

NLS Telephone Forum - 8-31-2011  
(paraphrased)

**Comment:** (Bob Fistick - NLS)

Thank you very much (for waiting). We apologize for the (delay). We thought it was the earthquake...but it was a wrong phone number. With that, we will go around the table and tell you who is here on the staff today to answer your questions.

**Comment :** (Library Staff - NLS)

Alice Baker O'Reilly; Vickie Collins; Neal Bernstein; Michael Martys; John Bryant; Bob Axtell; Mary Beth Wise; Deborah Toomey; Carolyn Sung; Jane Caulton; Pamela Davenport.

**Comment:** (Bob Fistick - NLS)

...and Pam Davenport as you may know is our new Network Consultant and we we welcome her to NLS. This is her first Telephone Conference call - on THIS side. What we will do now is take your calls...

**Question:** (Jerry Reynolds - FL)

Our circulation has been looking wonderful for months and months. But last month and again this month it is down 4%, and we have more digital books to circulate than we've had. I don't know whether it's a local problem, a state problem or something going on at the national level. It may just be a personnel problem here. Does anyone else know anything related to that question?

**Answer:** (Library Staff - NLS)

(We have) not heard any reports from other libraries experiencing that, Jerry - that I'm aware of.

**Answer:** (Library Staff - NLS)

It could just be an anomaly Jerry.

**Answer:** (Library Staff - NLS)

You may want to contact us Jerry and we'll see what we can find. When we talk with libraries we can pose that as a question and see how things are going.

**Comment:** (Jerry Reynolds - FL)

My suspicion is that it is a local personnel question. I just wanted to know, before I went that route, if this is a general thing noticed throughout the country.

**Comment:** (Library Staff - NLS)

Maybe some of your colleagues - as they ask their questions - can say whether or not they've seen that.

**Question:** (Christie Briggs - MT)

Hi. First of all I would like to say that I'm glad that everybody is safe and sound and all that. Coming from a state that has lots of earthquakes we're...glad that you're doing alright. Also, I'd like to welcome Pam Davenport. We're delighted to have you on. To answer Jerry's question, no Montana hasn't experienced any decrease in stats for August but during the summer people are pretty mobile and there is a slight decrease. The status of the Talking Book Topic catalog on cartridge? Will it have a DB designation?

**Answer:** (Library Staff - NLS)

The funding is down and...we would rather see our magazines on cartridges first. We're working hard to preserve as much of this program's funding as we can.

**Answer:** (Jane Caulton - NLS)

I'd like to pop in to remind you that TBT is available from BARD.

**Question: (Maria Baratta - NJ)**

How are the public signups for BARD going - with the other regional libraries? Where does NLS stand with developing an iPhone app? Is there any consideration about teaming up with NFB and making magazines available through Newsline?

**Answer: (Library Staff - NLS)**

We have thought about teaming up with Newsline but we haven't pursued it.

**Answer: (Library Staff - NLS)**

In terms of the public library use of BARD, we haven't gotten much feedback. We are trying to find some more books to put on the demo site.

**Answer: (Library Staff - NLS)**

(Concerning the) iPhone apps: Michael Katzmann is working on that but it's a ways off. It is something that will happen, but not immediately.

**Question: (Andrew Egan - RI)**

I wanted to follow up on the BARD for public libraries. I've done some presentations for public libraries and they are an important part of our overall program. The underlying concern at this point is that they won't have access to more than four titles, as far as I know.

**Answer: (Deborah Toomey - NLS)**

Patrons can sign up and make use of their local public library provided the library allows people to download. Some public libraries do not do that. Is that the issue in Rhode Island?

**Comment: (Andrew Egan - RI)**

No that's not the issue. Having a "full membership" as an agency is important...

**Comment: (Alice O'Reilly - NLS)**

Andy, we're hard at work on the next run of the postcards - 92,000 - and we expect those to be out in early October.

**Question: (Andrew Egan - RI)**

What types of agencies are you aiming at?

**Answer: (Alice O'Reilly - NLS)**

Retirement communities. Not nursing homes. Tiered living, independent living, assisted living facilities - directed at activities directors there.

This one is directed at assisted living - we've bought mailing lists. For general questions or specific ones 202-707-0538 or ABAK@loc.gov.

**Question: (Ruth Hemphill - TN)**

I was at the Tennessee Council for the Blind meeting and a couple people said they really wish that the NLS catalog had all the listings from Learning Ally and Bookshare. They really miss that. Also, one person was disappointed that RFB&D books that he wanted are not available anywhere else.

**Answer: (Library Staff - NLS)**

The BARD site is really our future and we're looking at how we can actually work with these other agencies.

**Comment: (Maria Baratta - NJ)**

We had a very interesting call from a public library that we've been working with closely to do outreach and the comment was that (the outreach person) had to go out to a nursing home to assist with downloading, instead of having the capability right there at the library.

**Comment: (Library Staff - NLS)**

Thank you very much for your comment.

**Comment: (Richard Smith - MO)**

Hello, how're you doing?... I wanted to thank Mary Beth Wise. She did our consultant visit a couple weeks ago...and also worked with our volunteer coordinator to train people on narration. I just wanted to say she did an outstanding job and to say thank you!

**Comment: (MaryBeth Wise - NLS)**

Thank you. It was a pleasure to meet everybody...your staff was outstanding...

**Question: (Christie Briggs - MT)**

Not to be outdone by Richard but I think that Vickie really took the cake here in Montana in January. Who comes to Montana in January? Really.

Anyway, my question is - actually a confirmation - it is my understanding that you actually can play Bookshare books on our machine - that anything in a Daisy format or an MP3 format, even including music can be played on the NLS player. That's one question, or confirmation. There are books in our State Library that it does not play. Any answers on that one? Or comments?

**Answer: (Neal Bernstein - NLS)**

Regarding Bookshare books, the vast majority of what they've got are text-to-speech books - in other words, they rely on a player to synthesize the speech. Most Bookshare books will NOT play on our player because we do not have a text-to-speech engine in our player.

**Comment: (Christie Briggs - MT)**

One of the things I just wanted to make everyone aware of is that in Montana and I know in other states I've seen on the listserv is what we call the BTOP grant. It's in process in Montana. It's called the Broadband Technology Opportunity Program. It's with the Gates Foundation. Our grant is over a three-plus million dollar grant and its in process setting up ADA-accessible workstations in half of the nearly 80 public libraries in Montana - hardware and software equipment as well. Montana Talking Book Library is in the process of doing a parallel RFP called the "Patron Outreach Project." to promote BARD services in the public libraries as well as other services that may not be aware of us. I am concerned about Maria's comment that she got the call from the public librarian who had to go to the nursing home. My training for the public libraries includes showing them how to have their own BARD I.D., etc., to demonstrate it for the patron, but I do see the concern for nursing homes that may have their own account don't feel that they can have one of their residents do a download at the public library. Our public libraries have not signed up. We have one very large public library in Montana that is interested in signing up but are really questioning the value for the time that it will take their employees. So, I think there are issues there that we all need to hammer out. Our Patron Outreach Project will be an eighteen month project. It will start in the spring of 2012 and it will include things such as using the NLS postcards, also doing special Teacher Letters and other various and sundry things. Thank you.

**Comment: (Carolyn Sung - NLS)**

Please keep us informed of your work with the public libraries. We really want to know what people's experiences (are).

**Comment: (Christie Briggs - MT)**

I certainly will...There were some interesting questions from the public librarians on (our state) commission. One of the issues they brought up was. if an individual patron of the Talking Book Library comes into their library and is interested in BARD but doesn't know about it and would like to have assistance from the library staff obviously they need to be trained, can we train them? And obviously the answer is "yes" we would be delighted.

**Question:** (Mike Marlin - CA9)

Good afternoon and morning! I would just like to follow up on Christies question about the playing of DAISY files. I was wondering if anyone would consider modifying the operating system to be able to play text-to-speech?

**Answer:** (Library Staff - NLS)

Yes Mike, we are looking into that. Definitely.

**Comment:** (Sharon Ruda - IL)

Hi everybody, I just wanted to tell you what we're doing with the BTOP grant. Unfortunately, the State Library and the libraries involved did not get the BTOP grant, but we had received a million dollars in matching funding from our Department of Economic and Community Organization group. With that money, 42 public and academic libraries are getting the equipment for broadband accessibility. And one of the stipulations of the grant was that the libraries agree to do BARD training. And, Christie we do have one person who has agreed to be the trainer, and we'll be doing webinars and some of our network libraries have some great tutorials on their websites - videos. We'll be connecting with those. With the grant, we were able to get four cartridges and cables per library - to use in the training...There are people who are really interested in learning BARD...It sounds like we're going to have some good partnerships in promoting BARD.

**Question:** (Jane Caulton - NLS)

Could you send us an email about what you're doing?

**Answer:** (Sharon Ruda - IL)

Yes. Sure!

**Comment:** (Kathleen W. - TX)

I also wanted to jump in on the BTOP discussion. Texas also got a BTOP grant and the state library is working with 30-something libraries around the state. One of the activities through that is setting up a mobile computer lab. They're setting up a total of (about) 36 laptops (which) will be broken up into groups and will move around the state and do some technical training. As part of that, next spring, we'll do some BARD training direct to patrons and library staff. So it's still in the planning stages for a lot of that... I will be interested in talking to anyone who is already doing that sort of thing.

**Comment:** (Library Staff - NLS)

This is very interesting and exciting that this is taking place! Wonderful outreach.

**Question:** (Christie Briggs - MT)

What other book formats play on the NLS player? What are the plans for revisions of the BARD site at this time?

**Answer:** (Michael Katzmann - NLS)

Apart from NISO 2002 books it will also play DAISY 2.02, CEA 2003 format books and books that are formatted as MP3 files.

**Answer:** (Library Staff - NLS)

On the BARD website we are looking to include foreign language materials, music materials and locally produced books and magazines and WebBraille of course. We are looking to make BARD as a vehicle to offer links or coordinate information in the long term. We're working on that now.

**Question:** (Christie Briggs - MT)

Is WebBraille in process to be transitioned?

**Answer:** (Library Staff - NLS)

The first thing on our plate is an internal database change to BARD to improve the speed. When we do that we're going to change the way we load books. We're going to fix the subject problem. It will become multi-subject. After that, the incorporation of WebBraille. After that the locally produced material and music. Our project plan is kind of long... Then probably a major change to the search engine. It will be more Google-like.

**Comment:** (Sharon Ruda - IL)

We put out a press release promoting BARD and encouraging users of the service to call us and sign up for BARD and it was picked up by one of the Chicago news stations and they're promoting it as a PSA and we've been getting calls like crazy. Anything that has to do with technology seems to be of interest.

**Question:** (Barbara Penegor - KY)

My question is about BARD and Internet Explorer 9. At first we had people saying they couldn't download and then we found some information about the downloads and now we're having several people saying they can't even login to BARD since (the patron has) upgraded to IE9.

**Answer:** (Library Staff - NLS)

Barbara, the IE9 upgrade changed the process for how files are downloaded in IE9. The patron (now) needs to know the appropriate key combinations...

**Comment:** (Barbara Penegor - KY)

But some of them can't even login to BARD to even start the download.

**Comment:** (Library Staff - NLS)

That's actually a new problem that I haven't heard of before this call.

**Comment:** (Barbara Penegor - KY)

The patron says he successfully logged in using Firefox so now he is not going to bother with IE. We've had three (of these complaints) so far over the last week or two.

**Comment:** (Library Staff - NLS)

The way the IE9 upgrade works is that it just happened whether the patron wanted it or not. You don't know it's happening until too late. Patrons are not happy about it.

**Comment:** (Marilyn Stevenson - NH)

This fall we are going to go out with our State Library mobile computer lab and visit the public libraries in New Hampshire to do training on BARD.

**Comment:** (Richard Smith - MO)

Those that are doing statewide training - I hope all of the librarians would mention NLS services to other state librarians about how successful the public library training is.

**Question:** (Christie Briggs - MT)

Is it possible to put out an Operations Alert concerning the IE9 issue?

**Answer:** (Library Staff - NLS)

Yes. Not a problem.

**Comment:** (Library Staff - NLS)

Well thank you everyone. I think this is the longest meeting we've had in a long time - and the most participants. We'll look forward to talking to everyone in a month.