

Comment: (Steve Prine - NLS)

Good afternoon and welcome to the call. Before we start I think we'll go around and let people here introduce themselves.

Comment: (Library Staff - NLS)

Karen Keninger, Director; Vickie Collins; Meredith Beckhardt, Head of Reference; Richard Smith, Chief of the Network Division; Jane Caulton, Head of Publications and Media; Margie Goergen-Rood, Quality Assurance.

Comment: (Steve Prine - NLS)

...and that's who are here in the room. We may have other people joining us. At the moment, that is it. We have a couple of announcements to talk about. One is that, while I would be pleased to announce that we resolved the recycling problem for the RC containers, unfortunately I can't. That contract is still in process, and we're still on a timeline for doing something with it in July as far as I know, but there has been no action that we've heard about in the last day or two – or any updates. I know the committee was meeting with contracts last week and the process is ongoing. I'm sorry we don't have any better word for you about that yet. Another thing that has come up – and we talked about it briefly with the chairs last week – we announced at the National Conference that we were changing the TBT from numerical to subject format (and) that we were also changing the order form to a numerical format, rather than following the format of the TBT itself – because we'd had a number of complaints about the new order form. In the last couple of weeks we've had even more complaints about the newer order form. So, we're at a point where we're looking for some information or suggestions from the Network. I know a number of libraries have forwarded comments to us, as have patrons. There really are two ways to do this, and that's (to) do them in numerical order or do them in the order they appear – by topic. Those are the two that we've been able to think of. If you have other suggestions, we would be interested in hearing them. Jane, do you have anything to add?

Comment: (Jane Caulton - NLS)

What would be really helpful (is) if you could tell us which form is preferable. I'm saying that and I'm kind of getting the feeling it's going to go two different ways depending on what part of the country you live in. However, let us know and we'll respond as best we can.

Comment: (Karen Keninger - NLS)

And again, if you would let your Network Consultants know, they will compile the information and bring it back to Jane and us. So that would be very helpful.

Comment: (Steve Prine - NLS)

At this point, I think we're ready for questions.

Comment: (Juliet Relyea - FL)

I have a comment about the TBT – the new format. Basically, this is a feedback that we've gotten from our patrons in Clearwater: For those that need the audio, they prefer the numbers to be in order according to the cartridge. Now, those that have limited sight who still want to use the large print TBT, they need them (to be) in numerical order in order to find them – so, that's kind of an issue that we have here in Pinellas.

Comment: (Jane Caulton - NLS)

That's helpful. Thank you.

Question: (Andrew Egan - RI)

I'm not sure who can answer this one. In Oklahoma, Mike Martys talked about the PIMMS. I know everyone is interested in that, and one thing I wanted to go over – he had said (we) would have to do a CMLS reconciliation and a BPHICS reconciliation, before October 1. That still holds, to get to that transition? Nothing has changed?

Answer: (Steve Prine - NLS)

Well, certainly the timeline for the transition has not changed. We're still looking at it – and making that change in October.

Question: (Andrew Egan - RI)

I guess my main issue is: you want us to do both reconciliations – they're both equally important for this. Am I correct?

Answer: (Steve Prine - NLS)

It would be good because that would mean that cleaner information will transfer from your CMLS file and your BPHICS file into your PIMMS file. Both of those reports – as you know – are exception reports. You have to go on the Network Library Services web page and, there is a link there to ask about a reconciliation. Basically for both of those, you would be asked to provide an electronic file of patron's information, which would be checked against your CMLS file. If you're doing BPHICS it would be an electronic file of your machine inventory numbers that would be checked against your MLA file. For each one you'd get a printout back. You'd get three printouts: one is things that are on both. One is patrons or machines that are in your system but not in CMLS or BPHICS and then the third would be things that are in CMLS or BPHICS that are not in your file. If you really don't have those, you would just deny them and, the ones that you have that aren't in CMLS, you'd actually claim those.

Comment: (Richard Smith - NLS)

Before I left Missouri I think we made a concerted effort to get cassette players back that (were) not being used. We started sending out "please return" in our newsletter "please return them if you're not using your cassette machines" because that would really clean up the records and I think that would help.

Comment: (Abby Rimel - MO)

I have two comments. You guys mentioned earlier of receiving feedback about the TBT catalog – the order form specifically. Our feedback is indeed negative. Our patrons don't like to have to sort through the entire list on the order form. They would rather see it broken up by topic, and then in numerical order within each topic. My other comment: Steve you mentioned earlier that we are not any closer to having a vendor set up for the cassette XESS program?

Comment: (Steve Prine - NLS)

That's correct. A contract has not been awarded to any agency. We've got people and our Contracts Office working on it. The solicitation is out. They're looking at bids – but no award has been made. ...Our original goal was to award the contract by the end of July. ...We're on track for it. I've heard of no delays.

Question: (Jane Caulton - NLS)

Abby I have a question. You said that your patron preferred the categorical order form. Do you know what format they subscribe to? Whether they're large print or audio users?

Answer: (Abby Rimel - MO)

Most of the comments we're receiving are from large print users. We're even getting the order forms back, with notes scrawled on them. They absolutely hate the format.

Question: (Karen Keninger - NLS)

So, Abby this is Karen. What I heard you say was 'numerical order within the subject'?

Answer: (Abby Rimel - MO)

Right.

Comment: (Richard Smith - NLS)

Abby, this is Richard again. We may actually – if someone calls in, we may want to call them back and ask them...some questions. We were looking for some people – possibly – to get information (from). If you could send that documentation, just send it up to us. The written notes would be good. Email it to me: rsmith@loc.gov.

Comment: (Ruth Hemphill - TN)

Okay we've had comments on both. We had people who didn't like it when the order form was in subject format, and now we're getting comments from people who don't like the change but I think it's because they're new people who didn't have the previous one (I can't swear to that) so, I'm just in the middle of the road here on this. Some like it one way (and) some like it the other. Personally I thought Pinellas County's suggestion - of having the audio one in order according to subject - was quite an interesting thought but, like I said, we've had complaints about both formats.

Comment: (Andrew Egan - RI)

The (Oklahoma conference) presentation on the Edge Initiative I found interesting for us. One of the things I've always (said) is that public libraries are good places for some of the people we work with to go to because (these people are) stuck in the 'digital divide' in terms of not owning a computer or high-speed access and can't take advantage of BARD as readily. In Rhode Island especially there are lots of libraries in every community. I'm looking at an outreach program at a number of the sites. First, like Senior Centers because they do have computers and staff and that's good - where I'd like to have an institutional account for them. The other big area is nursing homes and assisted-living facilities - same thing because they have staff and some computers... The third big area I'm definitely interested in is public libraries, but I keep (having to say) that 'you can participate in this program as an institutional member but you can only access three titles.' That is not a great selling point. I'm just asking, with the Edge Initiative coming out - and an opportunity for regional libraries to work with public libraries - that we might revisit this at some point and see if we can extend beyond three titles for public libraries. Because, we can give senior centers full access and nursing homes full access, I'm just not 100% convinced that we shouldn't give public libraries full access.

Comment: (Karen Keninger - NLS)

Thank you Andy. That is a question that we bat around regularly and we will keep batting it until we come to some conclusion.

Question: (Connie Sullivan - SD)

Hi. The question I have is: We're getting XESS containers back now, with the new books and, they're coming in with other states' barcodes on them. Is there a way that that can stop - because we scan them in before we realize that it's not the correct barcode?

Answer: (Steve Prine - NLS)

We'll have to look at that to see if we can deal with that at the contractor level. Unfortunately there's no one from Materials Development in here, but Margie's here. She's not responsible for the recycling contract...but we will take the matter up with them to see if something can be done. We haven't heard from anyone else (about getting other barcodes) you are the first. Feel free to pull that Texas barcode off and - you can get them from the Multi State and just use one of those. Theoretically unique (numbers)...

Well, if there are no more questions, we'll give it another 30 seconds... We appreciate your participation in the Open Forum call. By next month I will have given Richard the phone number. Please call us again next month - and we hope to have some better news on a couple of topics by then. Thank you very much.

No more questions or comments.