

NLS Telephone Forum – 02-27-2013  
(paraphrased)

**Comment:** (Steve Prine - NLS)

Welcome everybody. We have just a few announcements before we get to questions. First, really, is about the demographic survey and I'm going to let Deborah Toomey speak to that.

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

Okay. We have mailed out what I thought was an Excel spreadsheet file to each of you, with a list of your patrons. It turns out that for some people it has not been an accessible spreadsheet. If you run into issues, contact your consultant. We'll make sure you get an accessible component of the Excel spreadsheet of the patron. We've asked each of you to provide telephone numbers, and if you have them, email addresses for the patrons that have been randomly selected for your library. And if you could put them on the spreadsheet and then return the whole thing. Just forward it right back to your consultant who sent it to you. That would be fantastic..

**Comment:** (Steve Prine - NLS)

Thank you Deborah. The next topic is...the magazines on cartridges, and Michael? John?

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

The producers have been testing the system this week. It looks like things are coming together and the reports are going to be available, so we will be talking to them this afternoon on another conference call and unless something pops up, the plan is that we will begin working on the magazines tomorrow, which means your patrons will start to see them next week...It's the first rollout so we're only going to be starting with 11 libraries. That will be the first tier and assuming that's going well, then we'll roll into the second tier.

**Comment:** (Steve Prine - NLS)

Thank you John. With that, I think we're ready for questions.

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

We have patrons that want magazines but are waiting until they're on cartridges – and that list has been growing for probably a year. Right now, we're hand-writing down all those names...and it might be another six months or so. Is there a way we can set them up in our computers to get the digital cartridge without them getting the cassettes, so that when it comes on, we'll be all set up for it. Right now we're tired of hand writing all their names...

**Answer:** (Steve Prine - NLS)

Given the way that CMLS is working with the circulation systems, there isn't any easy way to do that at this moment, I don't think.

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

The only way would be to cut Missouri off completely from cassette magazines, and we don't want to do that.

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

And the plan is, once someone does start to receive it on cartridge, the cassettes will also come for a couple of months, so they're going to get both if they sign up for the program.

**Comment:** (Steve Prine - NLS)

You might talk to your circulation vendor to see if there's a way that you could put the information into your system but block it from going to CMLS.

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

...but Richard wants to put them in now, so that they will get the cartridge magazines...

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

Why don't you think about that for a couple days and send out an Operations Alert? We'll be looking forward to it. Okay?

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

You'll probably get that Operations Alert when the cassette magazines stop!

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

I know you're getting requests for the next conference in Oklahoma and I just want to emphasize that – I'm hoping – that the conference agenda has a lot of things in there that would, more or less I sent out something on one of the listservs, of another organization that said, here's the top 10 reasons why you want to attend the conference, and I hope that the agenda for the Oklahoma NLS conference has enough in there for the top 5 reasons for taxpayers to pay for people to attend that conference. The reason I'm saying that is that we're doing the regionals now and I'm having a hard time justifying it. On the other hand, maybe outside of the agenda, on a separate sheet, because I've got to justify for my fiscal and it may only be Missouri. They have to see the agenda of why they should pay for me to go to the conference and on everything else that's not taxpayer-worthy to pay for such as free food, botanical gardens, art museums, fine restaurants, the night life, whatever, should be separate from a business agenda that justifies people going to those conferences – and unfortunately, they want an official agenda, so I can't take the agenda and erase a lot of those things that fiscal just goes, "here's a red flag, here's a red flag, no, we can't send you." I don't know if I'm saying it correctly, but I really need a concrete business agenda for a future conference, and that's my suggestion.

**Comment:** (Steve Prine - NLS)

Okay. Thank you.

**Question:** (David Oertli - NE)

Good afternoon. This is David. Like most libraries, we're withdrawing the books on cassette and we're running very low on the green mail tags that tie to the outside of the mail bag...Who is the best contact at NLS to order more of those green...tags?

**Answer:** (Steve Prine - NLS)

That's a good question Dave. How many do you need?

**Comment:** (David Oertli - NE)

Oh 100 maybe.

**Comment:** (Steve Prine - NLS)

Okay. We'll see what we can do.

**Question:** (Linda Vincent - WI)

We're one of the 11 libraries testing the digital (magazines) so we had (KLAS) already change our form of materials to "digital cartridge." Would that mess up CMLS if Missouri did that now?

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

Linda, you're changing it within your Keystone system, but the CMLS I.D. should be identical. For Talking Book Topics, it's going to be exactly the same on digital as it was on cassette, so it's going to be TBT3.

**Question:** (Linda Vincent - WI)

Okay, it's not going to be TBT4?

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

No. People were very concerned about that and so NLS changed it, keeping it to TBT3.

**Comment:** (Linda Vincent - WI)

Okay. What happens in our system is, it's difficult to sign up someone new. See then they get the cassettes. I agree with Richard. I thought we were going to be able to change it but we can't...We'll have to have them change it back.

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

Hang on a second. Is it already in the system? So it's already going to CMLS as "TBT4."

**Answer:** (Linda Vincent - WI)

We were really doing it more for the magazines.

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

What about the subscriber list? Do you have a subscriber list for a magazine with a "4" on it? I mean, I don't think anyone else does.

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

At the moment, Data Management is only sending us 3's. If there 4 in there, we could ask them to send us 4's as well.

**Comment:** (Linda Vincent - WI)

For us, when we sign up someone new, if we sign them up as a 3 then our system wants them to get a cassette player, and we don't really want to send them a cassette player new. That's why we thought we would switch to 4 so then we'd just have to assign digital players for new patrons.

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

We need to have a conversation about this.

**Question:** (Linda Vincent - WI)

I do have one more question. We used to receive about 15 extra Talking Book Topics on cassette so that for new patrons, we could send those out. Will we still get anything like that? Or will we have to order them each time?

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

Well, you're not going to get them at all. You'll continue to get the TBT on cassette until TBT ceases. At that point, there won't be any, because we don't have the resources to provide the cartridges.

**Question:** (Linda Vincent - WI)

So then, when we would sign up someone new, we just sign them up and then the TBT on cartridge would come to them from somewhere else.

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

They can download it from BARD. You can still do that.

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

I just have a couple of comments about what other people have talked about. First of all, I really agree with Richard about putting the extra things on the agenda, and I'd like everybody to think about that when they draw up an agenda, even when you put the breakfast, as well as the trips – it is difficult to convince people who are paying for this trip, that you're going for business only. Also – about the magazines – we're not all on KLAS, so please keep that in mind. Some of us are on READS. If we have to go into entering everybody as 4's, or, going back in and canceling the 3's – not everybody has the ease of doing that Keystone does. Some of us are on other systems, so just kind of keep that in mind.

**Question:** (Mike Marlin – CA9)

Well, I have the perennial question about the iPhone and Android apps and where we are in terms of their development, given that there's only 10 months left in 2013.

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

We're well along. We have an Alpha version – in other words, an internal testing version – of the iPhone app. It's say, 70 percent functional so we're on track for a Beta version in April. The Android app is slightly delayed – maybe six weeks to two months behind the (iPhone) app. But that is proceeding also.

**Question:** (Mike Marlin – CA9)

Any thoughts or knowledge yet about whether it will be available through wireless – through the phone or whether it will need to be transferred from a computer?

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

You'll be able to go to your wish list and download books directly from BARD – through the application...and that's both on the Android and the iPhone app.

**Question:** (Mike Marlin – CA9)

Fantastic. Any estimates at all? Is it "top secret" or just not known?

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

The consumer conferences are coming up and people are going to be asking about it and I told them, "I think 2013 at some point" but that's the most I can give you – which is not the most satisfying answer...

**Question:** (Ruth Hemphill – TN)

It's just a follow up to Michael. The Tennessee NFB conference is meeting in two weeks. I assume I can just tell them that Judy might have a demo version at the next conference?

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

Yes. Absolutely.

**Question:** (Ruth Hemphill – TN)

Anything else I should tell them. Anything about the sequester? Because I know they're going to ask. Barbara was very nice to post notes of the conference chairs' call from yesterday. You're thinking that if you have to cut budget that it will come from the book budget. Is that correct?

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

We don't know.

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

From what I understand, the mandate is to cut across the board.

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

My question is a follow up to Michael from California. The iPhone app - I noticed that Mr. Katzmann didn't say anything about the iPad. Are they the same app for both? And number two, do our patrons have to register their iPads and smartphones – once this app is up and running?

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

Okay so, it's an IOS app so it will run on an iPhone, an iPad, an iPod, an iToaster,...whatever. So, yes it will work on the iPad. There are customizations for the bigger screen format on the iPad – but it is the one single app, so, the patron will go to the iStore I guess. iTunes? Download the app just as they do any other app. It will be a free app off the store. However to use the app, they will have to login with their BARD login. Once they've logged in, they can download books from

BARD and play them on the application, so the only registering will be with BARD, to get the books.

**Question:** (Beth Hirst - IA)

My question is, what is the status for manufacturing and ordering of cartridges?

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

Well as you know the cartridge manufacturer defaulted on the contract. We're in the process of evaluating a proposal from another manufacturer and we are hopeful that we will start with this other manufacturer on a short-term contract while we competitively put out another bid for manufacturing. But this one-year contract – we will probably start getting cartridges in July. So if that occurs – with the stocks of cartridges we have – there will be no interruption to production. The terms of this contract are similar to the previous contract. The manufacturer is required to produce cartridges not only for NLS, but also third-party cartridges. When we have details – hopefully fairly soon – on that new manufacturer, we'll provide them to the Network. Given the ramp-up time to develop tooling and production lines, you shouldn't expect to see cartridges before July.

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

I don't know if there is anybody in the room who could answer (this question) but – I don't know if it was announced or not – but there's a new introduction to the institutional application in BARD which requests that the applicant stop at this point and contact the regional library to make sure that they are registered with the library before they complete the application. ...What is the rationale for that? It basically just delays the process. Ordinarily the application would come through. If the person is not registered – at least speaking for the Perkins Library, we would reject the application from within BARD and then reach out to the person who had submitted the application – to create accounts and become an institutional member.

**Answer:** (Steve Prine- NLS)

We'll have to look at that. I don't remember it functioning quite that way.

**Question:** (Mike Marlin – CA9)

Hello again folks. I forgot that there was a question we had, concerning a C1 amplifier. We had sent in an application on a patron's behalf a couple months ago to Jim Miller and never heard anything and then I think we followed up and...we hadn't heard anything and (were) wondering if there is a delay, or if we just need to resubmit that to...whoever the acting Equipment (Control) Officer is.

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

I can research it and see if I can find it. It might be faster if you have a copy. If you just want to send it to me. Like, scan it and send it to me in an email, I can get it out tomorrow.

**Question:** (Mike Marlin – CA9)

We can probably fax it to you today. So, you're taking care of all the equipment issues for now?

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

Yes...Short-term...We're going to post the position and hopefully get somebody who is dedicated to controlling equipment – into the job. In the meantime, equipment should still go out – amplifiers, headphones – whatever you need - breath switch, adapters. And I'll just say, you don't need to use the fax machine to send something. You can just scan it and send it in an email. That works just as well.

**Question:** (Linda Vincent – WI)

Hi. I'm wondering about the back ordering on some of the brochures, posters and the mailing boxes for returning cartridges. Is there any status? Is this part of the whole sequester situation?

**Question:** (Library Staff - NLS)  
Mailing boxes for returning cartridges?

**Comment:** (Linda Vincent – WI)  
Yes. I think that you're out of them.

**Answer:** (Library Staff - NLS)  
We actually have more at the Multi States...

**Comment:** (Linda Vincent – WI)  
Okay. I'll have us check again. Maybe we checked at the wrong time. What about brochures and posters? For some events, we like the one that just shows the machine – the player, and, it's the green one, and that one has been out of print for a long time, as has the FAQ brochure, and I was just wondering where those things are at?

**Question:** (Jane Caulton - NLS)  
The Frequently Asked Questions – there are plenty of them at the Multi State Centers. They haven't been out. People have been looking under FAQ and they're listed under Frequently Asked Questions. The poster that just shows the digital player in the home environment – we are out of that. Until funding allows (it) we'll be out of that. What other brochure are you looking at?

**Answer:** (Linda Vincent – WI)  
The brochure with just the player on it, and the stand-up poster with just the player.

**Answer:** (Jane Caulton - NLS)  
The one with just the player. Yes we are out of that.

**Question:** (Christie Briggs - MT)  
About the institution BARD application, I'm looking at ours right now, and I think it's a matter of interpretation. We're not having any people delay in filling that out. It does say, "please contact your library to verify eligibility before completing application." But if they already know that they're a patron, they go ahead and fill that out, because they've already either verified with us or got the link or whatever so, I just wanted to make that statement. We're not seeing any delays but I can see how interpretation(s) could be different... The other question I had was regarding sequestration. Might this affect your Multi State contracts as well?

**Answer:** (Library Staff - NLS)  
We really don't know exactly how it's going to be imposed upon us yet. We will soon. It could have some impact...on everything...

**Question:** (Randy Landgrebe - IA)  
My question is about the syncing of books from BARD. The automated system that we had in place prior to the upgrade hasn't been working and I was just wondering what needs to happen to make that work again?

**Answer:** (Michael Katzmann - NLS)  
That shouldn't have had anything to do with the upgrade.

**Answer:** (Steve Prine - NLS)  
You need to have a conversation with Michael Martys.

**Comment:** (Randy Landgrebe - IA)  
Actually I did in December and apparently there was a need to switch to a new server. I don't know. That's the last I've heard.

**Comment:** (Steve Prine - NLS)

We'll follow up with him and see.

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

If the ordering system from the Multi State center – if it's something that they back-order – I wish there was some way to see what we've ordered that is backordered because sometimes I think that I've ordered things more than once because I can't remember if I'd ordered it before. It would be nice if you could look at backorders (online). If someone could send me an email telling me how to do it.

**Answer:** (Steve Prine - NLS)

If we can figure it out, we'll let you know.

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

I just wanted to follow up on Ruth and make sure that she was talking about looking in the supply catalog. Is that supplies from Multi State and not books? Because for books I would just love to follow up on Alice's futuristic idea that we could get what we ordered, and overdues and what was shipped from the Multi States, electronically, rather than hoping to get the slips of paper in the mail. So if there is a way I could look at any of that online, I would love to hear it.

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

I've been working on that list of patrons for the survey, and three of them have been closed-out for quite some time, and I was worried it was us, so I looked them up on CMLS and they are not on CMLS and have not been for many months. So, I'm not sure where you got this information from and do you want to go in and add three more to replace them or what?

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

We'll get back to you on that. I do know that it was done at the end of December. So if they have not been there for the month of January...

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

One died in March of '12, one died in February of '12 and one closed in September of '12. And I looked them all up because I was afraid it was us.

**Question:** (S. Miles Lewis - TX)

Just great news on all those things like the app and so forth. I'm wondering if there is any news on the ability to upload local recordings.

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

Not yet. That is unfortunately, still one of the lower priorities. We've been focusing on magazines. Getting that done, but that's something that will be looked at. Karen has let us know that is one of her priorities that she would like to see addressed this year, so...it's in process but I can't really give you a date as to when we'll get to that point.

**Comment:** (Steve Prine - NLS)

Well, if there are no further questions, thank you all for participating in the call, and we look forward to talking to you next month. Sequester notwithstanding. Thank you.

No more questions or comments.