Q1. Kate Meddaugh, Rochester, NY: Will the new website have a keyword index and keyword search box?

A1. Christine Kitchens: I don’t know but will ask Wei about that. Design not completely final. [Later in the seminar it was confirmed that the new site will have the keyword index but it’s not a top priority so may take some time to implement it.]

Q2. Tom Melvin, Newark, DE: The hit list button on full text display has disappeared. It’s there at first but disappears when page forwarded. We’ve had this problem for several years and we’ve been writing about this for several years; why hasn’t it been fixed?

A2. Lyn Donaldson: This is the first I’ve heard of it; will get back to system manager and raise question there.

Q3. Kate Meddaugh: When clicking to open a Tiff image, have to click and hold button down to get back a number of pages. If you click only once it only takes you back to the previous page in the Tiff viewer. [Tom Melvin explains this is the same problem he was raising, there used to be buttons for navigating rather than using the browser’s back button.]

Q4. Dave Morrison, Salt Lake City, UT: At my campus a large percent of students prefer Mac. It’s a constant sore spot for them that there’s no good tiff viewer for Mac.

A4. Ted Parr: Within a few weeks there will be PDFs, not Tiffs. [Applause]

Q5. Marian Armour-Gemmen, Morgantown, WV: No word index to CPC is available on the USPTO site. I don’t want to refer patrons to Espacenet for this, need to be available on the USPTO site.
A5. Martha Sneed: The same question has been raised by public search facility searchers. CPC workers were not familiar with this tool. You will be hearing from an agency lead on CPC tomorrow so ask that question again then, in such a way as to explain how your users use the word index. USPCS started in 1898; things are done much differently now. Word indexes are no longer typically used. They are going to classify US patents in USPCS through calendar year 2014 so you should continue to utilize the USPCS word index until then. Try to look at online and have more CPC questions in hand tomorrow.

Q6. Connie Wu, Piscataway, NJ: I have to go through too many layers to get to the classification site. It needs to be in the quick links. 2nd question: a lot of students are looking for jobs and summer internships at the USPTO. Where can they find this information?

A6. Christine Kitchens: I will take your suggestion about link placement forward to Wei, she’s looking for that kind of input. USPTO doesn’t make it easy to find job openings other than patent examiners. Students seeking summer internships have to dig and check way in advance; must check in winter for summer intern announcements. We’ll continue to provide links to share with your students. I’ll send the links out on ALLPTDLs. Examiner positions are also posted on USAJobs. [See addendum at end of this transcript for links to jobs and internships.]

Q7. Stella Mittelbach, Los Angeles, CA: Last year there was a presentation about “Patents End to End.” Will there be anything about that? Is it same as Pub EAST?

A7. Christine Kitchens: No, it’s not the same. Ask tomorrow about this project and where it stands.

Q8. Jared Hoppenfeld, College Station, TX: When looking up PTRCs on the main PTRC website, links go to library homepages instead of PTRC specific pages. [Note that Jared is referring to the PTRCP Program Office website, not the website of the PTRCA. -MKW] Maybe PTRCA site should have some kind of repository of patent and trademark subject guides on PTRC website. [And here he refers to the Association’s website. -MKW]

A8. Martin Wallace, Orono, ME: I’ll add to the website to-do list. Martha Sneed: when we have an opportunity to present information to higher levels, they will often start clicking to see how easy it is to get the patent info. It’s often not easy for them. It would be better to have links directly to patents pages. We should all check our links. [Note that Martha is here also referring to the PTRCP Program Office website, not the website of the PTRCA. -MKW]

Q9. Will Hires, Washington, DC: I like the info on the info sheet for presenters, but would like to have their email addresses there. What happened to Director Kappos? Is there a new director?

A9. Christine Kitchens: The acting director, Teresa Stanek Rea, will be at opening reception this evening. I will make emails easier to find next year.

Q10. Connie Wu: The 7 steps to searching with USPCS are referred to a lot. Will your office come up with similar guide for searching with CPC?
A10. Christine Kitchens: Your wish will come true at hands-on training tomorrow. CPC has not been fully implemented, but we have interim method that integrates into the 7 steps.

Q11. Hal Mendelsohn, Orlando, FL: We still use a training video from a few years ago; we need a new one about CPC.

A11. Christine Kitchens: Your wish is our command. We’ve got videos incorporated in the new site and a new CBT is in production. Within a month or so we will have a finished product for searching CPC. There are also some training materials on the EPO website. Martha Sneed: They’re fully aware, just not there yet. It’s really important to ask this again tomorrow.

Q12. Charlotte Erdmann, West Lafayette, IN: When will all utility patents have CPC assigned?

A12. Martha Sneed: Ask again tomorrow. Tom Tiedeman: CPC folks say that’s coming. Prior to 1920 should be loaded later this year.

Q13. Charlotte Erdmann: What about design patents?

A13. Tom Tiedeman: We will continue to use USPC on plant and design patents beyond 2015.

Q14. William Salas, Smithtown, NY: When providing instruction and giving classes, USPTO is not only game out there; we also have FPO, Google, etc. Why should my patrons go to USPTO rather than the others?

A14. Ted Parr: Google receives our updates every Tuesday and Thursday, but they don’t necessarily update their files immediately. Martha Sneed: Some other databases may not offer all the search fields, or may not be as efficient. There are lots of reasons to choose one service over another. We don’t intend to sell on anyone that they should only use our databases. Charlotte Erdmann: I’ve been critical of Google in past. Some things have improved, some have not. Classification is still not trustworthy. Google is good if you have specific patent number and you want to download the PDF.

Q15. Mary Kordyban, Detroit, MI: Are there any plans to come up with some patent videos similar to the trademark videos?

A15. Martha Sneed: that would be patents call, not ours. They’ll be here tomorrow so this is a great question to ask folks then. Christine Kitchens: John Calvert’s team has some videos that he’ll show tomorrow.

Q16. Kate Meddaugh: Printing from the Tiff viewer is not easy, I usually go somewhere else. Will this problem be alleviated by moving to PDF.

A16. Ted Parr: You’ll print as with any other PDF, using Adobe and your computer’s OS. Robert Berry, Fairfield CT: I use Google for getting around Tiff image problems; but I’ve noticed sometimes the patent is not in Google.
Q17. Connie Wu: USPTO is very concentrated on the patenting process. The EPO is more “creative” and offers stuff on how to promote inventions. Why aren’t our pages more sexy and hot? Why not offer “IP Score”, etc?

A17. Martha Sneed: We’ve been around since 1790, and get dragged down in same old stuff. We are one country whereas they are several; our fees are earmarked differently.

Q18. Andy Wohrley, Auburn, AL: I use and like Pubwest. Is there any chance we’ll go to something different for authentication other than the Key fob?

A18. Martha Sneed: No. Security is too important.

Q19. Suzanne Reinman, Stillwater, OK: Can you talk a little about Pub East. Will we still have access to Pub West?

A19. Martha Sneed: Yes, you will still have access and you will get a handout about using one vs. the other.

Q20. Kate Meddaugh: How will cross references between design patents and utility patents be handled with CPC?

A20. Martha Sneed: Please ask tomorrow, great question.

Q21. Hal Mendelsohn: Can you explain the rollout of Pub East?

A21. Christine Kitchens: We’ll go into beta testing with select libraries next week and come to the rest of you soon after. Martha Sneed: There probably is not going to be a lot of development for either system. Will fix bugs but not further develop the systems. Both are legacy systems. East is not new, only new in that it’s expanding outside of the USPTO network. It’s a separate application, not web based.

Q22. Chuck Malone, Macomb, IL: I’m excited that PDF is coming. Is Tiff going away?

A22. Ted Parr: As far as patents on the web are concerned, Tiffs are going away. PDFs will be same quality as tiff.

Q23. Angela Willie, Philadelphia, PA: Will East be the same as West for access, logging on etc.?

A23. Tom Tiedeman: Yes.

Q24. [I didn’t write down who asked this--MKW]: Will PubEast only work with IE6?

A24. Michael Hydorn: It will work with everything; it’s been tested on everything.

Q25. Nan Butkovich, University Park, PA: [Asks about additional subject indexes for older patents; states that SciFinder connects to Espacenet but not USPTO; asks or says something about the Manual of Patent Examining Procedure; something about 18-month embargo. I was unable to hear the exact questions--MKW]
A25. Lyn Donaldson: The AppFT landing page should make it clearer that most applications are not available prior to 18 months from filing. But some may be.

Q26. Kate Gaidos, Sunnyvale, CA: Why is there an 18 month embargo?

A26. Lyn Donaldson: It was a harmonization effort for first to file. Yes there will always be an embargo period. Martha Sneed: “Embargo” is not an accurate word. It is not an embargo. We are publishing pre-grant applications. An embargo would imply withholding from the public post-grant.

Q27. Hal Mendelsohn: How does one become a candidate to be a beta tester?

A27. Christine Kitchens: A number of factors are involved: West usage, metrics, representation of state, and geographic region. Also, turnaround time may be narrow and if we couldn’t get in touch with you we’d have to pass you over.

Q28. Will Hires: Will the new director be same level as Director Kappos was?

A28. Martha Sneed: Nobody knows, will probably have same title.

Q29. Suzanne Reinman: Can the PTRC Office have a speaker/program on phone apps and software as we are getting a number of questions as to IP regarding these?

A29. Christine Kitchens: We’ll look for something for next year.
Email Addendum from Kris Kitchens, Monday April 22, 2013, Email 2013-53

Dear Representatives,

At Open Forum during this year’s Annual Training Seminar a question was asked on how to find information about student jobs at the USPTO.

There are two locations where information on student jobs is posted: (1) USAJOBS web site (www.usajobs.gov) and (2) Careers web page of the USPTO web site (www.uspto.gov). Student jobs for the summer are often posted as early as the previous year’s fall/winter time. We suggest that you regularly check these two web sites for information on various student positions.

1) Currently at USAJOBS web site, there are no summer internship opportunities at USPTO. When searching USAJOBS you can do an agency search by first selecting the department (Department of Commerce), and second refining your agency choice (Patent and Trademark Office). This search strategy can be performed under the advance search. The URL for current USPTO jobs is: http://www.usajobs.gov/JobSearch/Search/GetResults?OrganizationID=CM56

2) USPTO has a Careers web page that now include a section for students. The URL for the career site is: http://careers.uspto.gov
The URL for the student program section is: http://careers.uspto.gov/Pages/WhyWork/Students.aspx

If you have questions or suggestions, please contact the PTRCP Office by telephone at 800-435-7735 option 2, or by email to ptrcoffice@uspto.gov.

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