

NLS Telephone Forum – 8-29-2012
(paraphrased)

Comment: (Carolyn Sung - NLS)

Well hello everybody, from coast to coast and maybe in the oceans as well. (I'm) pleased to be here and first of all I'd like to thank Richard for sending out the notice and the phone (info) so that everybody could call in this afternoon. I'm going to go around the table so you know who's here – in case you want to queue up questions for various people, and then there are a couple of words I have to say and then we'll open up the floor for discussion. I'm Carolyn...

Comment: (Library Staff - NLS)

Karen Keninger; Michael Katzmann; Steve Prine; Ingrid Davitt; Pamela Davenport; Deborah Toomey; ...; Neal Bernstein.

Comment: (Carolyn Sung - NLS)

Ok. That's a lot of people for this afternoon. I know some people have been working on contract reviews. We're trying to utilize our monies well and get all kinds of things done for the end of the year. I suspect some of you are doing the same. I hope everybody got their Operations Alert about player reviews and the various communications that we sent. We believe that we have followed up with everybody with their specific data from CMLS... Sylvia sent emails to everybody. If you have not gotten any data, would you call me, Carolyn, or Steve? We'll check on it. We did find that one library's email address had changed and... email is not totally reliable. The good news – John Brown would have been here but he's assured us - the headphones are coming. I think we'll have them ready for shipment to libraries – ready for requests from libraries – in October. This will be preceded by an M&A that will tell you how to order them. They're going to be coming in over the next year.

I saw something (in) the last two hours that I'd like to share with you. There should be, coming soon, a bibliography on our website on guide dogs. This is one that was kind of special. We got an archive from Seeing Eye some years ago, and so this is a bibliography that will include some historical materials as well as current materials... I'll take this opportunity to tell you that we still have some print copies of Westerns, which came out this time last year. We still have them in the Multi State Center so if you would like to order those bibliographies, please do. David Whittall is retiring on Friday and he would've been here this afternoon so that you could "roast" him if some of you wanted to, but, he had a doctor's appointment. I give you his regrets, but (also) his thanks for the years of working together in this service. So, without ado, I will turn it over for questions.

Question: (Ruth Hemphill - TN)

I've got a couple of magazine questions which you may or may not be able to answer. I believe at the conference it was said that possibly there would be a six-month leeway for people to finish reading magazines and return them, before their subscriptions would be shut off. Is that still the consideration?

Answer: (Michael Katzmann - NLS)

It will end up being somewhere around 6 months. It depends on whether (they're) a weekly subscriber or monthly subscriber and how many cartridges they've been sent. In general, that's what we're looking at.

Answer: (Karen Keninger - NLS)

I would just add to that, that it would be important for you all to encourage people to keep those moving. We will try to be as generous as we can. That leeway time is really going to work best if people recirculate those as quickly as possible – and if you guys can help us to help them understand that – that will be very good.

Comment: (Michael Katzmann - NLS)

I wouldn't encourage you to tell people to hang onto them for 6 months. I would just say "return the cartridges when you've finished reading the magazine."

Comment: (Ruth Hemphill - TN)

I was just at the Tennessee Council of the Blind meeting and they asked me how long it would be and I said, "Well..." I tell them they have to return them (and) I only set up timelines if they ask questions.

Question: (Linda Montgomery - AZ)

My question goes back to the barcode labels that are coming on books, and I know that you were working with the producer to get that corrected. We're still getting quite a few. Is that to be expected to happen for some time yet? (The barcodes) on the container(s).

Question: (Library Staff - NLS)

You are still getting some that you're not able to read?

Comment: (Linda Montgomery - AZ)

Yeah. In fact from August 14 to August 22 we got 140 that were unreadable.

Answer: (Library Staff - NLS)

The container producer has gone through their entire inventory and they reworked them and have only been sending us those that they say are okay. The ones that you have, may have been in the field at the time – but if you could contact Bob Norton and give him a sample of what you have – because we're not seeing any right now that are not readable.

Answer: (Library Staff - NLS)

...and if you can give him the range of numbers. The lowest number and the highest number that have problems. That might be useful too (the book numbers).

Question: (Kim Charlson - MA)

I have a question about the actual physical container that the magazines are going to be shipped out in. I just wanted to ask a "design" question. I hope that maybe the container is going to feel different from the blue containers so that we're not going to end up with a lot of mix-ups of people putting books in magazine containers (and vice-versa). I'm sure you've thought of that but I just wanted to mention (it) for patrons who have no functional vision and can't tell the difference in the color.

Answer: (Michael Katzmann - NLS)

Yes. That would be "red" (laughter). And, where the seal is, we have the new Library of Congress "flag" logo, plus, in braille it says "magazine." It definitely does feel different.

Question: (Andrew Egan - RI)

I just wanted to bring up the proposed ADA change for eligibility. (Is there) any additional information or insight about that?

Answer: (Karen Keninger - NLS)

There is no additional information. Basically, that has been put out there to be attached to the legislation that funds the Library of Congress and, when that legislation ever comes around – and we're going to be on a six-month continuing resolution right now – it's not expected to be until well after the election. Whether that will stick or not, is yet to be determined of course. They want to change the language as we gave you the information on and the reason that we added the ADA information was because it references that in the amendment.

Question: (Andrew Egan - RI)

I have a second question. Where are we for the iPhone and the iPad? Is there an update on that?

Answer: (Michael Katzmann - NLS)

The RFP for the two apps were placed on Monday and they're being evaluated at the moment. The contract has to be awarded by the end of this fiscal year for it to happen – so that is the end of September, and there's development time, probably on the order of maybe 4 to 6 months but, in that time we'll be doing some evaluation testing with it, so we'll put out a bulletin about asking for volunteers who want to test the apps. I know there's been a couple of people who've approached me. That would put it at the end of first quarter next year (that is) when we probably would release it.

Question: (Mike Marlin – CA9)

Just a question about the headphones, which, we're very excited to learn will be available in a couple months, and since many of us have backorders for headphones – will there be any limit to the number that we can order? I know some people have (backorders) in the hundreds. Ours is just under a hundred.

Answer: (Carolyn Sung - NLS)

We were in the west last week to have the Multi State Centers' Directors meeting and this (was) one of the topics of conversation. We don't have any numbers information at the moment. One of the things we decided to do – and I don't know how fast we'll be able to get it done – in the web parts ordering system, there is a way for the orderer – in this case, the library – to go and check what they've actually ordered, and that's true for the parts folks but it's not true for libraries and we want to put that into the WOW system so that we can have it. But we suspect that what we'll have to do is to try to sort out the backorders from the foreorders and include in that M&A that we're going to send out, information on how many. And, the number will depend on the packaging because we like to send a package so that we don't have to repackage. We anticipate that this is something we'll have to sort out and that there will be some sort of rationing, but the numbers I don't know yet – so that we can distribute them as widely as possible because we know that they're the "hot cakes" right now.

Question: (Linda Vincent - WI)

Hi. Here in Wisconsin, we really like the Frequently Asked Questions brochure, and it has been backordered for months and months. Does anyone know when we might see those printed?

Answer: (Ingrid Davitt - NLS)

That is a good question. I know we are going through a list of brochures and publications and media. I can't honestly (say) what order that one falls in. I'm sure it's on the list but, we're going through them one at a time. I wish I could give you more information but I'm not quite sure yet.

Question: (Kim Charlson - MA)

Hi. I'll follow up with another publications question. I'm curious about the availability of the printed digital player materials that go inside the (digital player carton). Those have been on backorder. I call them the "inserts" but I'm not sure what everyone else calls them.

Answer: (Carolyn Sung - NLS)

Kim? Yes, we also talked about that last week at the Directors meeting, and I have followed up with Greg Hill who is acting Machine Control Officer and, we're working on getting those re-supplied. The printed ones are on the website in the training – and the braille files are actually on our website.

Answer: (Ingrid Davitt - NLS)

...With the training. If you need that information Kim, I'll be happy to send it to you.

Question: (Lanny Parker - NC)

Two questions actually. The first is a follow up on the magazine case issue. I'm wondering if those (that) would be embossed (with) the braille label, will be available for purchase by the regional libraries as well. If so, in what color?

Answer: (Michael Katzmann - NLS)

Well that's something we hadn't thought about. But we'll give it some thought. ... The issue is the Library of Congress logo. The grey boxes are supplied with a blank (space) in that area, but I guess we'll talk about it and see what we can do. I mean, obviously the company could provide boxes in a different color. Instead of grey they could change the color to a different color for magazines but, I guess they'd have to produce another insert to do a different embossing in that round area... We'll give it some thought.

Question: (Lanny Parker - NC)

Second question: Could someone comment on the state of progress with the DB XESS process that you were developing (the recall).

Answer: (Library Staff - NLS)

Well they do have a contract prepared for that and we are just waiting for an award to do that. We've tried some different packaging and had some pretty impressive results...so we're going to try some different packaging for the returns that will be coming in, and we'll be asking those who volunteered to help with that, when we're ready to do it. But at present we don't have the agency - that will actually be handling the recall - contracted yet.

Question: (Amy Ravenholt - WA)

We were wondering about the list (of) retro books about to ship, that is on the Digital Transition website. That, I think, was last updated in June of 2011. Will it be updated...soon?

Answer: (Library Staff - NLS)

Actually...it was updated about a month ago. It should've been.

Comment: (Amy Ravenholt - WA)

It's still (in) 2011 today. We use it when we're trying to decide which books to duplicate for requests, so it's really helpful if you could update it.

Comment: (Library Staff - NLS)

I'll check on that. I thought that new list had already gone out.

Question: (Richard Smith - MO)

I know you have an emphasis on series, which you're getting up on BARD and we appreciate it, and basically I wanted to know if there's any way NLS could notify network libraries (of) when a series is completed and put available on BARD so that those of us that were fortunate enough to have the cartridges, can make hard-copy duplication of series for our patrons. And I don't know if that's Quality Assurance or BARD staff or Ed O'Reilly. I'm not sure who that would fall to... So I'm asking here.

Answer: (Library Staff - NLS)

Good question. Well, the selection of the books that are in the series, is done by the Collection Development section. But when they actually make it to BARD, we would be able to put together a list of that, so, we'll look into that. It would have to be some sort of a website that would just be updated periodically. Otherwise, we'd be sending out an email every day...

Question: (Library Staff - NLS)

Richard, you want to be notified when there's a new book added to the series?

Answer: (Richard Smith - MO)

Not really. When the series is complete.

Comment: (Linda Vincent - WI)

I'd like to second what Richard said. Something that would alert us when the beginning of the series is completed because in KLAS we can't start a series until we have the first one... That's why it's important.

Comment: (Carolyn Sung – NLS)

Okay, according to Washington (DC) time its three minutes after 3. We'll wait for a minute to see if someone has another question... If there are no other questions, we can go off and be productive for the rest of this afternoon. I wish you well for your Labor Day holiday next Monday. I hope you all are getting it off! Bye bye.

No more questions or comments.