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

Well, it's 2016 and we're digging out of the blizzard conditions here in Washington DC. A lot of sunshine today (but) just a lot of sloppy roads to get through. We have a nice crowd here. We're going to go around the table and introduce who's here. My name is Richard Smith, Chief of the Network Division…

Comment: **(Library Staff - NLS)**

Michael Martys, NLS Automation Officer; Joel Phillips, Production Control Section; Don Olson, BARD Operations; MaryBeth Wise, Network Consultant; Isabella Marqués de Castilla, Deputy Director; Carter R., Project Coordinator U.S. Currency Reader distribution; Steve Prine, Assistant Chief of the Network Division; Vickie Collins, Network Services; Margie Goergen-Rood, Quality Assurance; Shana Osborne, Equipment Control Officer; John Brown, Engineering; Michael Katzmann, Chief of the Materials Development Division; Neil Bernstein, R&D.

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

We have a few reports before we open up to questions. I want to start with Joel…

Comment: **(Joel Phillips - NLS)**

Thank you Richard. This is just a quick announcement - or update - on the status of clear containers (the containers you will be pairing with your peach-colored flash cartridges). As of now, we have had two lots approved and delivered to the Multi State Center and also to the top ten ordering Network libraries. That's two lots of 48,000 containers, which puts us at (96,000) containers delivered so far. (Out of) those two lots there are approximately 8,000 of those containers located at the Multi State Center East. Those will be available on a first-come, first-served basis but you will have to contact your Network Consultant for that and also they will be contacting the Multi State Center to make sure that there are enough for you. However, we have an additional lot of 48,000 that is currently pending quality assurance approval and once that is approved, those will be available from both Multi State Centers and that 48,000 will begin to fulfill most of your needs. That's all I have about that update but they are coming to you so…

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

Joel, let me update the update. The Multi State Centers have labels ready to go and, of those 8,000 that were sent to the Multi State, they actually distributed those to Alabama and Connecticut and to a few sub-regionals. So, you don't have to contact your consultant to get the containers. They've got mailing labels to go and, when they receive them from the distributor they're going to distribute those on directly – so we're fine there. Just for your information, Texas, Pittsburgh, North Carolina, Florida, Illinois, Colorado, the State Library of California, Washington, Oregon, Oklahoma, New Jersey - all should have received some mailing containers – as well as Alabama and Connecticut from the Multi States. Now all the orders will go directly to the Multi States and they will distribute them as they get them. Okay, MaryBeth…

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

The deadline for registering for the National Conference hotel is February 1st. We'd like you to also complete the conference registration by March 1st so that your names will be included on the attendee's list, and for NLS' planning purposes for the different events. You can refer to Operations Alert 16-10 for registration information and links to the hotel registration and the conference registration. Thank you.

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

Just an update on PIMMS: Data Management, our contractor for CMLS/BPHICS, merged both of those databases into PIMMS – the Patron Information and Machine Management System – last October and so, even though libraries are still reporting CMLS and BPHICS information, it is actually going into PIMMS, although it is only going in on a weekly basis for CMLS and a monthly basis for BPHICS, which is how the process works. All of the READS libraries have converted to WebREADS – and they have migrated to PIMMS. The automation systems in the Network are currently doing some final programming and we think we'll begin testing in the next few weeks – the next month or so – to begin to migrate libraries that are using their systems – and that's where we are with that at the moment.

Comment: (Vickie Collins - NLS)

I wanted to just mention that…we have been in communication with USPS about some issues related to the braille donations being shipped overseas. We don't have anything definitive yet but, one of the things they have stressed is that the items under 4 lbs. get Customs form 2976 and the items over that amount get Customs form 2976A. So, that's one of the things that they have tried to clarify – and we're trying to get some additional information. As we get through this snowstorm we hope to resolve some other issues.

Comment: (Michael Martys - NLS)

Just a couple of items from Automation. The first is: Many of you have asked me about the BARD monthly status reports and them being emailed to the libraries. Some of you thought that we actually stopped emailing the reports. In reality there has been a problem with the delivery of the emails. As the reports have been getting larger and larger and BARD has gone on through its life, we've reached some problems with the mail system that has caused them to have troubles being sent. I think we've got the problem fixed. We're going to find out in this month's report but you should receive them in the email as normal. The second thing is that we've been working on this program…and I'm going to let Don talk a little bit about that…

Comment: (Don Olson - NLS)

Good afternoon. As Mike said, we have this project going on…software that will go on a Windows-based PC – at the moment not on an Apple computer. This software will - number one - provide a different alternative to the interface of BARD and – number two – it will also provide a great deal of assistance in file management. My guess is, a lot of you understand that a fair number of patrons have questions, issues, complaints – what have you – about getting their books from BARD onto the computer, but then especially, from their computer onto the cartridge – and that is exactly what this software is going to help with. We are currently in the alpha testing stage and we have – I think its 21 testers. I would say, fairly well-represented, meaning we have a few internal people from NLS here, a number of people from the Network such as yourselves (and) a number of patrons as well. On the good side of it there have been actually few problems to this point. A number of suggestions on how to relabel some things and permit different verbosities and so on but, the project is going on very well so, we're about to take the suggestions and get them on to the developer… Paula Bahmani and I will have a demonstration for you at the Conference in April.

Comment: (Richard Smith - NLS)

Okay. With that, I think we'll open it up for questions.

Question: (Sue Chinault - MI)

Hi. I'm calling from Michigan's Braille and Talking Book Library and I personally won't be able to attend the conference in San Francisco although we will have a couple of people there. I'm wondering if any progress has been made on the ability to allow some sort of conference-calling in to sessions?

Answer: (Isabella Marqués de Castilla - NLS)

MaryBeth and I have been working on the conference together so I am going to try to respond to your question. At this point, we are making every effort to continue to have this conference really be an opportunity for us to come together, for members of the NLS Network to talk to our experts, and for us to get firsthand, in-person, the feedback… At this conference we have not really looked into this "broadcasting" of the conference – because we are focused on maintaining the integrity of our meetings - of the information that we get directly from you, so that we can bring that feedback here and improve our materials, our services and be geared toward the future on very solid ground. So, we are considering having a couple of sessions audio-recorded, but that's the extent of it.

Question: (John Mugford - NM)

I'm just attempting to gain a little further clarification on mailing-container delivery status. I understand that essentially all of the containers have been assigned. This last shipment of 48,000 or so came from Multi State Center East. None came from Multi State Center West. We know there are a couple of libraries – Washington State and Colorado to name two – among western states that have received containers and, I understand there are 48,000 pending QA. What's the approximate timeline on the QA approval? Will they be delivered to (MSC) West for distribution?

Answer: (Joel Phillips - NLS)

Thanks for your question John. Just to clarify – those have not yet actually come into QA so those have not yet been approved. The timeline for that would be expected to be the next two weeks. Then, that shipment of 48,000 will be split between (MSCE and MSCW). We have not yet determined what that split will be, but some will be available from both locations. So, I would give you a timeline of about 3 weeks at most.

Question: **(John Mugford - NM)**
3 weeks to the point of delivery then?

Answer: **(Joel Phillips - NLS)**
To the point of being available from the Multi State Centers.

Question: **(John Mugford - NM)**
Okay and then will the Multi State Centers automatically send these out based on the previous…orders?

Answer: **(Richard Smith - NLS)**
Yes. They have the numbers and the mailing labels.

Question: **(John Mugford - NM)**
And will the expectation be a full-receipt of allotment or a partial?

Answer: **(Richard Smith - NLS)**
Well, we've been doing full-receipts – I would imagine full-receipts because from here on end there are going to be smaller numbers. We were sending out large shipments to the top eleven libraries, so I think we've got about 80% of Things done. The last ones are going to be smaller shipments of 3 boxes and 8 boxes and 5 boxes. We should just do complete orders. I think that once we get them we'll wrap them up rather quickly.

Question: **(John Mugford - NM)**
Okay. So in summary, all of the regionals who are expecting delivery of containers should expect them within a month's time by, let's say the end of February.

Answer: **(Joel Phillips - NLS)**
Sounds reasonable. I think that timeline will work.

Question: **(John Mugford - NM)**
Okay. A question for Michael. I did actually ask this question via email a few weeks ago but did not get a response…(Michael) mentioned expecting a prototype of some form of wireless delivery book player for demonstration purposes at the 2016 conference. Is this still an expectation?

Answer: **(Michael Katzmann - NLS)**
No, there won't be a prototype. We'll be talking about our plans – the development of the wireless player – and we'll be seeking comments and discussion on how we proceed on that, but at this stage we will not have a prototype.

Question: **(John Mugford - NM)**
And is there any projection as to when there may be a prototype?

Answer: **(Michael Katzmann - NLS)**
Sometime after this conference (laughter). So, no I can't give you any sort of meaningful date.

Question: **(John Mugford - NM)**
So your projections at the previous conference were overly optimistic. Are there reasons for delay beyond the usual "Wheel and Woe" of the human condition?

Answer: **(Michael Katzmann - NLS)**
There is no specific one reason you could point to, to say "it wasn't designed or delivered in two years" but we have – obviously – various issues with contracting and with personnel here at the Library, so I can't point to one particular reason. It's not a financial reason, if that's what you're getting at.

Question: **(John Mugford - NM)**
No I'm not getting at anything in particular. Just throwing a number out – would you expect by the year 2020 that there would be a prototype for wireless deliver? Or before then?

Answer: **(Michael Katzmann - NLS)**

Well, you could say that.

Comment: **(John Mugford - NM)**

I already did but, in the form of a question, not a statement.

Comment: **(Michael Katzmann - NLS)**

As I started to say, I'm not going to start giving out dates. Obviously I made a mistake in doing it the last time.

Question: **(John Mugford - NM)**

Well, it was interesting to entertain, at the very least. One other question…not really related. I know there's going to be information at the conference on local duplication. Is there cohesive information as to recommendations…for efficient duplication locally, of books on demand, so to speak? Are there standards or written recommendations as to options for local duplication?

Comment: **(Michael Martys - NLS)**

John, we're going to put you on hold for just a second because we've got to briefly talk among ourselves. Just give us a second.

Answer: **(Michael Katzmann - NLS)**

I think that the best answer I can give you is that we've got to talk about that at the conference – and it will be a detailed discussion about moving forward on duplication. John Brown has been working on prototype systems for supplying to the libraries but we don't have a document – as you say – as to guidance on what to do.

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

In addition John, one thing I want to mention is that, in San Francisco what I am looking for – although I'm disappointed in the distribution of both the cartridges and the containers taking so long – I'd like to know how some of those libraries that have cartridges and containers are using them. We do have a program on Tuesday and only one person has stepped forward to say "I'd like to present on how we're using 'duplication-on-demand" and peach cartridges in general, so if there are any libraries out there now doing interesting things with peach cartridges – and whether its one-on-one books, retro books, multiple books on a cartridge, lining up a cartridge with individual patrons. I don't know how everyone is using these but if you're using them and would like to share, we have a space on the program, so that's my pitch. I'd like to get a nice panel of 3 or 4 libraries discussing peach cartridge usage in the Network so, send me an email. I'd like to fill up that section and, I'll go further – Collection Management also needs some people in that panel discussion. So look over the agenda for the National Conference and share your ideas on how you're using the peach cartridges and managing your collection. That's my little promo for getting people on my panel.

Question: **(Jane Glasby – CA9)**

Hello everybody, this is Jane in San Francisco – where it has not been snowing nor will it ever. I had a couple of things I'd like to comment on. First, I'd like to chime in in support of thinking about how people who can't get to San Francisco might get access to what goes on at the conference. So, I really do want people to come to the conference and I think that face-to-face is better than anything and it's a very valuable experience – but I do understand that not everybody can come. So I would like to encourage NLS generally to think about ways to perhaps record all the sessions and make them available afterwards by podcast, or to broadcast some of the sessions. I would just like to encourage that. A question I had was about the peach cartridges – and you alluded to it, Richard, that they've not been coming through. We did put in – quite a while ago – a request for a certain number and we got a partial fulfillment and I was just wondering when we might expect to get the rest of them? And, the other thing is that I'm excited to hear what people are doing with their peach cartridges at the sessions so, even if people haven't actually started doing it, maybe people could present their plans for what they're doing with the peach cartridges. Thank you.

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

I'll get back with you, Jane, because you should have the cartridges. If not, we certainly will get you the full allotment if we missed it, but we'll get back with you.

Question: (Kim Charlson - MA)

Hi everyone. I have two questions, and the first one is again, about peach cartridge and containers because I'm a little confused. As a large library with a large order, I have not seen any containers yet and I'm kind of just wondering if Massachusetts fell off the list, because I would have considered my order fairly large and I haven't heard anything one way or the other and have received nothing. So, if someone could check into that, I would be most appreciative – to find out if we're still on the list or, what happened.

My second question is about the studio recording process and identifying titles. I sent an email I think, Richard, to you and Vickie, wondering if NLS can either outline or review the process that Collection Development chooses for filing their own intention notices because, we've had an uptick in the number of titles we are selecting for our recording studio and then, we file intention notices and then we are starting the book, halfway through the book, finishing the book and then NLS comes out with the book and so our copy is pretty much not really needed – but it's a whole lot of work to go through and a disappointment to our staff and volunteers, when their book is superseded by an NLS commercial recording. I'm wondering how we can avoid the duplication of titles – having a studio do something and then NLS comes along and does it because, obviously everybody's resources are scarce and we don't want to duplicate efforts. So I'm wondering if maybe now that NLS has agreements with so many producers, we can maybe tighten up the intention process – or maybe there is some review that can be made so that we can reduce the number of duplication of Network studio books and NLS titles that are bumping into each other.

Question: (Michael Katzmann - NLS)

Kim, you said commercial, so is this just commercial books we're talking about or is it a regular production as well?

Answer: (Kim Charlson - MA)

I think it's regular production as well, but some of the titles – and I'm sure I'm not the only studio that has this happen – we'll put in an intention notice and then several months go by and we've started the work and then all of a sudden it shows up on BARD. And there's no notification. I would think that maybe in the process to check titles, someone would reach out to us and say "you know you have an intention notice filed. Is that book finished? What's it's status? We're thinking of adding it to our collection." I can understand that – again – more so with a commercial audio where we get the recordings that (are) already done from a commercial producer, but there have been books that are narrated under contract that, we've had the same experience with.

Answer: (Michael Katzmann - NLS)

We certainly have a process and I'll find out why it's not working as well as it had been working. Even commercial books that we get, we usually get a very long lead time. In fact, (books are on the list for several years before they're actually produced). I'll check with Collection Development to find out…

Comment: (Kim Charlson - MA)

And I'd be happy to give you more details and probably some other Network studios might be willing as well, to see if there's any way we can tighten up the process and eliminate the duplication of effort because, we don't want to see that. Thank you.

Question: (Kim Robertson - VA)

Calling from Alexandria where we're finally open after a couple of snow days… A couple of questions that are basically BARD-related. I'm curious as to why I've had to authenticate twice in BARD as an admin – so you login to BARD and then if you want to do any of the admin stuff, you login again. Is that a design feature? Or am I the only one who is having to do that?

Answer: (Michael Martys - NLS)

BARD really has two parts. One is the public-facing part, where you do your book searching and things like that. And then there's the administrative part. For practical purposes, there are two separate systems. When you go back and forth between them, the systems actually verify the password information and if they have any doubts about it, they will ask you to login again just to be on the safe side – and that's what's actually occurring in your situation. It doesn't happen all the time. It usually indicates when your password was last changed, if it wasn't changed exactly right. There's no harm in logging in twice, it's just a bit of a pain. If you send us your login I.D. we can investigate it and try to understand why it's happening. Basically what's happening is that BARD wants to be absolutely sure it's you before it lets you on to the administrative function.

Comment: (Neil Bernstein - NLS)

I have a suggestion also for you. When you're going to BARD – as in the main site – you may be going to bard.loc.gov. The admin link is to: nlsbard.loc.gov. Switching from "bard" to "nlsbard" will actually cause you to have to login again. So what you may want to do is to adjust your links so that you are always going to nlsbard.loc.gov. Once you login there, you shouldn't be asked for another login when you go to the administrative area. Give it a try and see if that works for you.

Question: (Kim Robertson - VA)

Second question: I've been going around and around about trying to get everything that gets downloaded for my patrons exported to WebREADS, and I think the last thing I heard was that administrative downloads don't get exported and I'm wondering why. Because it would really save me a lot of effort to have everything that I download for patrons automatically get added to my catalog, because…I just don't have time to do additional data entry for that stuff. And I can't add "has hads" that don't exist in my catalog.

Answer: (Michael Martys - NLS)

I guess I don't understand. The algorithm for counting a download – what BARD basically does is that, any patron download is part of your download statistics file and, BARD can tell whether an account is a patron account, based on the actual account type, which is one of the things you're allowed to control as an administrator. And then the other thing is the CMLS I.D. or the Patron I.D. If the Patron I.D. is just the library code, BARD assumes that that's a librarian account. Early in the days of BARD, there was a decision made about what actually constitutes a download. It was decided that downloads by library staff do not count as a patron download or, in the statistics. That's why we ask librarians who are both patrons as well as staff members, to have two separate accounts, and to do their administrative work with their administrative account and their personal work with their personal accounts. I don't know if that helped at all but…

Comment: (Kim Robertson - VA)

Well, it helps to explain why it's happening, but it doesn't help me because I'm not a patron – and I am downloading things for patrons who are never going to download things for themselves. So, not having the things that I download as an administrator, added to that list of things that have been downloaded, means everything that I download for a patron doesn't show up in my catalog – because they're usually asking for things that are too old for me to have them on the shelf.

Comment: (Michael Martys - NLS)

There are other instances where you have to manually include those things in – for example, if you duplicate a cartridge or, if a library duplicates a cartridge, BARD has no knowledge of that duplication and there's an expectation that the library will have an area where they keep track of circulation records that are not part of BARD. What you just described, that's how we would categorize it. It should be in that area.

Question: (Richard Smith - NLS)

Shouldn't you register the patron and then just use the patron's account to download it?

Answer: (Kim Robertson - VA)

No because they're not doing the downloads and I'm a single-person library. It's the data entry that's the issue for me.

Question: (Vickie Collins - NLS)

But Kim, you're putting them onto a cartridge and then mailing them out, right?

Answer: (Kim Robertson - VA)

Correct.

Comment: (Vickie Collins - NLS)

So, that's the moment when it goes onto the "has had." When it gets mailed out as a cartridge.

Comment: (Kim Robertson - VA)

Then I need to adjust the way I'm doing these downloads. I'm putting multiple books on a cartridge, and the cartridge function in WebREADS doesn't add them to "has hads," so I've been using temporary records, which means I've had to manually add.

Comment: (Richard Smith - NLS)
Well, that's an interesting problem. We'll have to look into it and get back with you, Kim.

Comment: (Michael Martys - NLS)
That wouldn't really be a BARD issue. I think it's going to be a WebREADS issue… Either Richard or I will follow up with you on this.

Question: (David Andrews - MN)
Hello. My question deals with this BMM program that you talked about. Is there any intention to have it send material to something besides an NLS cartridge? Like an authorized player – (such as) a VictorReader Stream? Or a standard USB drive? Or just NLS cartridges?

Answer: (Don Olson - NLS)
At the moment it's just NLS cartridges. As far as looking at other, proprietary (systems), that's under discussion.

Comment: (David Andrews - MN)
Because a lot of requests for help we get from patrons, deal with things beside cartridges.

Question: (Michael Martys - NLS)
Do you mean flash drives David?

Answer: (David Andrews - MN)
It could be a flash drive. It could be an authorized player like a Stream or a BookSense or whatever.

Question: (Library Staff - NLS)
I believe what David is getting at is that there are certain third-party players out there that have proprietary folder structures, such as the Victor Stream. Is that correct David?

Answer: (David Andrews - MN)
Correct. Yes. And just the whole process of moving stuff from a computer to something external – for some of our patrons – is baffling. Neil will recall when we first started talking about this over 10 years ago – you know, we set certain minimum requirements such as an email address and this and that and we thought that would sort out some people that didn't have a lot of computer skills and we found out that that isn't true.

Question: (Library Staff - NLS)
Just to confirm, Don, you said it will work with flash drives.

Answer: (Don Olson - NLS)
Yes. Any flash drive, thumb drive, NLS cartridge. It does not matter on the drive itself.

Comment: (David Andrews - MN)
So that would be a help – and if you could consider third-party machines, which you do authorize, that would be an even bigger help.

Question: (Debra Aggertt - IL)
One of my staff members asked me when the side and end labels for the containers will be back in stock. They've been out of stock for a while. And when they are reinstated, they only receive a partial order.

Answer: (Richard Smith - NLS)
Okay. They are on order. I'll give a date: two weeks. I just haven't had time – getting back from the blizzard conditions – to double check on the manufacturers. Before I left last Wednesday, they were on order through our ordering system. So I expect two weeks and, there should be a larger shipment. The last shipment was a partial in August. This should be going to both the Multi State West and East to fill...whatever the number is in the WOW system. So hopefully we'll have enough – and I told her to order enough – for one year, for the containers and the cartridges we have distributed.

Question: (Shellie Zeigler - MS)

This question actually came up last week during our Chair phone call. I promise I'm not trying to "beat a dead horse" here, I'm just trying to get an answer either way. At one point, we had heard that NLS might help us in providing some phrasing in order to assist us in justifying some of the costs for the National Conference in San Francisco. It might – at this point – be too late. I was just wondering if that was something that was still a possibility…?

Answer: (Isabella Marqués de Castilla - NLS)

We did send an Ops Alert with a list of reasons to attend the conference, and we thought that that would be a guideline for everyone to write their justifications. We also had – (in) the last couple of days – put together a draft that we can look at and perhaps send it also… But there are also many tools out there that people can use to draft justifications to attend the conference. For example, if you go to the American Library Association web page, they have there a whole section on how to make a case to attend a conference. For instance, there's a link: http://2016.alaannual.org/making-your-case-to-attend. You know, when you go to the main page, you will see (text) on your right-hand side that says "Making Your Case to Attend" and, this is just one example of the many resources that are out there that are very helpful. But we are looking internally at putting together something to send to you. One thing that we need to be conscious about is that, while we are hoping to see everyone at the conference, (we don't wish to create) a perception that this is mandatory. So this is something we really have to look at when we put together these couple of sentences to send out. But, we will help you as much as we can because we really hope to see everyone in San Francisco. We understand that San Francisco is an expensive city…we don't know when we'll be in that area again. We hope that people will make an effort to consider coming because you will be hearing a lot of new stuff – a lot of what's going on right now at NLS and what is coming up at NLS… Will that be helpful to you, (Shellie)?

Comment: (Shellie Zeigler - MS)

Yes, that would be great. If someone could send me that website (link) again…that would be super. Thank you so much.

Question: (Mike Marlin – CA9)

Good afternoon. Greetings from sunny, 60-degree California. One comment and then a question. The comment is regarding the BARD Media Manager. I'm one of the alpha or beta testers – whichever it is we are. The program works great, as Don mentioned, and I think when it does roll out for patrons, it's going to be very helpful. To answer Dave Andrews' question, I'm sure he knows about the Humanware Companion, which is available for the Humanware Victor Stream product, which is similar to the BARD Media Manager although not exactly the same. I would think that for proprietary systems it would be difficult for NLS to support those, but perhaps they can. But my question – to do a 360-degree turn here – is about the recall and, unless I'm missing something, have the recall numbers for 2016 been supplied yet? If not, when will that happen?

Answer: (Joel Phillips - NLS)

Yes, we have just finalized the recall numbers for this year. They are the same as last year, so you can take note of that. We also have a re-issue of the Ops Alert from last year, which contains all of the instructions for the process of recalling – with the boxes as well. Also the links to the Google documents where you keep track of what it is that you are recalling or sending back. To reiterate, your recall figures are not to exceed the figures from last year.

Question: (Susan Hammer-Schneider - ND)

A quick question here. I know this has been discussed before – about how many books to expect each year. It used to be (that) 2000 was the magic number. What is the number now? We have something going on here with space issues and so I'm wondering what is the forecast for this year? I know it was increased because of the commercial recordings that we get now. So, any number would be appreciated.

Answer: (Joel Phillips - NLS)

Yes, I can help you with that…The numbers have drastically increased as a result of adding upwards of 1000 commercially-produced titles, directly to your collections through Copy Allotment. That is an increase – as I said – of upwards of 1000. NLS is – for the first time ever – pushing approximately 3000 physically produced and distributed titles.

Comment: (Michael Katzmann - NLS)

I think…last year we got very close to that at the end of the year.

Comment: (Joel Phillips - NLS)

2850 or something last year.

Comment: (Michael Katzmann - NLS)

This year expect that same amount – about 3000.

Question: (Susan Hammer-Schneider - ND)

Will that increase for 2017 do you think?

Answer: (Michael Katzmann - NLS)

Not unless we can get some more staff. We're sort of limited here in our processes and our staff, so in the short term, no. We're looking at improved workflow process to try and improve our efficiencies but in the next couple of years it will probably remain at that level.

Comment: (Susan Hammer-Schneider - ND)

At one time, it was said that they thought it would up about a thousand each year and, I just wanted to clarify that.

Comment: (Michael Katzmann - NLS)

Our goal obviously, is to get out as many titles as we can and we hope – with this improvement in our systems – to be able to manage that. It will probably be a couple years before we can start increasing.

Question: (Rose Chenoweth - IL)

A couple of years ago, you talked about discontinuing the Digital Talking Books Plus – and we did get Digital Talking Books Plus 2013 last year, but we haven't seen 2014 this year – and I may have just missed something. But are we discontinuing as of this point?

Answer: (Richard Smith - NLS)

Well, Jane's not here and everyone is shaking their head "yes." So, not to speak for Jane, but it seems like, yes – indeed that is discontinued.

Question: (Grace Jones - IN)

Hi. My question is connected to the BARD downloads. We download anywhere from 300 to 500 per month and I was listening to the lady earlier. We do place them on our patrons' "has hads" but, are they or are they not being counted in KLAS?

Answer: (Michael Martys - NLS)

Basically, what happens is that every month BARD generates a set of statistics that deals with the previous months' downloads. One of those statistics is an Excel CSV file that has a row for every record that was downloaded. The data that is in that file is only for patrons and institutions. Any download that was made by a library account – meaning a library staff account – is not counted. It's not part of that download.

Question: (Grace Jones - IN)

Is there any way that I can change the order of what I do, so that it could be counted? Or no?

Answer: (Michael Martys - NLS)

Well, we'll have to get back to you on that, because I'm going to have to talk to the network folks, because you're basically kind of bringing up a procedural issue. I can provide the technical answer but it may not be the entire answer. I have to get the procedural part of it as well. So can we get back to you after this because I'm going to have to talk to my colleagues first.

Question: (Linda Vincent - WI)

Hi. I have two things. One is for Grace. If she downloads one title to one cartridge and then checks the cartridge out to the patron (then) obviously that would get counted – which is what we are doing in Wisconsin but, we realize not everyone has that many cartridges, so it won't work for everyone. My question is – I haven't heard it discussed in awhile but – when we order things from Multi State – especially like, printed materials – there's not a record, we have to keep track ourselves – that we have an order in, that things are backordered. I was wondering if there is any talk of changing that?

Answer: (Michael Martys - NLS)

Michael Katzmann alluded to the fact that we're in the process of modernizing our data systems that support our work processes. The WOW system is actually a sub-system of that larger system. Our long-term goal is to replace that entire system so that all of our workflows are better-supported. It is our intent to replace it. The issue is that it is low on our priority list and it probably won't be for a number of years. So our present strategy is to maintain the present system – at least for the short term. This sort of thing would be entertained as a change request. I'm not saying we can do it or can't do it, but we could consider it. The general strategy of NLS is to move these data systems to the cloud like everyone else is doing – and to basically use commercially-available products whenever possible…

Question: (Catherine Durivage - MN)

I've got assorted questions but I'll start with BARD, since we're still on that topic. We keep our own standalone BARD system here, and we have been downloading some of the DBCs, but the person who has been downloading that, doesn't seem to have permission – or can't access – the DBCs and when he clicks on the link, especially under the "what's new in BARD" page…the file doesn't open or you can't see any other information. Is it based on the type of BARD account that person has? Or is something else going on?

Answer: (Michael Martys - NLS)

No, that's odd. I mean, a DBC is like any other item in BARD. If it shows up in the "recently added" list, it should be downloadable. So I would immediately contact your support people and let them know that you have a problem with that link. You should expect them to work all the time. There is one type of account in BARD, called a "demo only" account, and the demo only account only has access to non-copyrighted works. That's the only account that has a special limitation. All the other accounts – if the link is there, they should be able to use it. So, if you do encounter that in the future, please let us know and we'll get right on it.

Question: (Catherine Durivage - MN)

All right. We'll follow up with that. I wanted to thank you guys for offering additional magazines on the magazine cartridge program… Is there any information on when the subscriptions will start? Will it be the beginning of the very first issue of that respective magazine in 2016? Some things show up in BARD as being available to download, but they're not in the Magazines On Cartridge program as available titles, so is there any information on that? As an additional question, is there any chance that "Guideposts" could be added to the Magazines on Cartridge program?

Answer: (Joel Phillips - NLS)

We will certainly consider that last request when it comes time to start the contract for narrated magazines once more, which would be in the next year or so. So, we would consider that. That would be the decision-making time for that – so I'll make a note of that. As for your magazines appearing on cartridge, the first issues of all three of the magazines that we recently added - Oprah, Rolling Stone and AARP – the first issues of those are complete and they are downloadable on BARD, and they should appear for patrons as soon as those patrons have signed up for those. So, I would imagine in the next week or so, they should appear for patrons but they are going to have to sign up for that.

Comment: (Michael Katzmann - NLS)

It depends on the local system, and the patrons being signed up, just like you sign up for the other magazines. Once that happens, the issues have started from the beginning of January

Question: (Catherine Durivage - MN)

As a follow up to that, there are 11 Network-produced magazines that you're adding to the Magazine On Cartridge program and we have supplied 8 of those in-house. So there is no information on when those will be available through the (MOC) program because they are not on the (MOC) program as of the last week or so. I'm talking about Audubon, Playboy, Seventeen, Smithsonian. Those and sundry magazines. This is Operations Alert 16-06.

Question: (Richard Smith - NLS)

The codes are not appearing in your automation system, like KLAS?

Answer: (Catherine Durivage - MN)

They're not in the Magazine On Cartridge program at all – for distribution.

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

Well, we'll look into that. I thought they were. I know some people have signed up already and we're going to advertise those in the next TBT, so we'll expect you to get a lot more people asking for those, but we'll look into that. Thanks for the information.

Question: **(Catherine Durivage - MN)**

Two other questions: We filled out a Print Braille Labels survey… There was a survey on what type of print braille labels we used in-house. Is there an update on the results of that survey?

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

Paula had that. Most of you used PBL and then a number of you used the other system and, we have that information. I don't know if Paula was going to do a report on that or not. We'll ask her when she comes in.

Comment: **(Catherine Durivage - MN)**

We really appreciate the cartridge and side labels made available through the Multi State Center. At some point, there was a change in the type of label – at least from our experience – that removing the labels became very difficult. They did not remove as easily. I know that you said you order the supply for the current year. There seems to have been a shift in the type of label – from Avery to some other type. We repurpose our cartridges, so we do remove labels.

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

I'm not sure. We did not order cartridge labels. They're the same ones we've been using for quite some time. So, those are the ones we have. You should have the cartridge labels available. The mailing container labels are the ones we're hoping to get in the next two weeks.

Comment: **(Catherine Durivage - MN)**

It's just the type of adhesive on the cartridge labels became more difficult to remove. They left a lot of residue when we try to repurpose our cartridges.

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

(No more comments at this time) We should go back to shoveling. We'll wait one more minute.

Question: **(Mary Jane Kayes – CA9)**

Quite a while ago – with BARD Mobile – I was given to understand that when people put a book on their phone or device, that, they needed to play the first part of the book before they went off on a long trip where they wouldn't have internet access. Is that still the case for authorizations? Or have the upgrades changed that?

Answer: **(Joel Phillips - NLS)**

No. That is still the case. Not that you actually need to play the beginning of the book. It's that playing the beginning of the book assures you that you have the ability to do so. The way the program actually works is that, as soon as you finish downloading, it goes and gets the authorization but, if for some reason, that process gets interrupted or you lose internet access right then, it's possible you wouldn't have the authorization file. In general, that's not a problem.

Question: **(Mary Jane Kayes – CA9)**

Okay, good. It usually is authorized but sometimes might not be so, it's just to be safe, they should be doing it. Okay. And then the other question is: for the commercial books, we've been wondering – if they don't have a print paper copy of the book, how and where and who writes the annotation?

Answer: **(Michael Katzmann - NLS)**

CDS writes the annotation. They use the information provided by the publisher… There is nothing particularly special about the print edition that they need to get – for the annotation at least, anyway. The markup of the book itself – in the book where the contractor marks up the chapter names, the subheadings, etc., if they don't have the print book – which they don't have – they use what is in the audio. (There) could be some slight differences between what is in the print edition and what is recorded…

Question: (Mary Jane Kayes – CA9)

Okay. I was just mainly concerned with when did the annotation get done and who was doing it and where, and so you're saying it's basically the same as the print book version because they're writing that without having the book in hand?

Answer: (Michael Katzmann - NLS)

No, (in) a regular production, they do have the print book and they can use the print book but, there's nothing special in the annotation that they can't obtain from other sources.

Comment: (Mary Jane Kayes – CA9)

Okay. I'm always worried about using somebody else's language from a book jacket, in case it's copyrighted, so...thank you.

Comment: (Richard Smith - NLS)

Well, that's a good first meeting for 2016. We'll see you next month. Have a good day. Signing off.

No more questions or comments.