

Comment: (Steve Prine - NLS)

Good afternoon and welcome to the November Open Forum call with the National Library Service. It's a nice rainy, cold day here in Washington and it's getting wetter and colder as the afternoon goes on. We hope the weather is better wherever you are. At any rate, a couple of announcements: An Ops Alert went out today, hopefully, that announces the delivery schedule for Digital Talking Books Plus for 2012, and we also got an Ops Alert out about the BARD Mobile app. It's come to my attention they both have the same number but we'll correct that. But the information is good in both cases.

Two things I need to talk about. One is that, in the next week or so, we've got an M&A asking you to report on machine repairs for 2013. Both cassette machines and digital players. I'm not exactly sure what the timeline will be, but it will be fairly short, so I would ask that you go ahead and start thinking about your machine statistics and, as soon as you see the M&A, start putting them in. It will be on the Network Library Services web page, where the Reader and Circulation and Annual Survey information links are.

The other is a survey we're probably going to do in the next couple weeks, asking about barcodes. When we shifted from cassettes to digital books, we felt it was a good idea to put a unique barcode on each book – on each container. That has worked well for some libraries and not as well for others. We're at the point where we're interested to know, has this been useful and is it something that you're using? We're going to sort of formalize that with a survey. I wanted to mention it on the call today so that if anyone had any feelings on it one way or another, we would certainly be interested in hearing from them. And with that, I think we'll turn it over for questions.

Question: (Christie Briggs - MT)

Happy Thanksgiving to all of you. I'm glad you're back. My first question is regarding digital machines. I know that I missed the last Open Forum, so I may be behind on this, but, is there a status update on the battery tester being developed? Will they be similar to the C1 battery testers? I was speaking specifically about the iTech IQ5 that charges and conditions the battery. We're having a real concern with the waste of our Telephone Pioneers and staff time and space – having to recycle batteries 3 times – charging them 3 times and discharging them 3 times before we can send them out to the patrons. Another question is: are we going to recall some of those earlier digital machines? Or do you feel that this battery tester that's being developed is going to take care of that? Anyway I think that's about it. I think one other thing I had a question about is, would it make a difference if the battery were ready to go before it arrives – if that could be done by whoever your contractor is that is providing the batteries.

Answer: (Steve Prine - NLS)

Would you expand on that a little? I'm not sure what you mean by that.

Question: (Christie Briggs - MT)

When we get the battery, we've got to go through this long laborious process and, if we have to continue to do that – if the battery tester isn't going to do the trick, can those batteries already be charged and conditioned ahead of time, before we get them? So, first of all, is there a status update on the battery tester being developed, and will it be similar to iTech's IQ5...?

Answer: (Steve Prine - NLS)

Unfortunately, John Brown and Michael Katzmann – neither one are in the room. We will get you an answer to that question. The battery tester is in development and I don't know exactly what the timeline was. I think John said sometime early next year – on the last call.

Question: (Christie Briggs - MT)

The other question was, I'm quite dissatisfied with the conclusion that the conference chairs came to with an agreement with NLS regarding unrated commercial books. We too, are on the KLAS system. We do have the unrated subject code, but we really do feel that it falls short. I just wonder if the contract with the commercial publishers can't be looked at to have the narrators who actually record the books, rate the books? Or perhaps NLS has volunteers to listen to the books and rate them? There's also...we could suggest a software program that had set criteria that would scan the audio books for key words – with a counter, etc. I'm wondering if any of those things could be considered? I know that the regional libraries – the network has considered pooling resources and reading these books on the LBPH Wiki but I haven't seen anything come of that and I think it's really unfair to have specific libraries doing all the work on that. I really feel it's an NLS responsibility and I just needed to say that...and hope that that can be re-evaluated.

Answer: (Steve Prine - NLS)

Your comments are noted. I would point out that our contract with the commercial audio people allows us to get the books for nothing, so it's really hard to insist that they actually take any other steps, but we will look at the other options that you have mentioned.

Answer: (Jane Coulton - NLS)

It also should be noted that the books are not being recorded for NLS. They are recorded for commercial audience(s) and we are picking up on that (advantage).

Question: (Amy Ravenholt - WA)

We got the press release from the Braille Authority of North America about implementing the Unified English Braille Code in 2016. Do you know yet when NLS will be implementing it? Or what the timeline might be?

Answer: (Steve Prine - NLS)

John Bryant is saying that we don't have a timeline yet.

Comment: (John Bryant - NLS)

We certainly are aware of it and have been waiting for it for some time but I understand that it's going to be a lengthy process to implement that. I wouldn't expect it – even in the next year.

Comment: (Karen Keninger - NLS)

I would second that. We've got to lay out a plan, and it's probably going to be gradually introduced over some number of years.

Comment: (Amy Ravenholt - WA)

The topic came up because we usually teach a class for braille transcription once a year, and (we would) stop that if it's going to be the wrong code. We'll look forward to any information once you have it ready. Thank you.

Question: (Mary Jane Kayes – CA9)

Yesterday BARD was really wonky. I seemed to be able to get into it this morning. Is it running okay now?

Answer: (Steve Prine - NLS)

It is. There were apparently some hardware problems downtown at LC. Not only was BARD having problems, we were (also) having trouble with our email yesterday, and some of the other functions as well. As far as we know (it's alright now).

Question: (Susan Hammer-Schneider - ND)

I have a question about BARD. You know, at the end of each month, when we import the BARD stats – we're on READS – the books go into the "Has Had" tab but, if there's a patron who downloads a magazine from BARD, it goes into our "magazine" tab and I would think that it would go into the CMLS magazines because it is a CMLS magazine. When we go into the patron record, they have a whole list of magazines and it's...our magazines...you know like North Dakota Living, which – the code has a "4" behind it because that's what we

use. But then if it's a BARD magazine, there's a "7" behind it. Is there any reason why we have to have the BARD magazines? I realize that the whole report is "dumped" in there, but are we going to have to report that the patrons are downloading BARD magazines? Do you follow me on this?

Answer: (Steve Prine - NLS)

I do, actually... We would not expect you to report BARD magazines as part of your circulation statistics. The magazines that your patrons have downloaded from BARD - we see them in the BARD statistics...because it's broken (down) by patron and by format and by type of material that they've downloaded – being book, being magazine, being music, being foreign language – so we don't expect for (you) to do it... I'm not sure what would happen if it went into CMLS because that is a different sort of tracking mechanism, as far as I know. Some libraries actually want that information and incorporate it into their circulation systems.

Question: (Christie Briggs - MT)

I just wondered who is there from NLS?

Answer: (Steve Prine - NLS)

Well, we'll go around: Steve Prine; Margie Goergen-Rood; Neal Bernstein; Isabella Marqués de Castilla; John Bryant; MaryBeth Wise; Paula Bahmani; Hugh Boitano; Don Olson; Jane Coulton; Karen Keninger; Vickie Collins.

Question: (Christie Briggs - MT)

We just want to let you know that we are very thankful to you all, and we do hope that you have a great Thanksgiving and, I just wondered – now that you've had time to think about it, do you have a different answer to either of my questions?

Answer: (Steve Prine - NLS)

I kind of like the one I gave you the first time (laughter).

Comment: (Karen Keninger - NLS)

I just want to step in and wish everyone a very Happy Thanksgiving. Safe travels, happy eating and happy family or whatever it is that you do.

Comment: (Steve Prine - NLS)

Thank you everyone...and with that we will close. This is the final phone call for 2013 so, we wish you all Happy Holidays...and look forward to speaking to everyone in 2014. Thank you!

No more questions or comments.