

Comment: (Richard Smith - NLS)

Good afternoon. I hope everyone is enjoying this autumn day. It hasn't rained yet here in Washington but we enjoyed a fantastic summer day yesterday and it's going to be half a summer day today here in October. It's up to 70 degrees so, unexpected. We have a nice group from NLS. We'll go around the table and introduce ourselves. I'm Richard Smith, Chief of the Network Division...

Comment: (Library Staff - NLS)

Joy Bolluyt, Head of PCS; Paula Bahmani, Education and Training Specialist; Vickie Collins, Network Services Section; Meredith Beckhardt, Reference Section; Judy Dixon, Consumer Relations; Pamela Davenport, Network Consultant; Neil Bernstein, Research and Development; Michael Katzmann; Michael Martys, Automation; Alice O'Reilly, Materials Development; Steve Prine, Network Division

Comment: (Richard Smith - NLS)

Okay. That's everyone and we have 48 callers so that's a good turnout, I think... It's a new Federal Fiscal Year. We're moving forward on a lot of things that were held up. Steve, why don't you mention what we're doing...

Comment: (Steve Prine - NLS)

We did receive finally, our shipment of mailing cards last Wednesday. We have a contract in place for a vendor to accept RC books – and so Inventory Management has started mailing out the first round of mailing cards to Network libraries, and the last of those will go out probably by the end of this week so, every library that had offered books between March and September of this year will get mailing cards, as will libraries that had approval to dispose of RC books before the March cycle but hadn't gotten rid of them. Every library will get some mailing cards (and) some libraries may not get all. We'll go through another round in another week or so and we'll be sending out more cards – and we'll pick up with books that were offered on XESS in the October cycle so, they're already included in that. We're good to go and move forward from now on with XESS.

Comment: (Meredith Beckhardt - NLS)

We're in the midst of everyone submitting their Readership and Circulation statistics to the Network database, however I've only received information from about 40 libraries so I wanted to urge you – if you have not received your temporary password by now – it was sent back on October 1st – please email me at mbec@loc.gov and we'll resend you another temporary password so that you can get started on all of this. It's been successful so far. No one seems to be tripping on the new system. The interface is very similar to the (one) that you're used to. I just want to remind people, when you get to the bottom of the Readership and Circulation page, besides hitting "update" which will save it, please hit "submit to NLS."

Comment: (Vickie Collins - NLS)

NLS is pleased to announce in Operations Alert 14-75, that Network braille that has been processed through XESS may be donated to agencies overseas that serve blind and visually-impaired individuals. The important thing to remember is to start with a small shipment in the beginning and check with your local Post Office and review the USPS International Mail manual.

Comment: (Alice O'Reilly - NLS)

I will talk about chrome labels. This is Alice O'Reilly. We're going to order another batch of chrome labels. We're going to order them next month before Thanksgiving, so if you have any changes...we had asked earlier this year if you wanted any additional labels to let us know how many so this is a chance before the 14th if you could send me any updates (concerning) quantity or information – if your address has changed or your quantity has changed...send me an email at abak@loc.gov and I'll get your order updated. The anticipated production time – because we have to go through the GPO - is about 6-8 weeks so I'm hoping that by the middle of January everything will be prepared and available for you. I want to remind you that the purpose for the chrome labels is for the machines, not for stuff that you keep around the office or making a coat out of them...if you need to change your order because you intended to use them for cartridges, no, no, no. Let me know and I will get you the right amount for the number of machines that you need to stick them on. If you don't have any changes, keep silent and I will get them into your hands by January.

Comment: (Richard Smith - NLS)

Finally, I think with the new (fiscal) year we have new statistics and upgrades to our system and Michael has one.

Comment: (Michael Martys - NLS)

I'd like to let everyone know that starting this fiscal year, meaning the email you will receive in November, we will be altering the algorithms used to generate the BARD statistical report. The motivation for the alteration has to do with the increased use of BARD Mobile and, an upcoming modification to BARD that will allow partial downloads of books through the web. When you have partial downloads of books, you basically have a problem with trying to determine when a book was completely downloaded and when you should give a library credit for a download. That particular problem was solved when we put braille into BARD and what we have is an algorithm we use to calculate braille circulation – because a lot of braille circulation is partial, meaning that people read one particular volume of a braille book. So what we're basically doing is we're going to be using the braille algorithm for audio starting (with) this statistics report. The impact to you is a slight decrease in the number of audio titles (reported). We ran some test cases and on average the decrease is about two to three percent. That has to do with the algorithm and the fact that the algorithm counts multiple downloads in a different way. There will be an Op Alert I believe... That will explain it in more detail, and of course I don't want to get into the algorithm itself right now because that's a lengthier conversation but, suffice it to know that this change will occur in your November report.

Comment: (Richard Smith - NLS)

The other thing was that the cartridge survey went out last week and we got them back and just looking at the raw data, 77 libraries responded and there were no surprises. Everyone wanted some extra cartridges that we were giving out. Well, actually six libraries said that they were not planning on doing duplication. Mainly sub-regionals and AOC. Everyone else said that they were looking forward to getting it and I think question number 5 or 6 said 'what are you going to use them for?' Everyone said they were going to use them for the full span – popular books, not-so-popular books, series, multiple titles on a cartridge. So it looks like they're going to use them for the whole gamut. We'll take that information and we're going to meet tomorrow and later in the week and figure out how we're going to distribute those and...also maybe they can get some 'best practices' on how to use them – probably from people like you guys out there. The other thing I wanted to mention is we did have Orientation last week and (it) was very successful. I think they had 17 people. It was a full compliment. I didn't know (this) but NLS staff actually have to take an orientation – new staff – so they sit there for the full week and that actually helps the Network members that come in because they get extra input from staff members and plus, it keeps all of us honest. We can't go too far off the grid because there are people in the room that know what we're talking about. I mention that because March is filling up. It's going to be another large class so if you plan on coming to Orientation in March, I'd (take care of) that as soon as possible. Other than that, I think we're ready to take any calls from the field.

Question: (Sue Chinault - MI)

My first question has to do with the CMLS reports that we get. It seems that report number 810, 811 and 812 beginning in October of this year are not fully in paper and we have not used the online data. We've always used the paper data. We are not getting the data that we used to. Is that something that's going to continue? Is that a fluke that just affected us for some reason?

Answer: (Steve Prine - NLS)

I don't think it's a fluke. I will have to check on it and see. As we were moving to PIMMS, some reports were going away. I thought most reports were related to things we were looking at. I will check on that and get back with you.

Comment: (Sue Chinault - MI)

Thanks Steve. And then there was one other report that we got that we were surprised about and that's the end of the year deleted patrons. We didn't get it until the after October and we used to get it in August so, we weren't able to prevent anyone being deleted who should not have been deleted and so we're backtracking on that. I just wanted to point that out.

Question: (Abby Rimel - MO)

Hi there. I have a question from one of my Reader Advisors. They're wondering if there are plans there at NLS to put together a comprehensive list of Network-produced magazines. Has anyone planned to do anything like that?

Answer: (Library Staff - NLS)

It just got uploaded last month. It's on the Network Docs website under "Reports and Documents" and under that link I think it's under "Network Documents."...Also an Operations Alert will be going out within the next few days. I think that that is one of the active links within the Operations Alert.

Comment: (Abby Rimel - MO)

We have one more question here at Wolfner – from Veronda Winters.

Question: (Veronda Winters - MO)

Hello. This is about the XESS – the braille. Who is the contact person for the XESS braille that we have on hand?

Answer: (Vickie Collins - NLS)

Probably would be Vickie Collins.

Question: (Veronda Winters - MO)

Okay, because I have braille back from 2013 that I have on hold and I have my disposal list for it – and I'm just needing to know who I send it to. Overseas.

Answer: (Vickie Collins - NLS)

Send me a list of how many volumes you have and we would provide a possibility for where you can ship it overseas. (Send it to) vcoll@loc.gov.

Question: (Veronda Winters - MO)

Also, I have a question about cassettes. My XESS for cassettes is for April 2014 and August 2014 and I've already got disposal lists for those. Do I still get cards sent to me?

Answer: (Steve Prine - NLS)

Cards may have already gone out. I don't have the list in front of me but, for the disposal lists that were provided to the Network between March and September of 2014, mailing cards are coming – if you haven't gotten them already.

Question: (Veronda Winters - MO)

Okay. I shouldn't have to contact anyone since my disposal list has already been submitted?

Answer: (Steve Prine - NLS)

That's correct.

Comment: (Vickie Collins - NLS)

They'll be yellow. Bright yellow.

Question: (Veronda Winters - MO)

Okay and I have just one more question also. With these cards coming, I do need extra ones for like, damaged containers and cassettes. Are these still going to those vendors?

Answer: (Steve Prine - NLS)

No. At this time, these are not. If you can send Vickie an estimate of the number of damaged cassette books that you have, we're going to have to deal with those separately.

Question: (Veronda Winters - MO)

And with the blue damaged containers, are those still going to York, Pennsylvania?

Answer: (Steve Prine - NLS)

The only thing that goes to York are recall books.

Question: (Veronda Winters - MO)

How should we dispose of the damaged blue containers?

Answer: (Steve Prine - NLS)

I think we need to discuss this. We'll get back to the Network on this.

Comment: (Pamela Davenport - NLS)

Send the questions to me, Pamela Davenport, your Network Consultant and I'll take it from there and get you some answers okay?

Question: (John Mugford - NM)

I had two questions but I think Alice answered the first one. That had to do with the chrome labels. Just so I'm clear on this I was going to ask a question on behalf of the Machine Lending Agent here Steve Barnett. The Operations Alert that went out in February/March pertaining to the chrome labels...those labels have not gone out but will be sometime in January. Am I correct?

Answer: (Alice O'Reilly - NLS)

Yes, we are going to send the order over to the GPO in November so, like I said if you'd like to update your numbers or even if you want to (just) confirm the information you can let me know by email and I will get back to you with what you said or if you have an updated amount then we can talk about that, too.

Question: (John Mugford - NM)

Okay. My other question is a little obtuse and might require some thought so it may not be answerable at the moment but, it has to do with local recordings and the inclusion of lengthy bibliographies. We have one narrator who is nearing completion of a book. He's like, widely read, listens to a lot of commercial audiobooks and, was mentioning a fact that I had not been previously aware of: that most commercial recordings do not include the bibliography so, I know we're running into this area where there are effectively dual...regarding commercial, regarding NLS-contracted productions and so I'm wondering where the twain shall meet here. Obviously some of these lengthy bibliographies are as dry as dust and if they're considered optional as they clearly are with the commercial versions, it might be something we prefer to forego in the future... I know from the recent BARD submission for approval in Chris Mundy's notes – and this was confirmed by Phil Carbo as well – that there was a preference to read the entire bibliography, which could be anywhere from two to ten pages long – perhaps even longer, and so it's a fairly daunting task...1.) Perhaps presumed to be something that most listeners will not listen to closely if at all and 2.) It's a rather dry reading... I'm just wondering if there's a consideration for lessening or modification of standards.

Answer: (Library Staff - NLS)

Actually NLS omits them when NLS decides they're too long.

Question: (John Mugford - NM)

Okay. Is there kind of a rule-of-thumb in that respect?

Answer: (Library Staff - NLS)

Users often ask about them and would like to have them there if they're interested in the topic. They may be interested in more information about the topic.

Comment: (John Mugford - NM)

So it's semi-optional depending on length. I noticed some books would include the bibliography but not the notes and that type of thing. So it is somewhat of a discretionary area for the producer...

Comment: (Richard Smith - NLS)

It sounds like something you might want to ask LBPH – to get your fellow recorders on local book and see what they're doing too, John.

Comment: (John Mugford - NM)

Oh. Yeah. I know what they're doing but it's something that came up recently and I think most people were aware that the commercial recordings were unrated but we all have busy lives and we don't get to listen to as many audiobooks as we'd like so, in listening to the commercial conversions, among other things are being omitted with a generic statement in the announcement. (...)

Comment: (Richard Smith - NLS)

Good question. We'll bring it up to Bob and Production Control and maybe at the Biannual or Regionals we'll have a comment or two. Thanks for bringing it up.

Question: (Danielle Miller - WA)

Most of our questions have been covered but I'll just say for Washington, we do all of the Index, Bibliography, all of that and believe that that makes our books stronger...and also makes them more equal to the print for the sighted people, so we really take that seriously... What else? The braille XESS. If we don't have an overseas place to send it, is there a domestic place to dispose of braille?

Answer: (Library Staff - NLS)

Well you would need to request – let us know how many volumes you have and we have a list of international agencies.

Question: (Danielle Miller - WA)

Okay, so that's a guarantee then?

Answer: (Library Staff - NLS)

Well, you have to send a few books first to make sure everything is okay on the international basis.

Question: (Juliet Relyea - FL)

I think my question was answered with – you said the yellow now – it used to be the green cards? ...and now they go to the Upper Marlborough, Maryland address?

Answer: (Steve Prine - NLS)

Yes. On the yellow cards.

Question: (Catherine Durivage – MN)

Good afternoon. We have some BARD questions. One has to do with the BARD password. When it comes to a mobile device, it's not really a good idea to use special characters for the password, but that information is not included in the online BARD account information. I just wanted to verify whether special characters could be used for a BARD password.

Answer: (Michael Martys - NLS)

There should be no difference between BARD and BARD Mobile in terms of password characters. If you do observe a behavior that is different, let us know and we will treat it as a bug and find it and fix it.

Comment: (Catherine Durivage – MN)

Okay. BARD Support told us not to use special characters so...

Comment: (Library Staff - NLS)

Some users prefer not to use them because it involves switching keyboards and its kind of a pain in the neck.

Comment: (Michael Martys - NLS)

It might be a user convenience thing.

Question: (Catherine Durivage – MN)

Another related question is the Android app. What's the status on that?

Answer: (Michael Katzmann - NLS)

We're still working on an end-of-the-year (release).

Question: (Catherine Durivage – MN)

Alright, and then, we've been wondering if there's a way to produce a list of those RC's that are not yet converted to digital and it's something that the regional library staff may be able to use in some way to let them know where they might be in the queue. There are some RC's that are in process – or DB's that have been in process from RC and they've been in that status for a long time, so we don't know if there was a problem with the master, or what the status is. It would be nice if there was a way to view where an RC is in the digitization process.

Answer: (Richard Smith - NLS)

We'll send that on to Collection Development – Ed – and I guess, basically, we'll ask him. Our Inventory Management and they're short-staffed and they're frequently sending the reel-to-reel tapes to be converted...to DBs so, they are moving fast on them but I don't know if there's a list but, I'll ask Ed and send it on. Good question!

Question: (Catherine Durivage – MN)

If there's a list of those that we've been kind of monitoring, could we send those in just to get an idea and, if so, who should we send those to?

Answer: (Richard Smith - NLS)

You know, I think you could send those to Ed. I know...they accept those suggestions and can put a well-liked title up on top.

Question: (Catherine Durivage – MN)

No. I think I didn't make myself clear. There are ones (where) the DBs are in process, but they've been in process for so long... Is that a Production Control question?

Answer: (Steve Prine - NLS)

Send a note to your Network Consultant and she will follow up with it.

Question: (Joshua Berkov - NC)

I have two supply-related questions that our Machine Unit would like to ask. The first is: Is there a way to order spare boxes for the headphones? When we get headphones back sometimes the boxes are damaged...

Answer: (Michael Katzmann - NLS)

I do not believe we have spare headphone boxes, but I'll check.

Question: (Joshua Berkov - NC)

Okay. And then the second question is: With regard to the braille inserts we put into the DS1 and DA1 boxes, we need to order more of those but they never seem to be in stock. I'm wondering if there's going to be another order soon?

Answer: (Alice O'Reilly - NLS)

I thought we ordered them. This is Alice O'Reilly. I'll check on that for you. I know we made an order. I wonder if there are some updating issues or something like that. In the meantime what I can offer you, if you need to emboss a one-off copy – if you want access to the BRF files I can get you that too. But we should have that in stock for you and I'll figure out what's going on.

Question: (Sue Chinault - MI)

Hello again. This question is a pretty quick answer, I believe but, what are we looking at for recall this year – as far as comparison to numbers last year and when those numbers will be released?... Oh I guess it was a harder question than I thought (laughter).

Answer: (Michael Katzmann - NLS)

The numbers for the upcoming year will be less than we recall in the last year, only because you libraries are ordering less cartridges and we have more cartridges than we anticipated, so the need to recall has dropped. At the moment it will be substantially less than we did in the previous 12 months. We'll get those numbers to you as soon as we can.

Question: (Sue Chinault - MI)

I want to put a plug in for one library that has multiple, multiple AOCs at this point. We don't know how you pull your numbers together but we would of course want anything that's an AOC to come to us at this point. And, the same with allotments for boxes – the 44 boxes . We'd like to see that compiled into an allotment for the regional library if it's an AOC.

Answer: (Steve Prine - NLS)

Yes. We would expect the regional to request the number of boxes they needed and certainly for recall, those numbers would be rolled up to the MI1A level.

Comment: (Pat Herndon - GA)

Hi. I just wanted to anecdotally share that I personally had a BARD Mobile password problem when I had a special character in mine. That's all I wanted to add.

Question: (Michael Whitney – NY9)

I wanted to ask (is there) any progress on the iOS 8 bug (for the) mobile app – you know, where you can't get the keyword search?

Answer: (Neil Bernstein - NLS)

What we're going to do particularly for that bug is we're going to make a modification to the BARD homepage as it appears on the app – because we can do that from here without reissuing the app. That will move the search box up onto the first page that the users get when they go to the web app, and it should work around the search bug itself...

Question: (Devon Evans – PA8)

Hi, I have a couple things. Pittsburgh has also noticed that the CMLS report is smaller, so when you find out that information for Michigan if you could share that with Pittsburgh as well. I also have a question regarding the annual Machine Repair information that we're supposed to put in PICS. Right now, it looks like we can't put it in. The form says that we need to update it before November 1st. but when we go to update it there is no 'save' or 'submit' button and that's on the regular PICS site. If you go to the new PICS site, it just says that it's closed – so there's really no way to put it in. I tried it on a couple different browsers and there is no difference.

Answer: (Michael Martys - NLS)

Email me the link you're using for that.

Comment: (Steve Prine - NLS)

Basically, the old PICS database was closed and the Machine Repair Survey did not get translated to the new one. We expect to do it in the next couple of weeks and we're going to do it through Survey Monkey. Libraries will respond to it that way and it will compile the information for NLS but that will be added to the new database so that next year, it will be available there.

Question: (Devon Evans – PA8)

So we don't need to worry about the November 1st deadline?

Answer: (Steve Prine - NLS)

Exactly – yes.

Question: (Marilyn Stevenson - NH)

Hello. I have a question about something that was said way back near the beginning and I hope I misunderstood. I heard someone say that the damaged RC containers are not to be sent to the new place? Because 50% of ours can't be shipped individually. We've got them boxed.

Question: (Steve Prine - NLS)

No, I understand. But, were these ones that went through XESS?

Answer: (Marilyn Stevenson - NH)

Yes.

Answer: (Steve Prine - NLS)

Marilyn, if you've got XESS cards, use them for good RCs. Hold the other stuff. Don't unpack it. We're working on a process by which the broken things can be disposed of.

Question: (Marilyn Stevenson - NH)

Okay. The ones with the yellow cards, send individually?

Answer: (Steve Prine - NLS)

Yes.

Question: (Rose O. - VI)

Good afternoon everyone. (I have) a question about the XESS books (and) the damaged ones. What if it was not listed for XESS?

Question: (Steve Prine - NLS)

Are you talking about a broken book or just books you need to get rid of?

Answer: (Rose O. - VI)

The broken books.

Answer: (Steve Prine - NLS)

Then, that wouldn't go to XESS. If you can send me a number for the broken books that you have – the approximate quantity – it's spri@loc.gov.

Question: (Andrea Clarkson - OR)

Okay, this is kind of raising red flags for me here in Oregon because a good portion of my XESS books are broken containers, so does this mean that I will have to set them aside and wait for a process to be developed to dispose of them?

Question: (Steve Prine - NLS)

Well if you put them in the mail with broken containers, what will happen?

Answer: (Andrea Clarkson - OR)

Well, normally I would put a rubber band around the container.

Answer: (Steve Prine - NLS)

This is becoming sort of an interesting problem. I would suggest that you mail for XESS anything that doesn't have a broken container. We are working on a solution for dealing with the broken containers.

Question: (Nancy VerBurg - MI)

I was just wondering. Do you know if Multi State is going to get a supply of container labels?

Question: (Steve Prine - NLS)

You're not talking about barcode labels right?

Answer: (Nancy VerBurg - MI)

I'm talking about the container labels.

Comment: (Steve Prine - NLS)

We need to look into it and see where we are.

Comment: (Richard Smith - NLS)

Okay. Well – enjoyable meeting. Entertained here and I hope you were entertained out there. No more questions. Have a good day and we'll talk to you next month.

No more questions or comments.