

NLS Telephone Forum – 04-24-2013  
(paraphrased)

My apologies to all. The first few sentences are missing. –Ivan

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

...contact with the readers was very helpful in getting them started on the right track. Getting their magazines, getting them read and getting them returned. This is such a big change for many of our readers. We know it will take a little time, but it will be very helpful I think, to the readers in the end – to get them on track – and that way their magazines will go smoothly with no interruption.

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

Okay we're now ready for questions.

**Comment:** (Jane Glassey – CA9)

I noticed that on the magazine cartridges, the little introductory spiel says "hold down the button until it beeps" and it doesn't say (to) hold down the button until it makes a beep and says "Bookshelf." I thought it would be an improvement if it said that, because it helps people to understand where they are. That was just a comment, not a question.

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

Thank you. We'll look into it.

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

Good afternoon everybody. I was sort of echoing the last comment that was made, but, moreover we're noticing that patrons are just missing the introductory information about multiple titles on a cartridge, and I realize there isn't a whole lot we can do about that but by-and-large we're just having to train patrons in how to use the magazine cartridge when they're calling in. We already had a patron who returned a cartridge because she thought it was defective and couldn't access the other magazines on the cartridge. Maybe we could add some kind of musical chime or something, to get peoples' attention. I don't know if it will make any difference at all but it certainly seems that patrons are...completely missing the information. I don't know if they are skipping over it, or if it's just too much. I don't know, but if we could do something to refocus the person's attention. It's not just the usual introduction that they were used to on the cassette version of the magazines.

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

So you're basically thinking that the patrons think that it's just a conventional introductory message and they just jump right over it?

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

I think so. I don't know if they just go do something else and don't pay attention (or if) it just becomes background noise, or what's happening. We have a patron here who has been a long-term volunteer of the library (and) has used the digital player since the launch of the program and he called a couple of weeks ago about his magazines and (he is) absolutely bewildered as to how to get to the other titles on the cartridge. It's been a pretty standard occurrence since the launch of the magazine program and we've just noticed that people are either just missing that information – not so much that they're not understanding it because, I've only had one or two people say that they actually did listen and didn't know what to do after listening. They really just are not listening to that introductory material.

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

Obviously something we're going to have to think about.

**Question: (Hope Williams - NV)**

We're fairly new to the MOC but I'm already a little overwhelmed by the daily duplication notices that we receive of people who are going to be delinquent in the future. First of all we're getting two notices daily, and many of the names are redundant so if there were a way that we could exclude those ones that have been addressed in the report, and not have to wade through them again...

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

So, you are getting the "going delinquent" report and you're getting the "went delinquent" report?

**Answer: (Hope Williams - NV)**

No, we don't have anyone actually who has...well, maybe. They're the same names on the list so I thought they were the same situation, but it could be that it is those two... I've always gotten two lists.

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

What's happening right now is that the system every day sends you the current list of delinquent people – as it stands as of midnight that day – and this was our first attempt at sending you some sort of automated report to let you know who is delinquent. The thing is that right now – in the system, there's no way for me to know – or us to know – whether you've processed an individual person.

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

...for about a week until your (update) comes through.

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

Now what we could do is maybe give you a button on the system (that) for each person you process, you bring up that persons record, you click a button and we'll record the fact (that) you did something with that person and we won't notify you again for a period of time

**Comment: (Hope Williams - NV)**

That's what I would like.

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

Yeah but I don't want to make a change like that without soliciting feedback from other libraries. We've got to come up with something that works for everybody. The other thing we could do is that I could put a little flag in the report that says "this person is new today" or this person just showed up... Or maybe clump them at the top.

**Question: (Hope Williams - NV)**

That would be helpful. I had a couple others. Can I just sneak in here with several? There is talk on the listserv about institutions that are receiving magazines, and we did not think that they were going to be receiving magazines.

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

Neither did we.

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

But we found the bug and we fixed it. It happened last week... It should have already stopped.

**Comment: (Hope Williams - NV)**

Because the one institution I have – I could see nothing in the MOC database, of what was sent to them, but, when I called them, they had four in their hand.

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

If you can send me the I.D. of that particular institution I will research that.

**Question:** (Hope Williams - NV)

One other thing. Probably other libraries have discovered that if you're putting someone on hold in the system...they don't want books for a while – the only way to put the magazines on hold is to cancel the subscription and restart it when they want to start receiving...again.

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

What happened in the cassette magazine days is presumably they would have still received cassettes I guess.

**Comment:** (Hope Williams - NV)

But those were disposable and there wasn't a time limit. So, if someone is on vacation or hospital. That seems to be our typical reason for putting (patrons) on hold.

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

We will research that one...

**Question:** (Carl Keehn - NC)

Could you go around the table and let us know who's there?

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

Sure. Karen Keninger; Alice O'Reilly; Steve Prine; Ingrid Davitt; MaryBeth Wise; John Bryant; Mary Dell Jenkins; Neal Bernstein; Hugh Boitano; ...and Michael Martys just stepped out; Michael Katzmann; Paula; Judy Dixon; Deborah Toomey.

**Question:** (Lanny Parker - NC)

Steve, Lanny Parker here with a little question that came up this morning. In addition to returning the RCs for recycling as we weed them, do you also want us to return whatever empty green boxes that we've accumulated in the same way?

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

Yes. You can include those also... They're recycling the plastic so that's fine.

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

On the delinquent report when you suggested perhaps having a group at the top that says "these names are new today" I thought that would be a good solution to the other persons problems so, there's some feedback on that. The other thing is that, we had kind of a mystifying person on the delinquent report and, I just talked to Randy about it this morning - he's not able to be on the call today – he said that this person showed as having no magazine subscriptions, no digital player and yet was delinquent for a magazine that I did not recognize, which I think was N.A.C. Is that a catalogue?

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

No that's the duplicator but, no one is showing up as being delinquent for a particular magazine.

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

Why don't you send me the I.D. of that particular person and...we'll get back to you.

**Question:** (Jane Glassey – CA9)

I just wanted to go back to what James Gleason was saying about people needing a lot of explanation and...we've been finding that a lot. We've had a lot of calls recently since our patrons started getting the magazines, and we've had to be training them on Bookshelf, which is how I noticed that the instructions didn't tell people to listen for the word. But, I was wondering (about) what people are finding when they get to "End of Book." They get that End-of-Book...and they

don't know where to go. Would it be possible to put a message in at that point – at the end of each magazine to say, "If you want to listen to the other magazines, hold down the key until it says 'Bookshelf' etc..." So, that was just a comment and, I also like the idea of flagging or grouping the new delinquencies in the report. Thank you.

**Question:** (Mike Marlin – CA9)

Greetings all. First of all we here would like to echo the sentiments for the newbies at the top of the list of delinquents or soon-to-be delinquents. We think that's a great idea. A couple of questions and comments: First of all we were wondering if information that appears in large print on the cartridges that I believe state the week of the calendar year and then a date for when the item was sent. Is that correct? Is that what that information is?

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

I think it says "Magazines" and then the week that the cartridge was produced.

**Question:** (Mike Marlin – CA9)

Alright. Week 16 for example, I noticed that one that I received – the date was April 1<sup>st</sup> but the actual issue was April 8 so, I don't know if that was the idiosyncrasy of the magazine coming out the week after it actually comes out, like print magazines...

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

...at the end of the mailing cards? Sort of sideways on it?

**Comment:** (Mike Marlin – CA9)

I'm not talking about the mailing card. I'm talking about the cartridge.

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

The cartridge is going to show the week and the first day of the week that the cartridge was produced. It does not reflect, necessarily, what is on the cartridges. Just when it was sent to you.

**Comment:** (Mike Marlin – CA9)

We thought it might be helpful to have that as part of the audio recording prior to the start of the first magazine...because many of our patrons do not read braille or large print – and I think that would be helpful in helping them track the order (in which) received for their magazines so that they know when they're getting close to having that third cartridge be overdue. That's just a suggestion from us.

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

Okay. That sounds do-able. We'll look into that.

**Question:** (Mike Marlin – CA9)

One other thing to note: I don't know if other libraries have experienced this, but we've had magazines show up here at our library – for whatever reason the post office – even with the cards still being attached, either addressed to the patron or (to) National Audio Company, (they're) still landing here. We've talked to our...regional post office, but I wonder if NLS could reiterate the need for post offices to deal directly with the "to" and "from" addresses. If you could do that on a national level?

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

We get cartridges addressed to you... We have bins of them here at NLS that are not ours. We certainly understand the issue. We don't quite know – we keep asking them, but, not sure we can solve that one Mike.

**Question: (Mike Marlin – CA9)**

My last comment has to do with just wanting to get clarification on when something is due. We've combed over the BARD magazines – the MOC database - many times now and we think that a one-week cartridge becomes overdue after three weeks from that date we just talked about, and a monthly or bimonthly is a six-week date and (we) want to make sure that that's correct. We also want to know what happens if a patron sends one of their magazines back out of sequence. How does the whole overdue business get determined if that happens?

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

If a cartridge only contains weekly magazines, it becomes due three weeks after it was sent. It could be four weeks after the date on the cartridge – if it was sent at the end of the week, obviously.

**Question: (Mike Marlin – CA9)**

A patron (will already know) that, if they can read braille or large print. Correct?

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

Actually, Mike, the numbers of three weeks and six weeks (are) the internal "system" numbers. From the patrons' perspective, they should be using the concept of "one week" meaning (that) the expectation is that they should read their weekly magazine and return it within one week, and for a monthly, they should read it and return it within four weeks. The reason we use "three" and "six" is there's some extra time built in there to allow the cartridge to get to the patron and from the patron back to us. So, we actually don't want to use the terms "three" and "six" with the patron. We want to use the terms "one" and "four."

**Comment: (Mike Marlin – CA9)**

We're trying to draft some language to send out to our patrons to make it less confusing.

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

A cartridge might contain weeklies but also a monthly and, that's considered a "monthly" cartridge.

**Comment: (Mike Marlin – CA9)**

Okay. Well, we'll be happy too when you guys put some more advisory information for how to communicate to patrons as well, if you're planning to do that.

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

We're working on that, Mike.

**Question: (Maria Baratta - NJ)**

Two questions. We've gotten the scanned images on the mailing cards. Some of the images come back with just a couple of hash marks from a pen. Nothing for us to interpret. We don't know what to make of that. Are we getting back anything that has a marking on the card? Or is there some intent behind that?

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

No, it's a card that was returned to the producer for some reason.

**Comment: (Maria Baratta - NJ)**

But...there's nothing to indicate why it was returned. We have no idea...there's no indication of a bad address, there's no (message to stop sending).

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

When you say there's a "hash" on it, ...

**Comment:** (Maria Baratta - NJ)

It looked like something was just written like an "N7" and nothing else, and I don't know who wrote it. It didn't look like...

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

I presume...this is the magazine producer who is seeing this card, seeing this scrawl and then being overly cautious and just sending us back anything that looks like there's some indication on the card. So, if you can't make head or tail of it and it doesn't look like it's an address correction or something, then, you know...

**Comment:** (Maria Baratta - NJ)

But do we know that the item was returned – I'm wondering if it's a lost card because we get lost cards here in the mail. The cards show up totally by themselves, not with a cartridge.

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

No this would be attached to a cartridge.

**Comment:** (Maria Baratta - NJ)

So they don't necessarily require action, it's just notifying us that they got something back with a marking on it.

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

I've been looking at them as they come through and that sounds very rare. Most of them have the post office stamp or a label on there or some scrawl. I think that's pretty unusual to get one that...

**Question:** (Maria Baratta - NJ)

Well we got two already that had either characters or we couldn't make head nor tail of what it said, so we checked but there wasn't enough actionable information there. My second question is (and I've been in touch with Deborah about this) when we have a series of patrons who are marked as active for magazine service but do not send because they don't have a player – who actually have a player, both according to our records and CMLS, so we're not sure where the data was coming from. We have 137 patrons that have that categorization and we're a little concerned because it's a lot.

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

We did clear up some issues with this last week and to my knowledge I think the system is working pretty well. If you can send me that list, I'll research those names for you.

**Question:** (Maria Baratta - NJ)

We also find, in doing some spot-checking of patron records, some people that don't have a machine but are getting audio magazines – according to our records, they've never had audio magazines. There's an occasional indication in CMLS that there's something but it's not from our records. So I guess those are just ones that we're going to be spot-checking. I'm just wondering where some of the data came from. Was it all CMLS-generated?

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

Well, it does come from CMLS but the CMLS information comes from the Network Libraries.

**Comment:** (Maria Baratta - NJ)

Right. But our records – for example, the people that have players but are listed as not having players in the MOC database – they've had players since 2009...

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

We get lists of patrons who are subscribing to magazines. However, some of those patrons are only subscribing to catalogues so, we will not send a cartridge – or they will not be getting magazines if they are not subscribing to magazines that we're sending on cartridge. That probably accounts for those hundred or so patrons.

**Question: (Maria Baratta - NJ)**

No. No that wouldn't be the case but, does that also apply to the Talking Book Topics?

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

Talking Book Topics audio, they should be getting cartridges.

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

This is a general statement for all the libraries: If you do have some patrons where you have some questions about what's going on, just shoot me a note with the CMLS I.D.s of those patrons and we'll walk the data back through the system and see what's going on. As Steve mentioned, there are a number of computers that are working together here to make this thing happen, and we have to make sure that there are no errors being injected at any one of those different computing processes, and the way to do it is to simply take some examples and walk them back through the system and what I need to do that is (to have) the CMLS I.D. of that individual and a brief description of what you think the problem is and I'll research it and get back.

**Comment: (Beverly Griffin - AK)**

I just had a suggestion for the MOC database. If there's any chance that it could be more "user-friendly." For searching now, I believe you have to put in first name, initial and last name. So, if you don't have the initial and just put in first and last name, it's not going to pull the person up.

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

It actually does have some user features of that type. The character "star" is a wildcard, so if I'm searching for John Bryant, I can put "J \* Bryant" and it will bring up every name that begins with a "J" and ends with "Bryant."

**Question: (Beverly Griffin - AK)**

Okay, thanks. One more thing: I must have missed this question on the institutional magazines. They will never receive magazines on cartridge? Or will they start to receive magazines on cartridge after all individuals are in place?

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

That is yet to be determined.

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

I'm calling because we had a patron contact us to let us know that she accidentally returned a container (which was) empty, to the producer. The magazine was still sitting at her house and (I want to know) what we do next? We can send her a padded envelope to return the cartridge to us but how do we return the cartridge with the proper information to the producer?

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

The information is on the cartridge. The producer reads the barcode off the back of the cartridge. If you send an envelope – as long as the cartridge gets back, the patron will be credited with returning the cartridge.

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

I just wanted to log in my formal request to NLS for seriously considering standardizing all magazine loan periods to one month, instead of the three-six, one-four...solution. If it was standardized to one month, I think that would help with any confusion for the patrons and any burden on them.

**Question: (Karen Keninger - NLS)**

Christie do you think that if the message that comes uniformly from you and us, is that weekly magazines are a week and monthly magazines are four weeks that that would simplify things?

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

I think it only confuses, Karen. I think they need to know, of course, the return period but, as I said in my formal request, the geographical location in Montana alone, plus the U.S. postal services – that one week isn't enough for them to read their weekly and they're used to those cassettes – being able to read them and keep them and discard them. One month for all would really be helpful.

**Comment: (Karen Keninger - NLS)**

One of the problems that we have, Christie (and) we'll look at this more, but one of the problems we have is that we do not have enough cartridges to be able to do that, I don't think, and, (not enough) to have the weeklies not coming back, so part of this is all geared on the fact that we have a limited number of cartridges.

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

And another point is that if we do that – we're sending weekly cartridges out but we're waiting six weeks before we deem a cartridge delinquent. If there is bad data on the subscription list we're getting, and cartridges are not coming back, It will be quite a long time – quite a number of cartridges – 8 or 9 cartridges before we'll actually suspend a patron. And at the moment we're seeing a significant number of patrons (where) the data is bad so certainly in this early stage, until the data gets cleaned up, that would result in a lot of lost cartridges.

**Question: (Mary Jane Kayes – CA9)**

I didn't hear the answer to Mike's question about what happens if a patron is weekly, and is delinquent, but sends one back – out of sequence, so if they (have) issues 1, 2 and 3 and they send back (number) 2, does that drop them from delinquent status? Or are they still considered delinquent?

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

The delinquency is based on the cartridge itself, not on the order that they come in. If they send them back out of order it's not going to address the delinquency of the earlier cartridges.

**Question: (Serena McGuire - DC)**

I was just wondering about a possible compromise on maybe 2 weeks for weekly magazines? I personally am concerned that if they have them for 4 weeks, that's just that much more time for them to get lost.

**Answer: (Karen Keninger - NLS)**

Well, thank you for that Serena. This is obviously a topic that is of concern all the way around, and we will continue to monitor this, and if, in time we get the 97% return rate that we are hoping for, we may be able to make some adjustments, but if we don't, we're not going to be able to afford the program. Right now Michael says it's 65%. What will happen if we don't get them back is that we'll have to suspend production until we get enough back to do, so, we don't want to do that.

**Question: (Mike Marlin – CA9)**

Hello again. Just another quick magazine question: When (is the patron) considered delinquent? Is it when cartridge number 4 is available to send out? Because a person can have no more than three checked out at a time, when do they become delinquent?

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

They become delinquent when the second cartridge goes delinquent. In that case they could have five cartridges out, assuming they're getting weekly cartridges.

**Question:** (Mike Marlin – CA9)

So they have two that are considered overdue?

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

That's correct.

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

We in Missouri don't have any (issues) with the system. We – about two years ago – started sending our newsletter out – and they're all used to returning them so, I don't think we have many delinquents. Everyone is fine with the system because we had multi-titled books on our cartridges about three years ago. They all know how to use the "Bookshelf" and we're fine out here in Missouri. However, I did make a suggestion – I gave you a head start, I thought you would answer it. We really would like a little publicity – a little promo on how to return it – for our newsletters and our Facebook. Something catchy and maybe a little graphic to send out as a reminder to our patrons, that you guys do want (them) to return the cartridges in a timely manner. That would be appreciated by my staff. I'd produce the graphics here (but) my staff is scared of what I might produce. If you guys could do one, it would be really welcome here by my staff.

**Answer:** (Karen Keninger - NLS)

Richard, we are actually in the process of putting something like that together. I was reviewing a draft of it today, so we will be getting something like that out as soon as we can.

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

We're ready to go again for recall to get some more cartridges back to you.

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

Hey Richard, a quick question: Since your patrons have been (used to) this cartridge system for a while, how long did it take your patrons to get the hang of returning cartridges?...

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

Well we took a big hit the first year. I actually had statistics. I thought I sent them out to you guys on that general listserv. We took a big beating but we found out that after a while it got better and actually, after a while the beating we thought we took the first year wasn't as bad a year later because people (said) "Oh, I'll return it, I'll return it."

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

So what you're kind of forewarning us of is that it's going to take many months for people to kind of drift into this new mode of operating.

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

We kind of did a head start with our patrons way ahead of time... We were a bit ahead of the curve. Eventually they did catch on, but yeah you did take a hit the first time but actually it improved rapidly, and even when we look back on the first time I think we still have the stuff. If you say it was 60% return, three years from now if you look at the same group you might find it was actually 80% that finally got back to you. You might get something back a year from now that you were expecting this month. But, that's down the road – you never know... And so it's going to get better guys, don't worry!

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

Here in Wisconsin, they aren't giving us huge email boxes. And so, all the magazine cartridge images that are returned, and the delinquency notices, are really filling up our mailboxes. I was wondering – I'm not sure how others feel about this – if we could get an email saying "Make sure

to check your MOC. You have due cartridge images” or something – rather than attaching the image and (then) we have to keep opening every single image and getting rid of every single email.

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

What I’m actually going to do – this is a change that’s in my to do list – is that we’re going to no longer attach the image. I’m going to put the URL to the image right in the mail message. It will require you to obviously, select the link and go to BARD and login, but you’ll be able to see the image that way. There are a number of libraries whose email systems are having trouble with the images (and) we have to do something along the line I described.

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

Can you make it so that once you went into the link, you could take care of 10 of the images. You wouldn’t have to keep going “email, link, email, link.” Right? Or not?

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

Once you’re in BARD and you’re in the tool, you can actually basically just go back to the main page of the tool and say “Please show me all my images” and they’re displayed in inverse chronological order. And it’s “as of that moment” so you can just go in and deal with them all.

**Question:** (Andrew Egan - RI)

My question is about the app for BARD: When it is ready, will it work for each and every Apple PC – the iPhone, the iPad and the iPod Touch? Or just one of these?

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

The app will work on any iDevice...it will not work on the Mac. It will work on IOS devices, 4.0 and forward. On iPhone it will be 3GS and later. On the iPod it will be fourth generation and later.

**Question:** (Andrew Egan - RI)

Are you going to do a lot of PR around that?

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

Yes. When the time comes.

**Question:** (Andrew Egan - RI)

Around mid-summer?

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

Probably.

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

I had one more question about the magazines on cartridge: When you go into BARD, or approving patrons who want access to BARD, we have more than one level for staff. We have “read-only” and then we have a level where you can be an “approver-reviewer.” Can we do the same sort of thing for magazines?

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

Actually that’s one of my to-do items. We’re...probably going to have to make a substantial change. We’re going to probably add something called “role” and you’ll be able to designate one of your staff members to have a role. In other words, we’re going to declare a role called “Magazine on Cartridge Administrator” and then any staff member who has that role can control the system. So it will be independent of the (privilege) levels. It will be more “role” based. It will allow it to do other good things in the future, and that’s why it hasn’t been implemented yet because it’s a little substantial. ...You can have more than one role so if we come up with another function...

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

Basically, it's like permissions.

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

Kind of like that.

**Question: (Andrew Egan - RI)**

Who is going to the Tri-Regional Conference in Pittsburgh from NLS?

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

Steve; Karen Keninger; Vickie, and MaryBeth. I think that's it.

**Question: (Hope Williams - NV)**

Hi. My question is about obsoleting C1 machines. We haven't received any authorization since November to do that. I wondered if we're doing something wrong? Or is there a new process? Or is there a backlog in giving us those authorizations?

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

I'll check that out. It's probably because we still have the Equipment Control Officer (position) vacant, so I think that's just a clerical problem but, I'll make sure that those go out.

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

You can call me and we'll work something out. There's also that ECO email – Equipment Control Officer email – I don't remember what it is off the top of my head, but it's attached to the Operations Alert. It might be "ECO-mail" or something. Call me. I'll be brave and give out my phone number on the open call here: 202-707-0538 and we'll get it all cleared up for you.

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

Well, at this point then, we'll close the call. Some of us here (at NLS) are looking forward to seeing some of you all at our Regional Conferences next month and, there will be another Open Forum call at the end of May. So we'll look forward to your participation then. Thank you!

No more questions or comments.