

NLS Telephone Forum – 6-27-2012  
(paraphrased)

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

Good afternoon...30 lines are currently logged in...Karen (Kenninger) is in training and so is not here with us... Let's go around the table... Michael Katzmann, would you start?

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

Michael Katzmann, Pamela Davenport, Jane Caulton, Deborah Toomey, MaryBeth Wise, John Bryant, Judy Dixon, Steve Prine, Vickie Collins.

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

So, you know who's here. I did see Richard's reminder yesterday and some of Richard's correspondence today. I want to thank all of the people who sent in their presentations to MaryBeth and I want to thank MaryBeth and Steve and Deborah particularly for seeing that we got the presentations up on the website. Deborah also sent out the Operations Alert on Friday (which) had a little nugget in there to say that if you haven't gotten your presentation in, it's not too late. So, we wanted something out for people who were eager, and we wanted people who did good presentations who had not yet (put them) in, to know that (they're still) welcome.

So the first thing that happened on Friday – well Deborah was first. The second thing that happened – the Library of Congress has an internal newsletter called The Gazette, and there was a very nice article written by our friend here Jane Caulton, as an overview of the conference. It also had a picture of Karen (with) Maureen Sullivan. So, we added that yesterday, so this is just to let you know that this is growing and we will add the materials, and you're encouraged to provide materials.

(There are) two more announcements from me. CMLS and BPHICS – well we thought it was going to be awarded today or tomorrow but it seems it's going to be extended by a week or two. We hope that next month we'll be able to announce that it has been awarded and that the merger of the two essential databases will take place. Not to worry yet. There's plenty of time to prepare because the technical stuff will be done first, and then there will be a plan for how we actually do the merger. Some of you will have gotten an email yesterday about your statistics. I look at the glass as being (more) half-full than (half) empty, but there are still eleven libraries that did not report their statistics so, you know who you are! We look forward to receiving them as soon as you can do so.

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

And I happened to see today an email from Sylvia Dye, where she mentioned that the website is open until June 29 – that's this Friday, so if you haven't gotten your statistics in, please get them in. The website is still open and you can still get them in.

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

Thank you, Deborah. One more announcement and then I'll turn the floor over to questions. The Library of Congress opened a new exhibit on Monday, on Books that Shaped America. I thought it was 100 books but it turns out to be 88. Our wonderful Collections Development Section Head worked on this list and, I'm able to report that we have 66 of the books that the Library of Congress staff chose. Some of them are a little weird, you'll think. If you thought the sampler was weird, you're going to really love this list. Still, it has some good ones like "In Cold Blood" on it. I'm very pleased that we'll be able to publish this on the website. We'll probably send you the list that Ed did so that you can have it. I think it will be something good for the public website of NLS. That's "Books that Shaped America" and the first one was written by Benjamin Franklin, "Experiments and Observations on Electricity" in 1751. We don't have that one, you'll be glad to know. Operator I want to turn the floor over to the questioners...

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

Web braille patrons wonder if there is a definite date yet for (the) web braille transition. I've told them to keep a lookout (for) notices on the web braille site. Do we have a closer date yet for web braille transition to BARD?

**Answer:** (Judy Dixon - NLS)

I ask Michael Martys this question on a regular basis and the most recent answer I got was "late summer."

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

Will devices used on web braille be approved for BARD such as Pac Mate and Voice Sense?

**Answer:** (Judy Dixon - NLS)

Well, unrelatedly, the Voice Sense is currently a device that will support digital audio materials. The Pac Mate doesn't produce audio, so it will continue to use braille as it does now.

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

Will (Pac Mate and Voice Sense) be on the list of BARD-approved devices?

**Answer:** (Judy Dixon - NLS)

No, they won't need to be because, the reason those devices are on the list of approved devices is so that people can get a key to authorize their players to play a digital audio book. They won't need a key to play web braille

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

Will there be a step-by-step instruction on the BARD site or on the web braille site on how to sign up for BARD for web braille users?

**Answer:** (Judy Dixon - NLS)

There are instructions on how to sign up for BARD users on the BARD site, and the web braille site directs them to go to the BARD site.

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

How long will the web braille site be up, after the transition?

**Answer:** (Judy Dixon - NLS)

We're thinking of about 3 months. I suspect that in reality it will be a bit longer than that, but no less than 3 months.

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

The other question is a BARD question. How often is the pledge sign-in required? Does it automatically pop up at certain intervals?

**Answer:** (Judy Dixon - NLS)

It is automatic, and it's every 30 days.

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

Web braille users are used to having it for every single volume, so they're going to be thrilled.

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

Thank you Christie... Next question?

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

While you're deciding about questions, I do want to put in a plug for the new brochures. I believe there was an announcement of two brochures. One is for...Talking Books for Blind and Disabled Veterans, and then there's one in Spanish. My Spanish is not good enough, so...

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

Well it's not a question. I think part of the reason no one's answering (is that) we're all working on...end of the fiscal year stuff... One other thing – since Carolyn mentioned the brochures – I need to go back and look up my email. Did we get an announcement about new brochures? I remember a PR announcement about veterans... but I don't remember one about brochures, but that doesn't mean we didn't get it of course...

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

We sent out a Media Services bulletin...last week... Since I've gotten a chance to speak I also want to note that there are promotional PSAs available for download, on the Network Services website. We've sent out Op Alerts about those... The one about brochures...comes in paper and electronic format, so you should have gotten it... We'd like for libraries to take those PSAs and send them to media outlets in their local areas, to make sure that your area is getting the word. So, they're available, and there will be more coming.

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

Is there a way to adapt them to put our toll-free number on instead of NLS's?

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

You can. It's a matter of adding a text box to the PDF.

**Question: (Mary Kearns-Kaplan - NJ)**

I have two questions. The first question is, are the magazines on cartridge still scheduled for the end of December? My second question is about NLS' outreach to the VA. We have had some changes in staff here so that efforts that we've started have not been able to be completed...so we're kind of starting from scratch. What we've been talking to the VA here about...was doing a joint mailing, matching NLS eligibility criteria to VA diagnosis codes, and mailing out to those veterans and I was wondering if that's anything the VA could do with NLS (on a national level)?

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

The magazine program is on schedule. We're evaluating bids. The RFP closed early June, so we're anticipating an award in July and then there's a ramp-up period and toward the end of the summer we should be delivering the first magazines on cartridge.

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

Before I start to address the veteran's question, we had a very good idea from Catherine Durivage when we spoke yesterday. In preparation for the magazines and the player distribution – to be sure that people without players that were subscribing to magazines – they (have) a sticker that they put on the postcards that we supplied earlier in the year (saying) that the magazines would be on digital soon – and she's gotten a really good response from that. I thought this was a great idea to share, as we want to be sure that the readers of magazines have digital players before (digital magazines) start coming out.

Back to the veterans... We're trying to do a "best practices" and MaryBeth is working on one that we have from Florida, and we are looking for a few more. We also would be willing to check and see if we can work with you (on) this diagnosis code with the VA nationally, here in Washington (DC). We'll be in touch with Mary Kearns-Kaplan, right?

**Answer:** (Mary Kearns-Kaplan - NJ)

Yes. Mary.

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

We have a consultant (here) and she is helping us with our long-range plans. We expect, over the summer, to survey our patrons, so we would like to get a draft of some of the questions that NLS is going to ask on their national survey. Did I hear correctly that NLS is going to be doing a national reader survey?

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

Yes, you did hear it right. I appreciate the question. We haven't gotten to the "question" point yet, or the point of formulating the questions. We have gotten the RQ into the processing queue, and tomorrow we will be hearing where it is. It will need to be awarded by September... We'll be happy to have yours. At the conference I got some nice questions from Kentucky. Every time I read a consultant report and somebody's done a survey, I put them on my list to contact. We definitely will do consultation about what this survey will include. The Request for Proposal really sort of puts the onus on the person who's submitting the project or bidding on the contract, to submit something so specific as questions. We didn't include questions in our solicitation. That's something we would be expecting to get from the contractor, along with methodology. It's a patron survey but it's also a demographic study. We'll be trying to look at both things with the same contract

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

Well I have demographic (studies) for my contractor too, so any information I have with that... I asked MaryBeth for information and she gave me some of the sources she found for one of her reports – the census, the AFB and a couple others but any information you get, please forward to me – I'd appreciate it.

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

Sure. We'd certainly like to collaborate on that. In fact, just before we came in here, some of us (had) been speaking to the consultant who is working on a response about the immediate plan for NLS and some of its new directions. That's still...in the mix, as Karen said at the conference.

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

And now the second question was, again, the recall presentation I saw... it looks like basically by 2020 we should expect to double our shelving for our digital collection, and then it should flatline...we should be sending as many books back as we receive from NLS. Is that correct?

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

Well it's somewhat correct. We're not sure exactly how well it's going to work as we ramp it up. I think you can say that – yes. And there's no restriction right now on the number coming back as far as, if you are returning some others, but what we're giving you is the minimum we require.

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

So, if we're ready to go flatline this year, we could do it.

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

Yes, you could.

**Question:** (Letitia Gittens - VI)

I have two questions in regard to the Talking Book Topics. The large-print has not come yet. Is it coming soon?

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

Yes, it shipped yesterday, so it should be right on schedule with the Operations Alert that we sent out, saying that it would ship at the end of the month.

**Question:** (Letitia Gittens - VI)

Ok, and then my other question is... I know... Talking Book Topics is on BARD. I have (patrons) who do not want the old machine - do not know how to use the old machine and, they cannot see so I don't know what to give them for a catalog. Any ideas? ...I only have the cassette format and my newest clients really don't even want to see the (cassette format) and some of them don't need to go back there, but they need to have (an audio) format for the Talking Book Topics.

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

Well, Talking Book Topics is on BARD. (It) can be downloaded from BARD (onto) a blank cartridge, and then sent to them maybe.

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

When the magazines come out later this year, Talking Book Topics will be one of the magazines.

**Question:** (Letitia Gittens - VI)

Will it have to have that same turnaround business I was reading about in some of the others?

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

Yes. Just like they do (with the) books.

**Comment** (Carolyn Sung - NLS)

Last call for questions? It's a beautiful day here. Sunny and bright.

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

We were just discussing the magazines and the Talking Book Topics that Letitia just brought up and, will there be an order form that goes along with the Talking Book Topics on digital?

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

There will be an order form, but the order form will not be sent with the cartridge, so we do have to work out that detail.

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

You do know (that) it's also on the public website – if people have screen readers.

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

Most of our patrons don't have computers – that have digital players now.

**Comment:** (Library Staff – NLS)

Because CMLS tracks who's getting what magazine it will just be (easier) to do a mailing. It's working out the logistics of how exactly it's going to function.

**Comment:** (James Gleason - MA)

Something that the Perkins Library has undertaken as an outreach program is called the "Book Buddy" program. Basically we take a volunteer, who we match up with a patron who has identified themselves as (having) a very hard time reading Talking Book Topics and isn't...fond of the audio version either. The person calls this person when Talking Book Topics arrives, and goes through the catalog – either the whole thing, or piecemeal. They go over the order together and the Book Buddy either phones in or sends the order to the library. This accomplishes several things. For one it gets people (to be able) to order their books (and) it is volunteerism, and it is also helping people to be reached out to, and to reach out to others. I know other libraries have

this program too... but the idea here is that it is going to help fill the gap until the new format (dominates)...

**Comment: (Carolyn Sung – NLS)**

That's a very good point and I appreciate you making it. Also I want to take this opportunity to congratulate Perkins Braille and Talking Book Library and the Boston Public Library for their Digital Access Project. It won the ASCLA-KLAS NOD award at ALA. And this Digital Access Project is said to be a collaborative activity of Perkins and the Boston Public Library with additional involvement from the Internet Archive of San Francisco. Through this joint initiative, patrons of the BTBL who are unable to read traditional print text, can quickly access print books available in the huge collection of the Boston Public Library, within 24 hours. And James, I want you to know that on Monday, I was speaking with the president of the Boston Public Library and she was telling me about this project and how proud she was that they were able to work with you to make these exotic books...available overnight. And please extend my congratulations to Kim and all of your staff that might not be on the call.

**Comment: (James Gleason - MA)**

Well thank you very much. That was really quite something. We are very happy – we were able to send our new Children's Services Librarian out to receive the award. She's a California native, so it worked out really well. Her family actually happened to be in town at the time also.

**Question: (Danielle Miller - WA)**

Hi. Good afternoon everybody. My question is also about the magazines on cartridge, and, we know that they need to get the magazines back within a certain time or they're suspended from that program, but if they contact us and say that they haven't received something, for example, or that they did send something back – is there a way that we can declare those "lost" or (a way we can) help in the process so that they don't lose their magazine privileges if they're proactive that way?

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

Yes, there will be a system in place similar to... if they're reported now that they haven't received something, the producer will be notified and will send another one out. We do expect some losses in the mail. If someone is reporting too many of those, we may get a bit suspicious.

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

Danielle, there is a replacement – both for braille and for audio – in place that involves the Multi-states. I don't think it will involve them this time, but that's going to be worked out. I should add that we're doing a pilot. Mike Marlin came to us earlier this month and wanted to try putting TBT on their local newslines for individuals who could access it (there) easier. He is in the process of testing that out, and he'll be reporting back to us. If it seems to be going well, there might be an opportunity to expand it. I just wanted to share that new development with you... And, congratulations Danielle, on getting the Mayor's Proclamation on...June 5.

**Comment: (Danielle Miller - WA)**

Thank you very much. It was a great honor, and it was really exciting to have Pam Davenport be here and be able to go to that with us.

**Comment: (Pamela Davenport - NLS)**

I did (enjoy it). It was wonderful.

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

I'm glad you mentioned that about TBT going on Newslines. That will be really exciting if it takes place because it will be a way that most everyone can get it, and maybe they'll be able to keep archives.

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

What we're starting with is a test.

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

Yes I understand... Also, it might encourage (more use of Newslite) too.

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

Thanks for your question. If there are no more questions...last call. I wish everybody a Happy 4<sup>th</sup> of July. Be careful with the fireworks and enjoy your time off. Bye-bye!

No more questions or comments.