.com. To ensure survey participants receive the email reminder, please ask your IT team to whitelist this email address.

## Are there other benefits to my participation?

In appreciation for your organization's participation, CCC will make a \$1 donation per survey participant (maximum donation per company \$20) to Room to Read. Room to Read works in collaboration with local communities, partner organizations and governments to improve literacy and gender equality in education.





#### **About CCC**

A pioneer in voluntary collective licensing, CCC advances copyright, accelerates knowledge, and powers innovation. With expertise in copyright, data quality, data analytics, and FAIR data implementations, CCC and its subsidiary RightsDirect collaborate with stakeholders on innovative solutions to harness the power of data and AI.

#### Learn more

For more information about the Information Usage Survey, please contact:

⊠ license\_support@copyright.com