

NLS Telephone Forum - 1-25-2012
(paraphrased)

Comment: (Carolyn Sung - NLS)

Thank you very much. Happy "Year of the Dragon" to everybody. The Dragon is supposed to be the best year in the Chinese calendar, and we've already started by saving the situation with the conference call this afternoon and I'd like to thank both the vendor and Alice for prompt correction, and Vickie for noting the problem. We have a nice group assembled here at NLS today. Let's go around the room so you know who's here:

Comment: (Library Staff - NLS)

Michael Katzmann, Chief of Materials Development division; Mark L., Writer-Editor of Publications and Media section; Pamela Davenport, Network Consultant; Jane Caulton, Head of Publications and Media; Deborah Toomey, Network Services section; Alice O'Reilly, Assistant to the Chief - Materials Development division; Bob Axtell, Bibliographic Control; John Brown, Head of Engineering; Neal Bernstein, R&D Officer; Michael Martys, Automation Officer; Steve Prine, Assistant Chief, Network Services division; Vickie Collins, Network Consultant; John Bryant, Production Control.

Comment: (Carolyn Sung - NLS)

Thanks to Richard for his email, publicizing the call. We do have quite a number of issues. What we've talked about this fall is there's sort of a division in the house as to whether NLS should make presentations or, the Network should have all the time to ask questions. As some of you may recall, today was one of those days where we're going to have a presentation on Public Education and Outreach - and Jane is going to give that. Also we did have an advanced question on Headphones, and John Brown has come today to report on that issue. I know that people are interested in who the new Director is going to be - and if you know, you can let us know as you come up to the "mike" to ask your question....so it seems I was told "it's soon" but any of you who've worked with the Library of Congress knows, it's like molasses - but doesn't taste as sweet. So that's the latest from Lake Wobegon about the new Director. I would like to go ahead and have John Brown talk about headphones.

Comment: (John Brown - NLS)

We're in the process of procuring headphones. It's been a long process but I think we're getting close to the end. We just have a few details to wrap up with the vendor. (In the next) three to six months I think we'll actually have product...When I know more, I'll update you (via) the Machines and Accessories report...

Comment: (Carolyn Sung - NLS)

Thank you John. The other topics of course will follow Jane's presentation. So, Jane, we'll give the floor to you.

Comment: (Jane Caulton - NLS)

Good afternoon everyone. I'm glad to be able to talk with you today. The first thing I'd like to do is to introduce to you the members of the Public Education Advisory Group. Currently we have three members of the Network serving. We had someone from the Midlands Conference serving but that person wasn't able to continue, so that position is open. The representative from the Northern Conference is Keri Putnam Wilkins, Regional Librarian from Philadelphia. From the Southern Conference we have Susan Wills, Director and Subregional Librarian for the Blind and Physically Handicapped Southwest Georgia Regional Library System. For the Western Conference, we have Mary Jane Kayes, Reference and Outreach Librarian in Sacramento. We have reactivated this group so that the Network will have a conduit for giving us recommendations and basically for having a voice in publications and public-relations activities here in DC. One of the first things that we as a committee have decided is that we will have a marketing presentation at the National Conference. Dr. Christie Koontz from Florida State University and a consultant at Geo-Marketing Customer-Based Research - will speak to us on...Tuesday May 22. Her presentation is going to

be called "Marketing Our Services to Actual and Potential Customers, A Segmentation Approach." The one-hour session will cover planning a marketing program, implementing the program and evaluating its success. She will also briefly discuss recruiting and training volunteers to assist with outreach - which is an area that the librarians have indicated is of interest to the Network. We do need to recruit people to help us in these times. The other thing I'd like to share with you is some of the things that have happened during 2011 and, some of the things that we have planned for going into 2012. Last year, as you know, we observed the 80th Anniversary. We held observations or recognitions in St. Louis, Los Angeles, Boston, Raleigh, Bismarck, Nashville and Sacramento. All of those events got regional coverage. We posted a Public Education Toolkit on the Network Library website so that librarians could download materials to help with their own public-education effort. Included in that kit were 15, 30 and 60 second public service announcements for radio - called "Now You're Talking." Those spots are still available. They can be downloaded. They can be customized and used by Network Libraries. We release three new brochures: "Take Reading in a New Direction," "Good Books, Good Friends" and "Reading is for Everyone." (That one is) the latest. If you haven't seen it, it should be coming your way shortly. We also updated and released "Frequently Asked Questions." All of the brochures except "Frequently Asked Questions" ... are available on the website. You can go and download PDFs, customize them and print them at a local facility if you like - or you may order them from the Multi State Center in print form and customize them with your library name and address. These things have been made available to you. The PDFs are a direct result of your requests.

Something else that we started last year was, circulating Operations Alerts called "Best Practices" where we take your news from across the country about Public Education events and activities that you've held and found successful and we shared those with the Network. And that is, as it happens - or as you tell us. We issued Digital Talking Book Machine postcards - working with the Network Division to get those out to you. We piloted an outreach to nursing homes and followed up with another outreach to assisted living centers. That was part of our Institutional Outreach program. Sadly, that didn't produce the type of response that we wanted, so we're going to move on to another segment of the community. We'll continue increasing our presence in the community. One of the things we want to do is reach out to people who have physical disabilities - so we have some organizations that we're going to target - and I'll be able to tell you about that a little later. Another thing that we're doing that I think the Network will be pleased to hear is that we're working on launching a media blitz. We're going to use two syndicates to release print and radio public-service announcements. We're also looking at one who may be able to...do a television PSA for us. So, that's coming down the pike. We're expecting that contract to come through any day now. The posters continue to be released. We have released "Digital Talking Books at your Service," and "Relax, Read a Talking Book." In about two to three weeks we will also release "Time for a Digital Talking Book." ...Those will be available from your Multi State Center.

One other thing. As we move further into outreach - as we develop the monthly public-service announcement and press-release, we will ensure that those are provided on the Network Library website or the NLS website so that the libraries will have access to them and be able to use them. Another venture that we're undertaking is we're reaching out to Social Service organizations. In this particular instance we're targeting the African-American community...which was an idea shared from one of your own who now works here - and that's from Pam Davenport. So we are open to your ideas. We do what we can - what our budget allows us to do. But we're hoping that your recommendations will come in. I hope you will work with the representatives on the Public Education Advisory Group from your regions so that we can get your ideas. I'm actually hoping that the regions will form some type of regional public-education effort so that all regional libraries will benefit. If we're all working together I think that we can pretty much saturate the market with news about the Braille and Talking Book program. So that's what I have for you.

Comment: (Carolyn Sung - NLS)

Thank you very much, Jane! (Let's accept calls now) to ask questions or give comments on Jane's presentation. Any comments or questions?

Question: (James C. - MA)

Good afternoon everybody. I just had a question for clarification.... You said the campaign for the institutions. Was that the campaign where the NLS created all the postcards for the mailings and sent them to the regional libraries?

Answer: (Jane Caulton - NLS)

No, James, the Institutional Outreach was where we compiled a list of about 18,000 institutions serving nursing homes (and) assisted-living centers throughout the United States. We sent tear-off postcards to them. The response was extremely minimal, to say the least. There were two postcard mailings. There were the postcards we sent to the libraries and then the one where we reached out to institutions.

Answer: (Carolyn Sung - NLS)

And it was the latter that was not successful - in our judgement.

Comment: (Carl Keehn - NC)

This is a comment in reference to Jane's presentation. I just wanted to call everyone's attention to a radio program that was produced by the Triangle Radio Reading Service and the Friends of the North Carolina Library. It's a half-hour radio program that's being broadcast a couple times per month, along with accompanying 30-second promos. It's also being made available to other radio reading services in North Carolina, who wish to use it, and it can also be accessed from our website. We're very pleased with it. It came out very nicely.

Question: (Jane Caulton - NLS)

Carl, were you able to share that information with the LBPH listserv?

Answer: (Carl Keehn - NC)

I didn't put it on that. I certainly can.

Question: (Jane Glassey - CA9)

Hello everybody. My question was about the Institutional Outreach that was unsuccessful. I wondered if anybody had any ideas (of) why that didn't work very well.

Answer: (Alice O'Reilly - NLS)

I think for institutional outreach you have to keep trying. People don't necessarily pick up on it the first time, or maybe they set it aside to do later. I think that it's just people's busy lives probably, that impact what they're able to accomplish in a day and sometimes you fall (to) the bottom of the pile. ...After our pilot program, the combination of tear-off and postcards seemed to be the best choice based on the responses that had been received.

Answer: (Jane Caulton - NLS)

We really can't speculate as to why people wouldn't complete and send the cards back. I think that's a survey question and I think we need to use our funds for a more profitable Public Education activity.

Answer: (Alice O'Reilly - NLS)

But, you guys - also they have available a list of the people we sent them to so if you want to try some follow-up and ask some needling questions about why they didn't respond to the postcards.. I can send you a list. It's available to any library that's interested. I'll send you the list of institutions that we mailed postcards to. So Jane (CA9) if you send me a note I'll send you a list of who we sent them to in the San Francisco area. My email is: abak@loc.gov. I don't think (the list) has phone numbers, but it has contact information. I know I sent that list to some libraries. It's

just an Excel spreadsheet, so, if anyone has been successful in using that list proactively maybe you could let Jane know how it went.

Question: (Richard Smith - MO)

I know you guys devolved all the BARD down to the local regional libraries but are you doing any national publicity and outreach for BARD? It seems that that should be emphasized also - especially with that committee.

Answer: (Carolyn Sung - NLS)

Richard, we have worked on this - last year and we worked on it this year. Last year the emphasis was the opening of BARD to institutions and we've decided to sort of delay any further publicity on it until after the web braille is incorporated into BARD and the new, improved BARD comes out in the spring, with the daffodils.

Comment: (Richard Smith - MO)

Well that would be good. I think BARD is the future and I think you always ought to emphasize it.

Comment: (Carolyn Sung - NLS)

Absolutely and we just didn't want to publicize it in this period just before we make this major change.

Comment: (Jane Caulton - NLS)

The other thing to keep in mind is that BARD is mentioned in all the literature we're updating about the program so, we do know that it's there and we do let people know.

Question: (Richard Smith - MO)

With a nice graphic that we could all use locally, right Jane?

Answer: (Jane Caulton - NLS)

Well, I think each library is responsible for it's own graphic.

Answer:: (Carolyn Sung - NLS)

We actually were thinking of - and what we have worked on before has been - sort of a broadside, with a turnover, so that you would turn it over and have a place to put the mailing label on it, so you could do it from from your library - from any kind of mailing labels that you could generate in your own institution. Some sort of thing similar to the postcards, which we understand have been quite successful. At least that's the feedback we've gotten from many individuals. We intend to do one more round of postcards and, you don't have to do it if you feel you've tapped that out, or, you can do it. The consultants will be calling every regional library and every subregional library to see if they want to participate and what phone number they want to use - especially if they want to use the 800 number, and, if they want to participate. No pressure to participate. It's something that we are going to offer to help you with your own outreach.

Question: (Andrew Egan - RI)

Yes, I'm going to bring us back to the Public Education. I remember Jane had said, social service organizations, looking forward in terms of that's the next group you'll have. Is that correct?

Answer: (Jane Caulton - NLS)

We have reached out to some social service organizations that target the African-American community. We also will be reaching out to organizations that serve people with disabilities.

Question: (Andrew Egan - RI)

(Would you be looking into) schools from K through 12 and college...and also (the) public library option and private library option as well. Would those be in the mix at some point?

Answer: (Jane Caulton - NLS)

For public library associations, we plan to expand our exhibits at public library associations so we also encourage the libraries in the state to reach out to the public libraries. When it comes to public libraries, you're our first defense. You're right there. Some of you are located in public libraries. I think that Network libraries have a prime opportunity to reach out to libraries in their areas so that they know that you are there and they know what you do.

Comment: (Carolyn Sung - NLS)

I don't know whether there's a library school in Rhode Island or not, but Network Services and Deborah's crew have done a survey of all of the library schools and what the regional libraries have done with presentations to contact new librarians who are going to library school. We feel that that's a very important contact as people go out into the field - to be fresh, and know what's the latest with this program.

Question: (Andrew Egan - RI)

Just in response, Carolyn, we do have - at the University of Rhode Island - a library school program, and it's actually in my plans to go and speak to them. Both public libraries and schools have individuals that would qualify for the program in terms of physical disability or low vision and I'm just wondering if there would be outreach in that light and not just with the associations....

Answer: (Carolyn Sung - NLS)

I think one of the things with public libraries is that most of the regional libraries are located within state library agencies - many of them are. They certainly do have information in house, to use as publicity. And I would think even the postcards and even some of the materials that we have envisioned for BARD could be used in that way.

Comment: (Jane Caulton - NLS)

I actually received an email from a library in one of the states - I won't name the state. The librarian said "Can we get some posters? The posters we have are from the 1990s. Can we get a new poster?" So I looked up the closest regional library and connected her with that librarian, who was more than happy to help her. But that says to me that the relationship between Libraries for the Blind and Physically Handicapped, and public libraries, needs to be strengthened. We print the posters. We do the brochures - and they sit in the Multi State Centers. If you guys are not using them, management will be telling me to decrease the numbers. So (there) are materials that you can help me reach the public with - if you will use them.

Question: (Andrew Egan - RI)

How about the schools though? I haven't heard too much about K through 12, or college schools.

Answer: (Carolyn Sung - NLS)

Actually, that was one of the areas that - when we did BARD with institutions - we really tried to make an effort and encourage libraries to make the effort, and, certainly in the feedback we've gotten from conference chairs, I was quite disappointed that there wasn't a greater adoption of BARD in schools and (that) they didn't see that as an attraction to the service. But I think it's an area that we're going to have to work on. Thank you Andy, I think we should go on to the next question.

Question: (Ed Byrne - TN)

Yes, I'm Ed Byrne and I'm sitting in for Ruth Hemphill today, since she's in a "Command Performance" with our parent institution. My question would be whether there has been any thought or effort to address the social media, in terms of any outreach programs.- and one that I have been trying myself, to look at, is a website or service called "Good Reads" that is basically a kind of social media site for people to talk about books. I was just curious and wanted to suggest if anyone in the Network has had any experience there? We in Tennessee would love to hear about it.

Answer: (Jane Caulton - NLS)

Well I do know there are a couple libraries who...use the social media and, as far as from NLS' point of view, our media contract will include doing outreach (through) some avenues of social media - including Twitter and including Facebook. Not necessarily having pages but making sure we get certain announcements out... We're also planning "search-engine optimization" so that our name will come up anytime someone is looking for anything related to vision or disability. That is included in our contract.

Comment: (Christie Briggs - MT)

Good afternoon everyone. Jane, thank you for your presentation. You really sparked some ideas here. First of all, I wanted to say, I think it's difficult to evaluate the success of the institution postcards. There has been an increase in Montana of requests for presentations, from institutions but they haven't spoken to whether that desire came from the postcard receipt, or other. Also, we still need to evaluate the residence location of our new patrons to see if they're coming from institutions. Not every new patron tells us that they're in an institution or retirement facility, etc. The other thing, as far as outreach is - our recent survey in 2011. The majority of our patrons heard about us from family, friends and other patrons. Secondly, the second-highest word out there was through the state Blind and Low Vision Services and the third was through eye care professionals. DOs and MDs alike. Near the bottom was from public libraries, at only 11% So, our next mailing and postcards might be to eye care professionals in Montana - so just (some) ideas out there for everyone else.

Question: (David Oertli - NE)

Good afternoon. Is it okay to ask the status of the federal budget?

Answer: (Carolyn Sung - NLS)

The status of the federal budget. Well, the status of the NLS budget is that in December, the budget for this year was passed, and, as you know we operated on continuing resolutions until then. NLS was somewhat fortunate in one way, in that, some extra cuts that the House wanted to take out of the budget, did not get enacted, because the Senate version got enacted for us. (2013) is not supposed to be good at all (but) we're okay for this year.

Answer: (Michael Katzmann - NLS)

We have our base budget and we had money to do the transition. The transition money was taken away, which accounts for about thirteen and a half million dollars. Plus, we had like a ten to fifteen percent cut off our base budget on top of that. That obviously has thrown some of our plans into limbo. We are carrying over some unspent money from last year but we are working with Congress and the Library to try and re-purpose that for cartridges, because we were planning on using some of that supplemental money this year (and) next year for cartridges before the recycling program kicks off. As to what they'll do this year - well, you read the papers, too, so... We'll know when they announce it.

Answer: (Carolyn Sung - NLS)

And of course, being an election year - in the past you could sort of think that they would do their work and pass the budget before they go off to campaign but, with the tenor of the political news, I'm not very hopeful that that'll happen, but it could. So, our budget this year is a little lower than our pre-digital-transition budget. Does that answer your question David?

Question: (David Oertli - NE)

Yeah it doesn't sound real hopeful but...do you have some vacancies? Are you looking at some savings there? (Do you) hope to fill them? Or do you know yet?

Answer: (Carolyn Sung - NLS)

We're looking forward to filling a number of jobs. One is the Audio Production Specialist...I believe John has another job that he's filling in Engineering. We have applications and we expect to hire two librarians to replace Carol Strauss who died about two years ago and Freddy Pico who retired about two years ago.

Answer: (Michael Martys - NLS)

We have two Automation folks that are currently in the works. One is a person to deal with our increased workload due to I.T. security rules, and another is to replace an existing staff member who retired last year.

Comment: (Michael Katzmann - NLS)

At the end of last year we had the Deputy Director retire - Bob Fistick, and also Jim Miller retired. We will replace Jim Miller on a temporary basis, quite soon - within the next week or two, and...of course we have the Director.

Question: (Sharon Phillips - NY)

Hello everyone. Thank you Jane, for your presentation. We did get a fair number of responses from those tear-off postcards so, that was good. (We got) between twenty and twenty-five. It's not huge, but these were people who were obviously not registered with us - not familiar with the service - and I will be sending Alice an email. After we leave the room here we'll be asking for that list so that we can do some follow-up. But I also had kind of a nitty-gritty question... We have not had a Machine Supervisor for the last couple years because that person took the retirement incentive and we can't replace him. So, we're a little fuzzy on what we should be doing with the digital players that are coming back to us. We've had a rash of calls from patrons the last couple months. These are players that went out in our initial distribution to patrons and these are players that (don't seem to) hold a charge anymore. They're not in warranty, so can we get batteries for those? Should we be replacing those batteries? What should we be doing exactly?

Question: (Michael Katzmann - NLS)

Do you have a volunteer shop? Or any volunteer repair group?

Answer: (Sharon Phillips - NY)

We do have a small volunteer repair group that we're trying to keep together. But they've not done anything really with the digital players.

Answer: (John Brown - NLS)

The batteries need to be taken out of those older machines and they can be brought back to life in a newer player. We have a Machines and Accessories report on this procedure - on how to do it. Basically those first-run machines don't have some circuitry that the newer machines do to be able to handle these batteries. If your repair guys can shoot us an email... I'm jobr@loc.gov. Send me an email and I can get you a link to the procedure and hooked up with what you need.

Comment: (Library Staff - NLS)

...and you can always call your Network Consultant for issues like this, too. While Vickie may not know the answer, she can contact someone internally who can find it out for you Sharon.

Question: (Stella Cone - GA)

Hi. I have a couple of the other "nitty-gritty" questions. I had a question the other day from someone in a subregional (who) wanted to know if the TBT would ever be put on a digital format.

Answer: (Carolyn Sung - NLS)

TBT - the cassette version will transition with the magazine program as I understand it.

Answer: (Michael Katzmann - NLS)

...which we're hoping will happen this year.

Comment: (Library Staff - NLS)

It is on BARD - and it is on the public website.

Question: (Stella Cone - GA)

The headphones for the digital - where are we?

Answer: (John Brown - NLS)

We're in the midst of procuring headphones for the digital player. We're getting close to the end, I think. We should have something available within the next three to six months.

Answer: (Michael Katzmann - NLS)

These are lightweight, more modern headsets. John is just working out the packaging with the contractor so, they should be forthcoming.

Question: (Stella Cone - GA)

Any breath switch for the digital?

Answer: (John Brown - NLS)

We're working on a solution that will get the existing breath switch (using) a small adapter - to work with the digital player. We're trying to get those procured and in the next few months we should have those here.

Comment: (Stella Cone - GA)

Just one comment about reaching out to public libraries. We're doing a lot of that in Georgia this year. One of the things we're doing is a manual that is going into every public library in the state. I'm going to be sharing that with Kim and if anybody else wants - let me know.

Comment: (Library Staff - NLS)

Well Stella, let us know and we'll send that out as a "Best Practice." And we'd like a copy of it, Stella, in Network Services, so if you could send it to MaryBeth.

Question: (Ann Piascik - RI)

Jane, thank you for your presentation as well. I have a question about Public Education. I appreciated hearing the summary and all the things that have been happening so far. My question about Public Education and PR is I haven't really heard anything about using the web as a tool for PR. I've been doing a lot of work looking at our website and trying to make links and I know NLS people have heard me talk a little about this already - linking to the NLS web page(s) but beyond that as well. What would...the national level suggest to us at the Network level in things that we could all - in common - do to really promote and use the (web)? I know a lot of our patrons can't use the computer yet but there are caregivers and family members who do use it

Answer: (Jane Caulton - NLS)

That's one of the things we're going to be talking about in our marketing presentation during the National Conference. What we are doing is....our media blitz will include the internet. We're going to have the announcements that we've made. We'll be announcing them through social media, which is a web-based program. We will also use search-engine optimization to make sure that when someone is searching for anything related to vision or disabilities, that our name will come up and that they'll be able to learn about our services. ...You do want to have your own web presence. Have you partnered with any organizations in your locality that you can establish links with...

Question: (Ann Piascik - RI)

We are doing things on our own web page but I wanted to hook into and partner with NLS as well, in terms of doing great things with PR and sharing things that are done on a national level. I appreciate you talking about the media blitz and search engine optimization. Will those show up in reports from NLS?

Question: (Jane Caulton - NLS)

Are you keeping up with the "Best Practices" Operations Alerts? They tell you what other libraries are doing across the nation. That's why we send them out - so you can get ideas. If you have any ideas you would like NLS to do - that you would like to specify, send me an email. I'm at jcau@loc.gov. Or, you're in the Northern Conference so you should really be sending it to Kari Wilkins in Philadelphia. She's your rep.

Comment: (Carolyn Sung - NLS)

This is Carolyn. I'd like to say that in the conference in Iowa we had a presentation - I believe Bill Gracyk from Milwaukee and also Mark from the New York Public Library...talked a good deal about how they were using social media. Even though Mark has retired I'm sure that Caroline could talk with you about some of the things they've done. And one footnote - I did mention that (the) Reference Section is in the process of hiring two new librarians and, the emphasis is going to be very much on web and,...the head of the Reference Section is in the process of doing an inventory of our website and we're working with the Library of Congress web design people to come up with a new website design for NLS. I don't know what the timeline is but, I'm hoping this year we'll have a new one.

Question: (Ed Byrne - TN)

Thanks. First I was remiss in not thanking you Jane... Ruth said that she recently saw a photo of a (digital) talking book machine workshop being led by Kevin Watson and, her question would be...would such workshops be available to the Network Libraries?...

Answer: (Carolyn Sung - NLS)

We have semi-good news for you Ed. Every orientation this year - March, June and October will have an additional Machine Repair Workshop - one day component. Part of it focuses on cassette machine repair and part of it focuses on digital machine repair. So, that may be something. While you may not have anybody who can come for the entire orientation, we will certainly be delighted to have you come for only part of it - the machine repair part, which will be done by John Brown and Kevin Watson and other NLS people. You can send a quick email to Pam Davenport: pdav@loc.gov, who will be coordinating the orientations this year. Put whoever you'd like to attend on (your) staff on the list.

Comment: (Michael Katzmann - NLS)

We also have been producing some YouTube videos, and John will expand that over the coming year. We will be putting more material up on the web. As far as conducting in-person training - as I mentioned - the budget is rather strained. You know, the Network Consultants are trying to get out to libraries, so...(there will be) no expansion at all in workshops.

Question: (Barbara Penegor - KY)

My question is about LCM. Our agency is in the process of upgrading all of our computer workstations to Windows 7 and LCM is not compatible with Windows 7. So I emailed Sue Arrington to see if there were any plans to upgrade LCM and learned that, not only were there no plans to upgrade it but it will probably become obsolete. So I'm very concerned (what) we're going to do with our recording program if we no longer have access to LCM.

Answer: (Michael Martys - NLS)

NLS, after sponsoring the last round of development on LCM to get it to make talking books - we at that time backed out of it and let it be a separate product. We haven't followed up with it since then. We've been letting the vendor deal with it on their own. We did at one time attempt to buy LCM from the vendor, but the price they wanted for it was so exorbitant that we just said "no." I guess what we're going to have to do, based on this information (is to) talk about it a little bit amongst ourselves but right now we don't have any options to recommend.

Comment: (Michael Katzmann - NLS)

We've explored - with a couple of other vendors - adapting their tools to work with our books. John Brown is working on that. There is the APH Book Wizard Producer. I know it's a different

workflow than you've been used to with LCM. You could still try and keep a machine for doing LCM...on Windows XP.

Comment: (Library Staff - NLS)

For what it's worth, we installed LCM on a Windows 7 machine, and we had it running. I mean, it worked and it didn't crash or anything. It may be dependent on your specific PC and whatever hardware is on there but at least the one we tried down at our studio here seemed to work.

Question (Michael Katzmann - NLS)

Did you actually try it?...

Question: (Barbara Penegor - KY)

No, if we try it and it doesn't work, then that's the end of our recording studio, so I just want to know, what are our options? Is there another product out there we can use? And if so, are we going to have to completely start over from scratch with our recording program?

Answer: (Michael Katzmann - NLS)

There is APH's Book Wizard Producer but it's not a plug-compatible program. Some of the techniques you use for making the book would have to be adapted for using that tool.

Question: (Barbara Penegor - KY)

Can you use that for recording and for markup and for converting? I mean, does it do everything we need to record a digital book?

Answer: (Michael Katzmann - NLS)

It creates a standard...digital book. APH are using it to produce the books for us! So, it certainly does work. But it doesn't work in the same way as LCM does. The workflow is different.

Question: (Barbara Penegor - KY)

Can we use it to convert our existing analog recordings to digital?

Answer: (Michael Katzmann - NLS)

Well, LCM doesn't convert anything. You have to do a conversion and then import the files into LCM and mark them up. A similar workflow would occur with Book Wizard Producer.

Comment: (Michael Martys - NLS)

I think maybe Barbara, that we don't have enough time to properly address your comments or questions and maybe what we'll do is we'll take what you said and then go back and discuss it amongst ourselves and come back with a more formal answer that would probably address the issues you brought up.

Comment: (Carolyn Sung - NLS)

Well, the hour is now past 3:30, and we normally allot an hour for these calls. I would like to make two final plugs: One is the Network Library of the Year network bulletin went out and the nominations are due about a month from now. Please look at that nomination form if you wish to nominate one of the wonderful libraries. The event will be at the Library of Congress on Friday June 8. We would like to see a lot of nominations for all the good work you've done. I also know that people are very interested in excess and disposal and trying to downsize their cassette collections and probably have some follow up questions that you would like to talk to your Network Consultant about. So if you have concerns in this particular area, I would urge you to talk to your Network Consultant who (has) experience in this and can answer your questions. I know everybody has a different situation and has different challenges and so the Network Consultants are supposed to be experts and I think they are. So please share your concerns and ideas with them.

Thank you all for coming today and Happy New Year!