

NLS Telephone Forum – 6-24-2015  
(paraphrased)

**Comment: (Richard Smith – NLS)**

I'm glad everyone - there may be some people on vacation - we have 39 callers on the line here in Washington DC. Now I know it is summer - pretty hot, although a nice thunderstorm came through and cooled it off a bit. We're going to go around the table and introduce ourselves and make a few announcements and then we'll open it up for questions. I'm Richard Smith, Chief of the Network Division here at NLS...

**Comment: (Library Staff – NLS)**

MaryBeth Wise, Network Consultant; Meredith Beckhardt, Head of Reference; Paula Bahmani, Education and Training Specialist; Neil Bernstein, R&D; Michael Martys, Automation Office; Bob Axtell, Bibliographic Control Section; Vicki Collins, Network Services; Judy Dixon, Consumer Relations Office; Steve Prine, Assistant Chief, Network Division; John Brown, Engineering; Karen Keninger, Director.

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

I just wanted to say to all of you who were at the Tri-Regional Conference who I missed that I was really sorry that I wasn't able to be there. And, to any of you who were at the event last week, the Library of the Year event that I am also sorry that I wasn't able to be there. I am kind of laid up right now, but will be coming back just as soon as I can. Meanwhile there's telephone and computer and so I'm keeping myself busy. So thanks everybody for your good wishes and know that we have a fabulous crew here at NLS who is carrying on, I don't want to say without me but, they're carrying on so - Thanks Everybody!

**Comment: (Richard Smith – NLS)**

MaryBeth, you have an announcement...

**Comment: (MaryBeth Wise - NLS)**

Yes - an operations alert, 15-50 announced the dates and venue of the National Conference and that same operations alert also asked if network libraries and library staff could send suggestions for training and session topics. I've gotten quite a few through email and by phone and also the Tri-Regional Conference and I welcome more of those suggestions. I'd like to have suggestions by June 30th so we can start honing down the agenda in the next couple of months. The conference dates are April 3rd through the 7th, with a pre-conference on the second, and the venue is the Fairmont Hotel in San Francisco. Thanks!

**Comment: (Judy Dixon - NLS)**

We have prepared a four braille page, UEB, brief symbols list - it's a brief list, they're not brief symbols. Supplies of that list have gone to the Multi State Centers. Each Network library can request up to 100 copies. It's going to be published in Braille Book Review and it's also going to the conventions of the National Federation of the Blind and the American Council of the Blind, which will be held in the next couple of weeks.

**Comment: (Paula Bahmani - NLS)**

We sent out an Operations Alert yesterday announcing registration for a Hindenburg Audio Book Creator workshop here at NLS, which will be held September 23rd and 24th. Space is limited, so if you're interested, please contact me to register. And since we got an overwhelming response from the Network - it seems like people are very interested in this - we

are considering opening a second session, which will be held in November. I don't have the exact dates yet, but I will let you know as soon as we confirm.

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

Excellent! With that I think we'll open up for questions from the Network.

**Question: (Kim Charlson - MA)**

Thank you very much and hello everyone. I wanted to follow up with Judy on the UEB fourpage Document and maybe she could comment a little bit. When we were at the Tri-Regional conference, I think it was our colleague Ruth from Tennessee: asked why the list of symbols couldn't be published in NLS books and magazines. I think it would be helpful for people to understand kind of what the intention is or how to use the 4 page list with patrons who are braille readers. How They can do it, how that would work. And then I have a follow-up UEB question that doesn't have anything to do with the four-page list. So I'll let you answer that first.

**Answer: (Judy Dixon - NLS)**

We're not putting the list into books and magazines for a couple of reasons: Interesting it is presumably going to be brief once people know these symbols they're not going to be very interested anymore. It would take up a lot of space and cost more money than just printing copies of it for distribution. And this way people can use it with any book they happen to pick up and we're not printing this list over and over and over. Regarding how libraries can use it: Probably the best way, since we don't have a huge quantity of these: At one time, we had thought you might stick one in every book that you circulated, but it's going to come out better that if you just send them to your braille readers on request. That would probably be the best way to handle it. Because it is going to be in Braille Book Review, people are learning UEB in all kinds of ways on their own, not everybody is going to want one. And it's also going to be distributed at the consumer conventions so a lot of people will already have one. National Braille Press has one that's available and there will still be other ways people can get them so I would recommend just making announcements to your braille readers that they can get one on request.

**Question: (Kim Charlson - MA)**

Judy, the other thing that I was thought was helpful, and I did mention this at the Tri-Regional Conference: was about how to differentiate a book that is produced by NLS in UEB from one that is not. And I think that would be helpful if you'd share that; what NLS is planning to do.

**Answer: (Judy Dixon - NLS)**

We have discussed that here - at your suggestion - that your shipping clerks are not going to know what book is a UEB book, and what book is a standard traditional braille book, and there's not going to be a number that we can give you because the numbers are assigned as the books are assigned and there's not going to be - we could say all numbers above X are UEB because some producers will have already started on something. So, we are going to indicate on the spine of the book that the books are in UEB.

**Question: (Kim Charlson - MA)**

And that's a print indication for the shipping clerks - they'll see UEB on the spine and then they could use - they could put the four page list with any book that says UEB on it, to give people a reference. Again, at the beginning, I think that was a good point that this isn't going to be used forever.

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

Any book that's circulated.

**Comment: (Judy Dixon - NLS)**

Also the list is going to be on the NLS website so for those of you with embossers who need more copies you can also download it and make more of your own.

**Question: (Kim Charlson - MA)**

My second question I don't think is going to have an easy answer but it might. It's regarding PBL labels and the program that many of us use to create cartridge and container labels. Is that going to be in UEB?

**Answer: (Judy Dixon - NLS)**

Michael Katzmann is the only one who can answer that. I know that Liblouis is working on UEB. PBL uses Liblouis as its translator. Liblouis is working on UEB and I don't believe it's a matter of which comes first: we producing UEB books or Liblouis getting UEB but we're definitely working on it.

**Question: (Catherine Rubin - NC)**

There's something that's been happening - I think this has been discussed before on the teleconferences, but we've been getting a real rash of patrons calling us with: they get to the middle of a book and they get the "end-of-book" message, or "cartridge error" and it's also happening now with magazines as well as books. We just wondered if you know any more about that situation - what might be the problem?

**Answer: (Margie Goergen-Rood - NLS)**

We do get comments back from libraries indicating that. I would seriously doubt - first of all you're not the only one that has that. When you consider the fact we have a million and some cartridges out there; we have less than 1% that has failed, and if they're under warranty, all you have to do is respond to [QAS@loc.gov](mailto:QAS@loc.gov), indicate that they're under warranty and we should know about it, and then you send it back to the producer for a replacement.

**Question: (Catherine Rubin - NC)**

So, can we pretty much assume that it's always a cartridge? Because sometimes we think that maybe it's a problem with the player.

**Answer: (Margie Goergen-Rood - NLS)**

I mean it could be there are many variables: It could be the player. It could be human error. It can be the producer, it can be the cartridge. There are a number of things, it could be the environment. It's hard to pinpoint exactly what it is. Well, we've been getting about thirty calls a week now, with that problem.

**Question: (Sheila Coleman - LA)**

Can we get an email notification sent to us to let us know when the MARC records are posted to PICS for the month because usually we check on the first, second or third and we never know when it's going to become available.

**Answer: (Robert Axtell - NLS)**

I guess it could be announced over the LBPH...We'll take it under advisement - if you're having the issue, then others might be as well.

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

My question goes back to what Judy was saying about Braille Book Review and the abbreviations list. Is that going to be a removable list or will it just be bound in each copy?

**Answer: (Judy Dixon - NLS)**

It's going to be bound in each copy.

**Question: (James Gleason – MA)**

Okay. Would it happen to be at the end - maybe make it easier for people to tear it out?

**Answer: (Judy Dixon - NLS)**

Don't know. We'll see.

**Question: (Mitchell Small – PA8)**

Hello there. I would like to begin by saying: Thank you for all for adding that date in November for the Hindenburg Training. I was one of the ones that were shut out on the first cycle for religious reasons and I definitely did want to get in on that training. I'm going back to a question I asked on a previous call-in. Has there been any more progress with the Cyclone printer being able to print the PBL labels?

**Answer: (Richard Smith – NLS)**

That is Michael Katzman, he's looking into that. Unless Judy has an update:

**Answer: (Judy Dixon - NLS)**

I do. Michael has been communicating with Enabling Technologies. They have produced very fine looking samples, which I have actually seen and they haven't given a date to when they're going to start including this new firmware in their devices, but I suspect it'll be relatively soon.

**Response: (Mitchell Small – PA8)**

I am pleased that they're working on it and there is notable progress on that. Thank you all.

**Question: (Jane Glassey – CA9)**

Hello Everybody - How are you there in Washington DC? Looking forward to ALA. Coming the end of this week, if anybody from the Network's coming we'd love to see you if you want to drop in; and next year of course for NLS Conference. We had a question about the containers for the peach cartridges; do we have an ETA for those please?

**Answer: (Richard Smith – NLS)**

Again, Mr. Katzman is not here - but they are working on it. I'm pretty sure within the next month they should be producing them. They were again as I mentioned at the Tri-Conference, and maybe at the Western: They had to put some additives to the clear plastic so that they would be less likely to be brittle and be broken. I think they solved that and Michael will be working with them. He thinks the first run should take about two weeks. Now, I have; you know 76 libraries actually ordered peach cartridges and probably a good handful of those will send those out by palette, boxes of containers because there's going to be 150 containers (per carton). It would have been nice if they were shipped in 300 per (carton), but there were 400 (cartridges) in a box, so we got to figure out the numbers of cartridges to containers. But basically, once we get those, I would expect within a month we'll be sending those out, directly to the larger libraries with the palettes, and those with fewer than a palette full, most of them will probably come from the multi-state.

**Question: (Lisa Peters – MO)**

My question is in regard to the UEB, you mentioned it would be on the spine, but my question with regard to cataloging will you have it in the annotation, so that we could be able to put a subject code on there?

**Answer: (Robert Axtell - NLS)**

Well it will be in the MARC record. We had no plans at this time of putting it in the annotation, but it will be marked within the catalog record.

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

And also there was a subject heading in BARD that where you could get UEB books listings; in the subject heading on BARD too.

**Question: (Erin Pawlus - AZ)**

Hi. I think I've asked this before, but people have asked me to ask again, so hopefully you don't mind: We were just curious about the status of the case labels, the side longer labels, can we expect those soon? We've come up with workarounds. We're just eagerly anticipating those being reintroduced.

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

I think, unfortunately, again we'll pass that on to the persons in charge of that. But, last time I heard, we will try to get one years' worth of labels, or as many as the containers we're sending to you, and I think they're on order, but the person who should be here to answer that is not. We'll forward it to them.

**Question: (Kim Charlson - MA)**

Yes, thank you. I guess I'm just curious about the BARD rollout for Android. And, has it been quiet? It's been quiet on our end and I was just wondering if um, the BARD support team had had any issues or common themes that were coming up with people, or if it was going along smoothly.

**Answer: (Neil Bernstein - NLS)**

Yes, it is going along quite smoothly, in fact we've been not heard of any major bugs or any reason to rush out our next release, which means we've got a good quality product out there. Although we do in fact already have a bug fix release that's about to go into beta, just stuff that we've found - miscellaneous things since the release. One of the nice things about publishing through the Google Play store is that we get some automatic reporting if it crashes and things like that and there have been a few and we've found and corrected those, and so we're getting ready to give those to our beta testers. One thing that did go wrong was that the Google Play store advertises the app as being compatible with Android 4.0 and up, it is actually compatible with 4.1 and up. And that's something we've corrected. We'll be doing that with this next release. So if you do get a question about it crashing at the startup, make sure the person isn't on Android 4.0. That is something that we've investigated and would take a great deal of effort to repair. So we're just going to make sure to limit the supported Android version. We've been saying all along "4.1" but something went wrong in the store submission process. Other than that it's going well.

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

A little while ago I'd asked MaryBeth about having the cassette service removed from the NLS application. Periodically, we do get an applicant that downloaded and used that application. Is it possible to get the cassette service removed from it? So we don't have to explain to them that it's getting phased out.

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

Well the application online at NLS is under review and we are removing the cassette. So do you mean your local application or just the NLS application?

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

The NLS one. We occasionally get NLS applications that patrons...

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

Okay, that's a good question. We met about three weeks ago, and it's under review, to be changed.

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

Thank you.

**Question:** (Susan Hammer-Schneider - ND)

Okay, hello all. Say um, if my memory serves me right, when we get the PICS list, it comes twice a month? Am I right on that?

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

Per copy allotment?

**Answer:** (Susan Hammer-Schneider - ND)

Yes.

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

Yes.

**Question:** (Susan Hammer Schneider - ND)

Okay, well when we go on the PICS site, there's only one listing for the the full month. It only gives like the beginning of the marks. One listing for the full marks. The beginning of the month, it doesn't give the middle of the month, that listing.

**Answer:** (Robert Axtell - NLS)

Yes, you're quite correct. The one at the beginning of the month will include the batch for the first of the month but also the preceding MARC records that were in the preceding mid-month copy allotment.

**Question:** (Susan Hammer Schneider - ND)

Okay. That's okay. So, say for June, it shows for the beginning of June, but also the middle of May's?

**Answer:** (Robert Axtell - NLS)

That's correct.

**Question:** (Susan Hammer Schneider - ND)

Thank you - that's just so confusing, we'd sit there and look at it... So, anyway today when I was working with Tracey, and doing the BARD and PICS things coming in, and so when that came up, I wanted to ask because I couldn't find the middle of the month. I guess I misunderstood the instructions when we got them. I really appreciate your answer. Thank you.

**Question:** (Erin Pawlus - AZ)

Just curious, there were some DBC numbers in this most recent Talking Book Topics. Is that going to be a regular feature, or was that special for this most recent one?

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

That was just special to highlight that local books are up on BARD.

**Question: (Erin Pawlus - AZ)**

Okay, thank you very much.

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

I think everybody is ready to go on vacation for July. I think I'll stop in and MaryBeth will be there in San Francisco so we'll visit you at ALA. Other than that, we'll talk to you in July. Thank you for calling in.

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

Thanks Everybody.

No more questions or comments.