NLS Telephone Forum – 3-25-2015
(paraphrased)

Comment: (Richard Smith - NLS)
Thank you and welcome to the monthly Forum call. We've got a nice group here from NLS staff. We're going to introduce ourselves. I'm going to start on my left…

Comment: (Library Staff - NLS)
Karen Keninger, Director; Steve Prine Assistant Chief of the Network Division; Vicki Collins, Head of Network Services; John Brown, Engineering; Neil Bernstein, Research & Development; Isabella Marquez de Castilla, Deputy Director; Jane Caulton, Publications and Media; Meredith Beckhardt, Reference Section; Pamela Davenport, Network Consultant; Paula Bahmani, Education and Training Specialist.

Comment: (Richard Smith - NLS)
We have a few announcements. We're going to start with an important one from Jane, down at the end of the table.

Comment: (Jane Caulton - NLS)
The Public Education campaign has begun in earnest…I'll send an Ops Alert tomorrow.

Comment: (Meredith Beckhardt - NLS)
I just want to give you a heads up, starting on April 13th, it's time for our half year readership and circulation statistics. I'll be sending out more information later on this. As for the last survey, that we had on Budget, Collection, Staffing and Miscellaneous pages: we're going through the final approvals and we'll have these up on the Network Library Services website for you soon, so you can see all the results.

Comment: (Richard Smith - NLS)
I did want to mention an Operations Alert went out on 4G reusable Peach Cartridges. And I think we got 35 libraries so far have ordered, you order it by the box, 300 per box. Many of the libraries are starting out with ten but we have a lot of libraries that have 30 boxes and 15 boxes and quite a number… So we're getting a lot in there. 35 libraries have ordered them and I think we're going to give you until the 15th. We're trying to get those orders in that can come to you directly from the producer and that will save us a lot of cost; shipping them from the Multi-State. So, if you get those orders in by April 15th we would appreciate it.

Comment: (Paula Bahmani - NLS)
I wanted to give you an update on preview for the Android app, for network library staff. Our developers updated the software this week and our beta test group is reviewing it. So, by the end of this week, I'll distribute a pre-installation message to those of you who have signed up for the preview. The message will include a link to a 'getting started' guide, and some guidelines for previewing the app. Also, some tips on what you can do to prepare for installing that.   If all goes well with the testing this week, early next week I will distribute the link to the application software with installation instructions as well as information you'll need to know about the app. During the third week of April, NLS is planning to host an Android Application conference call where Network staff can have their questions comments and concerns addressed.

Comment: (Richard Smith - NLS)

When I was the director years ago I always had space in my newsletter, and I wanted to fill it with something, and I just want to remind you we do have an NLS Music Notes Blog. And you can find that blog on our website and basically it's a blog for those who need special formats in music, braille, audio, large print and basically they cover classic and popular music and it's written mainly by the staff of the music section and basically if you looked at it you'll see they just have music, Irish music from the NLS music collection, Erin go bragh, that's recent. They also had Johnny Cash's birthday – 'Happy Birthday Johnny Cash' by Amanda Smith. John Hanson did a nice blog on Braille Music in the 21st Century. It's really nice about the new technology that's going on, and the transcribing services they're using in music for braille. And that was a very interesting read, so if you have in your newsletter, please advertise our NLS Music Blog. I think your patrons might find it interesting.

Question: (Linda Vincent - WI)

I was wondering about the Peach Cartridges, I'm wondering if you have a timeline for when we might receive them? I realize they haven't been ordered yet. And then the other question is - had a decision been made about whether you would have containers for us to put the Peach Cartridges in? Thanks.

Comment: (Richard Smith - NLS)

I think Mr. Katzman entered while we were gone, Head of Materials (Development)…

Answer: (Michael Katzmann - NLS)

So, we are expecting cartridges at the end of April. They will go to the libraries that have ordered them when then come in. The large orders will go directly from Alcor. The smaller orders will come from the Multi State Centers, so they may take a little longer to get to you. We are intending on providing containers and we're in discussion with the manufacturer of the containers to provide a translucent, neutral color container so you can distinguish the contents. Also which can be reused and which you have to shelf. I'm not sure the two events will be coincident. We have to get the containers manufactured and they'll be coming from a different source in Mississippi, but the intent is to provide one-for-one containers with cartridges.

Question: (Mitchell Small – PA8)

I heard that the Android is going into a beta for a new version. When will we actually see a roll-out on that Android app for BARD?

Answer: (John Brown - NLS)

The target date is still late April or early May, depending on how the beta test goes. We're in good shape to get there. The X-factor on that is that we have to put all of the items that are required in order to list the app in the Google Play store. All of that has to go through our Library of Congress Web Governance Board, there's another media group that has to approve all those documents. But, those are in the pipeline and as long as there are no hang-ups there we should be in good shape to get out by May.

Comment: (Mitchell Small – PA8)

Okay great, I've been waiting since the Newport Conference to see that new Android app. So, sounds good.

Question: (Christie Briggs - MT)

I just want to tell you how excited we are in Montana about the new Android app and that you're getting this close, at beta testing. Thank you so much for the Peach Cartridges, although they haven't gotten here yet, we are excited that we've been able to order them - not so excited about the reports being due in April, but hey we'll get there with your help always. What I really want to ask is addressed to John Brown specifically: I really want to praise NLS and Kevin Watson for doing the video on machine basic inspection and cleaning. That is top notch we appreciate that. Just to push the envelope a little bit: Will there be a DTBM repair video for Pioneers – with the intricate details on how they are to repair the DTBMs?

Answer: (John Brown - NLS)

We are planning something like that. We've got a lot of topics out there that are candidates for videos. Actually, the next one on our list was to do something for batteries. It would be more geared toward librarians on how to use the I-Tech analyzers to test batteries. But, this is going to be an ongoing process. There's a lot of stuff we want to make videos for, and all that stuff takes time, but we will get there.

Comment: (Richard Smith - NLS)

Let's send our suggestions to Paula, the Education and Training Specialist in Network Division.

Question: (Jane Glassey – CA9)

We had a question about international languages. We're wondering how any development is going toward getting more titles in languages other than English and Spanish.

Answer: (Michael Katzmann - NLS)

We have our Foreign Language Collection Librarian who is endeavoring to fill the gaps, to convert material (from) our Multi-State Center on cassette, that is in multiple languages to make it available for download and for placing on cartridge. We're also getting material from other libraries through the TIGAR initiative. That is an initiative for the world property organization where multiple libraries for the visually impaired are taking part and publishers are voluntarily making that material available through our patrons. He's got about 100 books so far but there are quite a number on the list that he's going to add to the collection. They have to be obtained from the other libraries and then converted into our format, which takes a little time but we are anxious to use that as a resource to increase the availability of that foreign language material. Incidentally, we're also that to get some UEB braille, to make that available right now, in preparation for converting our material to UEB and giving our patrons a way to sample it right now. So, if you have some suggestions on books you're looking for, send an email to David: dafe@loc.gov and he can then look at the catalogs of the libraries that are participating in this initiative and possibly obtain the material you're looking for. Otherwise he's just using his own judgement, his collection development skills and downloading some books open-loop. So, if we actually have demand for particular titles that would be great information for him to get.

Question: (Jane Glassey – CA9)

Thank you - Can you give me what language groups are covered by the TIGAR?

Answer: (Michael Katzmann - NLS)

I don't know off hand - but send an email to David, he can tell you what libraries are participating at the moment; I think at the moment there's about 20 libraries. So obviously not every language is there but it's probably representative of European libraaries, South American Libraries, CNIB - some French as well.

Comment: (Jane Glassey – CA9)

Well, that's very exciting to hear. I will send David an email, thank you very much Michael.

Question: (James Gleason - MA)

Good afternoon everybody: Following up the discussion on the foreign language title collection; there's a problem with the titles that are being listed in Chinese, in which they're now being designated as either Mandarin or Cantonese. It's making sending those titles out to those patrons who are identifying which type they speak; we unfortunately aren't able to get the books off BARD - we can get them, we just don't know what to send. So, not quite sure who to send that request to have those designations put in. Could it be found out which they are?

Question: (Michael Katzmann - NLS)

So, are you talking about a catalog record or what is showing up on BARD?

Answer: (James Gleason - MA)

It would be both really.

Answer: (Michael Katzmann - NLS)

Okay, because I'm surprised it's not listed in the catalog record. I'll check with David on that then. Also, can you send him a list of books that you've seen where this occurs so he can follow it through?

Comment: (James Gleason - MA)

Certainly.

Question: (Erin Pawlus - AZ)

I had a question that may have been answered elsewhere. I am just filling in for the director here in Arizona. What is the progress on the labels for the side of the (containers), because we are completely out now.

Answer: (Richard Smith - NLS)

I think we're looking into that. I think we have some of the cartridge containers that I think had to be kiss-cut. I think we'll distribute some of those - because we have half a million I think. But the side labels, we're looking into that. Thanks for bringing that up.

Question: (Kim Charlson - MA)

I'm calling to find out if you have any remarks you can make on the transition to Web Reads. When I participate in the Virginia monthly phone call, I have a decent idea how it's going in Virginia, but I'm curious how it's going over all.

Answer: (Steve Prine - NLS)

We have a little over a dozen libraries that are now operational on Web READS. There's probably 4-6 more that have the UAT, which is basically what we call the sandbox, which means that Data Management has taken their READS base information and put it into a practice model into Web READS so they can play with it in Web READS and learn how to do things. A couple of things that are in process of being resolved are downloading of bibliographic information and BARD Has Had records   BARD Has Had records will probably occur first, but then, the bibliographic download information will follow with that. At some point in April, we expect to see more training information from Data Management for Web READS.

Question: (Kim Charlson - MA)

I am glad to hear that because I'm among those in the sandbox and by virtue of being the only person who uses Talking Books on a regular basis at my library. I'm not exactly speedy at learning the new way. Just another quick question that has to do with Web READS; Are they planning on - this might be for Paula - having the cartridge function populate the Has Hads or is that still going to be a manual Has Had add in? I guess they're calling it history. Because it looks like cartridges check out differently from regular books.

Answer: (Library Staff - NLS)

We're going to have to get back to you on that.

Answer: (Steve Prine - NLS)

Well, a cartridge is a regular book, so we would expect that those - as you're going through the process of using Web Reads and they're checking things out and they're coming back in and you're checking them back in; that will put it in the Has Had.

Comment: (Kim Charlson - MA)

Okay, because as it stands in the sandbox it doesn't do that. At least I haven't been able to get it to do that. And when you're checking things out, if you're looking at a patron record; the cartridge information is separate from the actual checked out books. So whereas in regular READS, I can look and see I have 4 books and there's this cartridge based on my naming convention, so I know that it's a downloaded thing, as opposed to something off the shelf. But you have to- if memory serves - you have to click on a different tab, in order to see if they have a cartridge and what is on it, you know.

Comment: (Richard Smith - NLS)

That's getting pretty specific. I think we'll have to speak separately on that. We'll get some Keystone, and some calls and some Texas questions too now. So, thanks for bringing that up.

Question: (Mike Marlin – CA9)

I have a braille production question. This concerns when books are made available in copy allotment and the subsequent records that we can upload into our integrated library systems. We discovered - and I probably should have thought about this years ago - that the number of volumes on the end product is usually vastly different than what was advertised to begin with. So, that there seems to be not a reliable way to predict how many volumes a particular title will have - am I correct? That it's just impossible to know despite what is being listed in the catalog record?

Answer: (Michael Katzmann - NLS)

It's an estimation based on the number of words in the print book. Now we have of late a bunch of smaller volumes because of recommendations from the patrons. However, until the book is actually published, it is just an estimation. But I would have thought it would be within a volume or so.

Comment: (Mike Marlin – CA9)

Yeah, I would have thought so too, but it's been nearly unanimous for the last several months. It's not been a good predictor. So, I just thought I'd bring it up, I don't know if there's anything that could be done though.

Question: **(Michael Katzmann - NLS)**
Are the volumes affecting the number of books you're ordering? If there are more volumes you order less books?

Comment: **(Mike Marlin – CA9)**
No, not necessarily. There was a unique situation that came up that I won't bore you with the details about. But, we can certainly go in and changes the records after the fact. That's not a huge problem.

Question: **(Michael Katzmann - NLS)**
Well, I'm presuming our catalog records get updated to match the actuals, they don't?

Answer: **(Mike Martys - NLS)**
Braille is a different flow process.

Comment: **(Mike Marlin – CA9)**
I don't know that they are necessarily updated.

Question: **(Mike Martys - NLS)**
The other question is, does he download after the book is produced, does he download an updated MARC set?

Answer: **(Michael Katzmann - NLS)**
Well there is I mean yeah, MARC sets get updated all the time.

Answer: **(Mike Martys - NLS)**
And so the idea would be that he'd get a mark set that would have the updated information.

Question: **(Mike Marlin – CA9)**
Well, that would be up to your catalog expert to update those records, right?

Answer: **(Michael Katzmann - NLS)**
Yeah, but if there were an updated record, would your record get updated? Would you import the updated record?

Question: **(Mike Marlin – CA9)**
Sure, we update any new records all the time.

Answer: **(Michael Katzmann - NLS)**
Okay, I'll check on what the workflow is for that.

Question: **(Mike Marlin – CA9)**
Great Thanks.

Question: **(Andrew Egan - RI)**
Yes, just hearing that you're making some progress on Web READS; my next question would be, anybody want to hazard a guess as to KLAS libraries and PIMMS - what might be the projected time? Is it better or a little bit later than expected? What's happening?

Answer: (Steve Prine - NLS)
The prediction we have had from KLAS is that they would do their - they're in the process of working with Data Management now and we have not gotten the start date for migration for them, but their goal I think was the middle of this summer; to have KLAS libraries migrated to PIMMS.   So, as usual they're being very, very thorough and looking at everything and every detail but I think once they're ready to do it, because they host a number of sites, a lot of them will change. I'm sure they'll probably do one or two first just to ensure it, but then they'll have the capability of a lot of KLAS libraries moving very quickly.

Comment: (Andrew Egan - RI)
Yeah - that's what I was thinking; once that platform is kind of worked out that, of all the tests, then basically, almost everybody or most everybody would go over at the same time, which would be nice. We'll be looking forward to it.

Question: (Catherine Durivage - MN)
Getting back to braille questions: is there any news as to when we would have a braille XESS for volumes that are missing volumes? We have a lot of braille titles that we have missing volumes that we don't know what to do with.

Answer: (Steve Prine - NLS)
We're going to have to look at that. That's been a problem for a number of years,

Question: (Catherine Durivage - MN)
The Partial Braille Access is what I'm talking about.

Answer: (Steve Prine - NLS)
Yeah, I understand what you're talking about. It was discontinued a number of years ago because it was not being used. So, maybe it's time to revisit that.

Question: (Catherine Durivage - MN)
In the meantime, what are our options with braille volumes that we don't have a complete set [of].

Question: (Steve Prine - NLS)
Do we have a braille replacement volume contract in place at the moment?

Answer: (Library Staff - NLS)
No.

Answer: (Steve Prine - NLS)
There goes that answer. So, obviously we have to look at this from several angles. We have to do a survey to determine what we're talking about in terms of quantity of titles and volumes that are there; just a, before we make any decision. But thank you for bringing it up - we'll pursue it.

Question: (Catherine Durivage - MN)
Okay - thank you.

Comment: (Richard Smith - NLS)
A few of us at this table will be visiting Indianapolis and Sacramento for the regional conferences coming up. We hope to see a lot of you there.

Question: (Linda Vincent - WI)
We're a KLAS library here in Wisconsin and so I am not, I don't know what the READS pilot or what you're doing coming up, is. But, I was wondering if there will be any kinds of limits, so that if we have patrons that can't use the "bookshelf," if there is any sort of marker sort of thing that this patron can only get one book on a cartridge. Does that make some sense?

Answer: (Steve Prine - NLS)
It does make some sense. The Reads Discussion was about moving some libraries from the current reads system which is basically a stand-alone system at a library, to a hosted Reads database, for each of those libraries. So, that, it doesn't really address that, although in the development of Web READS, one of the functions that data management was looking at was the capability of multiple titles per cartridge. But, it hasn't been implemented yet because we're working on trying to just move READS libraries to Web READS. You'd really have to have the conversation with KLAS. I think they've actually done some things already - they spoke a couple of years ago about when I was at the last User Group Conference, about the functionality of being able to assign multiple titles to a cartridge.

Comment: (Linda Vincent - WI)
Right. I was concerned about the other side of it in that we do have some patrons that they're just - they won't be able to handle more than one.

Comment: (Steve Prine - NLS)
I understand. We really are moving into a more customized environment where we really going to have to be able to identify, the systems are going to have to be able to identify patrons that are happy or can use multiple titles per cartridge and those that can't. I guess you'd have to talk to KLAS to find out how they're addressing that problem.

Question: (Linda Vincent - WI)
Okay - and it's down the road at least a few years where you might put multiple titles on? I mean I know occasionally we will but…

Comment: (Steve Prine - NLS)
NLS is not going to do that. But, libraries have that capability.

Comment: (Richard Smith - NLS)
Just from the network experience, Missouri did multiple cartridges on many titles and we just created new book numbers, a series in KLAS that identified the multiple title titles. So it was completely different, you just did not send readers a multiple book unless you knew they could use the bookmark.

Comment: (Steve Prine - NLS)
We actually done several titles with multiple drives like Fifty Shades of Gray and -

Question: (Linda Vincent - WI)
I was more concerned with the auto-select, so if there would be a way to like keep patrons from getting the multiple titles if they can't deal with it.

Comment: (Karen Keninger - NLS)
Once again that's a KLAS issue.

Comment: (Linda Vincent - WI)
Okay thanks.

Question: (Mike Marlin – CA9)
Just a quick comment - and another quick question. The comment is just to echo Catherine in Minnesota - we also have many, many braille titles missing a volume and we could really benefit from Braille XESS or whatever you want to call it so, please do poll the libraries, because I bet we're not the only ones. And then, secondly: on the question of ordering peach cartridges; I estimated low because I didn't want to overtax the system.   But, hearing that other libraries put in their full order, can I re-submit my order and ask for more?

Answer: (Richard Smith - NLS)
Yeah. We want you to get a full order so just put in another order right now, and it will add on to what you already have in there. And, I'm guessing here - if not Mike, I'll get back with you.

Comment: (Mike Marlin – CA9)
Perfect, thank you so much Richard.

Question: (Mitchell Small – PA8)
Yes - since we've been talking about multiple titles on a cartridge - this brings me back to a topic that a lot of people have on their mind, and that's the robot. What's the status of that, how's that going. When can we expect to see it?

Answer: (Michael Katzmann - NLS)
Well by the robot I guess you mean the automated duplication that…demonstrated at the conference. And, at that time I indicated that this was for a large duplication setup. There is a modification I'm about to send some information about. An update to the Gutenberg duplication program that will handle multiple books on a cartridge which the previous version didn't. The whole question of duplication on demand is something we're looking at, and I think further down the line we'll have more information about options for libraries to do that. But, at the moment, John is working with some libraries providing on a pilot basis, providing the Gutenberg duplicators, manually, by putting in by hand multiple cartridges. And in almost all situations, that would be a preferable way to do it. The robot although it's an automated system, you load up the stack and it goes away and does it. It's only duplicating one cartridge at a time on that one stack. Now you can multiply that out which becomes very expensive for each one of those. And as I say that really makes sense when you're mass duplicating, or you're duplicating a lot of cartridges at a time, in a production environment. But, as I say, in the coming weeks there'll be an update to the Gutenberg program and as I say, we are looking at options for duplication on demand for libraries.

Comment: (Mitchell Small – PA8)
Alrighty, thank you very much.

Question: (Patrice Johnson - IL)

Hi I have a quick question, I was running a little late, when you say, or someone just referenced a full order, in regards to ordering the Peach Cartridges, what is a full order, in terms of amount?

Answer: (Richard Smith - NLS)

As many as you think you'll need in a year. And maybe two years.

Comment: (Patrice Johnson - IL)

Okay. I thought like an amount had been stated that I missed when Mike said that he wanted to know if he could order more.

Answer: (Michael Katzmann - NLS)

Mike was just saying that he was conservative in terms of his interpretation of the cartridges that would be available. But, we certainly have ordered enough cartridges to fulfill probably the need of the network for certainly next year. Maybe more.

Answer: (Richard Smith - NLS)

I think most libraries are ordering between ten or twenty boxes. That's three thousand to six thousand.

Answer: (Michael Katzmann - NLS)

But base it on your demand. Your capabilities of being able to duplicate and circulate those cartridges.

Comment: (Patrice Johnson - IL)

Okay, thank you.

Comment: (Richard Smith - NLS)

Thank you for your questions. We hope this was helpful and we'll talk to you next month.

No more questions or comments.