

NLS Telephone Forum - 2-29-2012
(paraphrased)

Profound apologies: The first 3 to 4 minutes were missed due to an intermittent telephone issue!

Comment: (Carolyn Sung - NLS)

...

The Public Library Association is meeting in Philadelphia in the middle of March - I think the 14th - for a couple days. Vickie Collins will be there and we'll have an NLS booth. It's our opportunity to show the new Digital Players to the library community on the east coast. If any of your associates are going to be at PLA, please tell them to come by the booth and see Vickie and she may have some colleagues from nearby libraries helping her out. We think that's an important opportunity. The final thing I want to say is that I want to thank everybody for all the hard work they've been doing distributing machines. We reached 85% with the Digital Player last week! Everybody is getting their percentages up and we're all above average, but keep on trucking! 391,000 players are out there in libraries' hands and 331,000 are in the hands of patrons but we want that other group to get in the hands of patrons, plus, I think we've got about 69,000 in the Multistate Center West and I know (that) 23 libraries have ordered from the MSCW to add to the ones they can distribute, so if you need some, please order from your Multistate Center. If you're in the "east of the Mississippi" group, Jackie will be sure that Paula gets your order over to the west. I just want to give you a round of applause for all the hard work you've done.

Michael Katzmann is here and we'll turn the floor over to him if he wants to make any presentation or - would you like for people to ask questions? I know - on the listserv - some people have questions about the magazines... Okay, the floor should be open for questions.

Question: (Danielle Miller - WA)

Hi everybody. I was just wondering if there had been any change or discussion about the machines that we can order from Multistate. Here in Washington, we have a ton of DS1s and hardly any DA1s, and last I heard we had to order a "mix" that was more Standards than Advanced. It would be better for us just to do Advanced or maybe partner with another library who wants Standard. I just wanted to hear if you had any more talk about that, or would be willing to consider it.

Answer: (Carolyn Sung - NLS)

Actually Danielle, we have been a little loose about that, and as long as you order a carton of the Advanced, we will honor an order for one or the other. You can have all Standards or all Advanced.

Question: (Ruth Hemphill - TN)

Hello everyone.... Is it cost-prohibitive to have producers of books somehow bundle all the books together, that a library is getting? We spend an inordinate amount of time looking for missing (ones).

Answer: (John Bryant - NLS)

Yes it is difficult. We've had producers that have tried to find some way of bundling books together... We've not yet found a way to do that. However, we are looking into the possibility of some sort of packaging that we would be able to use to send books out in that manner because eventually we're going to be asking for copies to be returned to a recycling center, and we'd like to have that packaging available to the libraries to do that.

Comment: (Ruth Hemphill - TN)

That would be great. Some of (the producers) used to send the cassettes in a box together, and some would send them in shrink-wrap together. Sometimes there weren't as many in a box as there could have been, because we didn't order that many, and they rattled around, but they seemed to be okay. Right now we're waiting until we get all the copies, to put them in our inventory and that means that people don't get the new books as soon as they want them.

Answer: (John Bryant - NLS)

We do understand that that's an issue. Actually, it varies by the areas of the country. Some post offices won't allow the producer to package them together in that way, and others do. ...We are trying to hopefully come up with something.

Question: (Kathleen Walls - TX)

Hi I had some questions about the Web Braille and BARD integration. I actually have four questions. From the Operations Alert that came out the other day, there's a mention about the BARD home library and that would be the library that registered the reader for BARD - and some of the records follow that. When a patron moves from one state to another and transfers their primary serving library, does that home library change? It's not saying that they will keep that original CMLS I.D. number from the first registering library, does it?

Answer: (Michael Martys- NLS)

I'll take a stab at the first question. You're right in that when a patron first signs up for BARD, they're associated with the state that signed them up. They have a CMLS I.D. from that state. When the patron transfers to another library, the receiving library is supposed to put in the new CMLS I.D. The patron then becomes of record of that particular library. The reason why these things were mentioned in conjunction with Web Braille is that braille circulation is a little more complex than audio circulation. There are certain libraries that handle braille for other libraries and thus it becomes a little bit more important who receives the statistics. That's why it was mentioned in the Op Alert. The key concept is that the patron belongs to one library...and the statistics go to that library.

Question: (Kathleen Walls - TX)

My next question is: When they're combined will we still be using two subscriptions - the WBB-1 and the DBB-9? Or will it combine into a single subscription?

Answer: (Carolyn Sung - NLS)

I think we're still considering that, and whether we need that anymore. I don't think we've decided.

Answer: (Steve Prine - NLS)

The purpose of those two codes was to indicate to us who was using Web Braille first and then how many people were actually using BARD, and then we could look at it through CMLS. Once this has been merged, we're really trying to decide if (there) is really a requirement for that because we will be able to go into BARD and look at statistics by library or nationwide. We're still trying to determine if it's going to change or not. There won't be any new Web Braille after the merger...

Question: (Kathleen Walls - TX)

I am assuming that there will be a single registration process at that point? When a patron registers, they won't necessarily have to specify whether they're intending to use the braille or the audio or both?

Answer: (Michael Martys- NLS)

Right. The current plan is that all patrons will be in BARD. The people who are currently using Web Braille will have to sign up for BARD. A period of time before we go live, we're going to modify the Web Braille website so that it will pop up a message that says "you need to go sign up on BARD." After we go live, the current Web Braille website is not going to be shut down, but it

won't be updated, and the message will continually pop up that says you should be on BARD, except that it will say that if you want to see new stuff you should go over to BARD - and then after a period of time we'll actually shut the old website down. From then on, basically all you'll have is one BARD account.

Question: (Andrew Egan - RI)

Sending Vickie to the PLA meeting - I think that's a great idea, but does that imply that you may be opening up their account a little bit more than a demonstration account?

Answer: (Steve Prine - NLS)

At the moment it does not... reflect a change. We may expand the number of titles.

Comment: (Carolyn Sung - NLS)

Andy if you have any recommendations for things that could be adding to the demonstration, we'd be happy to hear.

Question: (Andrew Egan - RI)

I went on Learning Ally site... They have several apps for the iPhone, the iPad, the iPod Touch. I know you've talked about doing that with the iPhone initially. Is there progress to be reported?

Answer: (Michael Katzmann - NLS)

There's not really much progress to report but yes, you're correct. We are pursuing doing an iPad/iPhone iOS and Android app.

Question: (Sarah Cranston - IA)

I would just like to express my interest in the possibility of beta-testing that app. If that should come about, is that a possibility?

Answer: (Michael Katzmann - NLS)

Sure.

Question: (Linda Montgomery - AZ)

My question is about the survey that we're all submitting before the middle of the month... I know we're supposed to report our statistics for the last state fiscal year, but when we found out that in KLAS, the number of items reported included books in Withdrawn status. We had KLAS go in and remove all of those, so our number of items that we had in the collection by our report in June was 460,000 plus, but now it's 248,000 and I chose to report the 248,000 because the 460,000 certainly was not accurate in June and most certainly is not accurate now. So, is that what you would like to have done?

Answer: (Carolyn Sung - NLS)

Absolutely... I think that's good and probably we'll have to make a note somewhere that there was an adjustment to cover what looks like it's going to be a big drop. ...We'll add (the note) here as some sort of footnote.

Question: (Martin Landry - MT)

My question relates to the Talking Book Topics and when I have patrons who are asking for it in the digital format and I don't know what to tell them at this point. This is for the ones who don't have BARD. Do we have an idea when and how that might be available?

Answer: (Michael Katzmann - NLS)

Well, just like the other magazines, that will be available when the program goes over to digital. We have had, since the beginning of the year, a contract down in our contract section to try and award to do the magazines, so, at the moment the expectation is that the contract will be awarded around June and initial magazines will be available on cartridge toward the end of the year, and that will include TBT.

Question: (Martin Landry - MT)

(Will they be) doing one (magazine) initially or all of them at once?

Answer: (Michael Katzmann - NLS)

The way it will work is - if a patron subscribes to a magazine, for example a monthly magazine - or more than one monthly magazine - they will get one cartridge a month with all the magazines that are available for them in that month. It's not a matter of (us) doing one magazine first - basically all the magazines are going out first. What will probably happen - each producer will ramp up production based on patrons, so certain libraries will transition first (while) the producers get confident that the systems are working and we don't have any glitches and then, over a period of a couple of months we'll ramp up to cover the whole of the patron population.

Question: (Mary Jane Kayes - CA9)

The question has come in from at least one patron who has the update going into their digital player. The volume on their player is set quite loud because they're (nearly) deaf. They couldn't hear the announcements on the update and thought something was wrong with their player. Is there something in the Software Upgrade that prevents it from being played at the sound level that the patron has set the player?

Answer: (Michael Katzmann - NLS)

Actually what happens is, the volume is set to a specific level for the upgrade. The idea being that if the volume was set very low, (it) would be raised so that they could hear the announcement. Now, (there is) obviously a flaw in the plan where someone has their volume set very high because they can't hear at the normal level... I'll make a note of that so that (in) the next upgrade we'll make sure that it goes up and it doesn't go down.

Question: (Danielle Miller - WA)

This is a publications question. I'm wondering about the reports. I think 2009 is the most recent - with the budget and circulation and staff data for all the libraries. I was wondering if that's available electronically anywhere. I found a spot on the website where the information is there, however it only lists the regional librarian and address and website, not the other data.

Answer: (Carolyn Sung - NLS)

Danielle, we have not put the appendix information on the website. You will be happy to know perhaps that we have in production the next edition of Library Resources which will - I think - have two years of data in the appendixes.

Question: (Danielle Miller - WA)

Is there a way to get the appendix for the 2009 electronically? It just hard when you're trying to provide information for someone else like a funding body, without being able to copy and paste.

Answer: (Carolyn Sung - NLS)

We will consider that as soon as we get it finalized. I think it might even be in some early stage of the printing process... I think we're almost there to publish it. Certainly we can make it available on the Network Library site, maybe. I think we can. I'm not sure that we want to put it on a public site yet. All the data that is in Library Resources appears in Find a Library - all the non-appendix data. If anybody has questions, certainly you can contact your Network Consultant.

Question: (Stella Cone - GA)

Carolyn, you've done a great job as the leader of this group. The LCM that is going to go away. Have there been discussions about what we are going to use for (digital book markup for) our local recordings?

Answer: (Michael Martys - NLS)

This was brought up in our last Open Forum call if I remember right. Since that time, we have actually approached Bosch to talk about the future of LCM. I don't know how much I can tell you about what we're working on right now, because some things are still being discussed on our side but we are pursuing finding out about the future of LCM and, what we can do to help in that area. For the short term, our studio has done some experiments that show that LCM will work on Windows 7. I think that's a fair statement to say. So I don't think you have an immediate crisis in hand. I would like to tell you we are working on it. Hopefully I'll have an update for you by the next Open Forum call.

Question: (Ruth Hemphill - TN)

Any thoughts on updating magazines with special media?

Answer: (Carolyn Sung - NLS)

We were just talking about that this morning with Dawn. We're still in the early (stages of) working with Publications on it. There is a revised draft. We were talking about what to do next. I think it's still in the publication review process. Ruth Nussbaum is working on that, so if you have specific questions you can try the other Ruth.

Comment: (Mike Marlin - CA9)

I just wanted to follow up on Danielle's comment about Library Resources from an accessibility standpoint and say that I fully support conveyance of electronic data whether it's in spreadsheet or some other table format and whether it's on an internal website or sent as an email. It would be profoundly helpful for me and anyone else in the Network who's using assistive technology. I just wanted to throw that out there.

Comment: (Carolyn Sung - NLS)

Thank you Mike and we certainly will do that. We've just got to get to the end of this publishing process and have an electronics file that matches the print file and then we can proceed.

Comment: (Richard Smith - MO)

With the questions on resources - that would be interesting (and) of interest to us for funding (we) ought to be able to look at the other services besides the print. It's just the Network Library Services and the readership and circulation information from past years. Can't you just change that so the regional library can be changed? Right now I've got MO1A. I just want the other libraries there so - I can't change their information but I could just look at it... All that stuff is public record - it's been printed - we just need to compare it electronically.

The other thing is we don't (hold out) for all the copies to come in, whether it's 1 or 30 copies it just goes out the next day, so, I'm fine with getting the producers to ship them all in one package to help the other libraries but I'd be against it if it would hold up and delay the delivery.

Question: (Deborah Toomey - NLS)

Richard I have a question: How are you tracking them for delivery verification?

Answer: (Richard Smith - MO)

We verify them eventually but we don't wait to circulate them. We may be behind on the tracking but (the books) get out to our patrons.

Comment: (Michael Martys - NLS)

Richard, one more comment about your first point which had to do with the network database. We're in the process of rebuilding the entire network database tool so it works more efficiently and it has improved reporting capabilities. As Steve mentioned, that project has been in our basket since 2009 and it's been delayed for various reasons. I would like to say that we are

working on it diligently and there has been some pretty significant steps taken toward that, and I would hope that we will get this project done perhaps this year. The reason that's important to your question is that we don't want to modify the old system. We want to put all of our energies into the new system.

Comment: (Carolyn Sung - NLS)

I want to take this opportunity to put a plug in: Please - I think you're still able to report for two more weeks to get your information in about your collection and your budget for the appendix so please give that a priority and update them because sometimes people just let that data stay in there for a long time and we are trying to date-stamp that data so that we know as of what date you gave us that information. The data that we put out can only be accurate with cooperation and input from you guys.

Question: (Richard Smith - MO)

My other question was on the reporting of the RCs. You're not going to get as many as you thought you were. Will that remove the limit of the higher RC numbers?
...so that we can send you more RCs.

Answer: (Steve Prine - NLS)

Once all the numbers are in at the middle of the month we'll look at those numbers again.

Question: (Danielle Miller - WA)

Could you share the answers for Richard with the Network?

Answer: (Library Staff - NLS)

Okay.

Comment: (MaryBeth Wise - NLS)

Hi everybody. As you all know, the conference is coming up in May and registration is open, so we encourage you to go to the website and register for the conference and the hotel. We have a really robust agenda being planned and we look forward to seeing you all there and if you have any questions about the conference you can contact me or Joel Phillips, the other coordinator. If anyone has any questions about the conference now, feel free!

Question: (Kay Goehring - NE)

I have a question about the XESS numbers. Did those numbers include all of the master copies that we have, that of course don't have a code on them?

Answer: (Steve Prine - NLS)

The numbers that we use are the numbers that were reported to us. If you reported those, then yes. If you didn't then the answer is no.

Question: (Kay Goehring - NE)

I have another question too. When you go into changing all of these magazines that are now cassette, into digital, will we have to go into each borrower and change them to a digital format? Or digital code? Or will that be a global change that you make?

Answer: (Michael Katzmann - NLS)

We will use the current subscription database and they will get cartridges if they have indicated that they have a digital player, and they won't get cartridges, if, according to CMLS, they don't have a digital player.

Comment: (Mary Jane Kayes - CA9)

I would like to put it out to everybody in the Network - think really creatively (about advertising the presence of newly appointed NLS Director Karen Keninger).

Comment: (Carolyn Sung - NLS)

I hope you all heard Mary Jane and I want you to all do what she has suggested that you do in terms of promoting the program and using this new leadership change at NLS as an opportunity for publicity.

Question: (Beth Hirst - IA)

I just wanted to piggyback on the question about magazines. In terms of our own record-keeping in our circulation system, do you anticipate changing the magazine codes when they switch over to digital - to a different number? Currently they're all listed as "3"s of course having to do with the cassette format. Or will we just allow "3" to be an audio number and not worry about changing them?

Answer: (Michael Katzmann - NLS)

(To my thinking) we would just go with the existing CMLS system. There will be a period when we will be sending both cassettes and digital. Currently if a patron gets a digital cartridge they will cease getting cassettes. When all the patrons are getting cartridges we will stop sending out cassettes. I don't think there's a good reason to change the system at the moment.

Comment: (Carolyn Sung - NLS)

If there are no more questions, we'll say Good Afternoon, have a good rest of your day and we'll be talking to you through emails and telephones until we next meet again the last Wednesday in March. Take care. Bye-bye.

No more questions or comments.