

Comment: (Richard Smith - NLS)

Well welcome everyone. It's February and its going up to 52 - 57 degrees and we're enjoying it – but a lot of rain, so there is some flooding. But anyway, we're moving ahead and there are 41 participants on the phone, so we're glad a lot of people could be on the phone with us. I'm going to go around the Chafee room at NLS headquarters and we'll introduce everyone. Again, I'm Richard Smith, Chief of the Network Division...

Comment: (Library Staff - NLS)

Steve Prine, Assistant Chief of the Network Division; Karen Keninger, Director of NLS; Michael Katzman, Chief of the Materials Development Division; Vickie Collins, Network Services Section; Shana Osborne, ECO; Pamela Davenport, Network Consultant; Paula Bahmani, Education and Training Specialist; Michelle Spezzacatena, Management Analyst; Neil Bernstein, Research and Development Officer; Michael Martys, Automation; Meredith Beckhardt, Reference Section.

Comment: (Richard Smith - NLS)

A full house here. Excellent.

Comment: (Karen Keninger - NLS)

Do you have anybody online – of ours?

Comment: (Richard Smith - NLS)

Not that I know of. Maybe someone...apparently not. But anyway, we'll go forward. We have a few announcements. Who wants to go first? Michelle...

Comment: (Michelle Spezzacatena - NLS)

In January we announced 14 new magazines. We have 11 new locally-produced magazines...and then 3 new NLS magazines. The magazines will first appear in Talking Book Topics in the March/April edition. To get our excitement levels up with these new magazines, the top five subscriptions are: Oprah Magazine in the past month has 21 new subscribers; National Geographic Traveler, 42 new subscribers; Southern Living has 50 subscribers; Smithsonian came in with 72 subscribers; and our big one...was AARP with 207 subscribers – very popular. So we really encourage the librarians to get the word out to all their patrons about subscribing to the magazines and we're excited to bring you some more hopefully soon.

Comment: (Richard Smith - NLS)

Absolutely. We like to make sure that everyone is aware of the magazines out there. We had an Operations Alert and when the announcement goes out in TBT...we would hope that you would advertise those in your newsletters and...feel free to cut-and-paste from some of our materials to put in your local newsletters too. Michael?

Comment: (Michael Martys - NLS)

I just wanted to chat a little bit about BARD notifications. At the beginning of the week, we had a brief, momentary BARD outage – and it wasn't actually BARD. It had to do with the internet connection that the Library of Congress had, but people perceived it as a BARD outage. And so, at the request of the Director, she wanted us to come up with a slightly better way to communicate information about outages to the libraries, so, we propose the following: We will post a message on the LBPH listserv when we're aware of a BARD outage – and then we will post another message when we believe the outage has been cleared. In addition, we will post a System Administrator message on BARD, repeating the same information. We have an alternate internet connection here at Taylor St., so even if the main Library of Congress internet connection is down – meaning BARD is down – we should be able to get out through our alternate connection – at least to the listserv and the listserv is hosted on systems that are not (part of the Library's system). We're also talking about whether we should do a bulk email blast. Right now we're thinking that just a notification on the listserv should be sufficient. During the call today if any of you have some thoughts...just let me know. We're going to start this new policy shortly and – like I said – we'll post notices on the listserv when we're aware of an outage and we're working on it and what our estimated time to recovery would be.

Comment: (Richard Smith - NLS)

I wanted to mention that again, we were a little disappointed. We did not get a full shipment of the clear mailing containers for the peach cartridges – but I think the Multi State got a partial shipment to the libraries that have some peach cartridges. Hopefully by the end of the fiscal year, we'll get the full shipment sent to us. Anyone else? With that, we'll open it up for questions.

Question: (Rose Chenoweth - IL)

Would it be possible when BARD goes down, that you post that to the BARDtalk list? Because they always find out things before we do and, it would just be quicker and (would) get to people who need to hear it the most.

Answer: (Michael Martys - NLS)

My first thought on that would be – we might have to talk about that – the LBPH listserv we know or perceive it to be a library listserv. The BARDtalk listserv is a patron-oriented listserv. I don't know if we want to post things there. We'll have to talk about that internally and get back to you...

Comment: (Richard Smith - NLS)

Well, I think we'll wait awhile. I think there are other questions out there. I'll just mention, we do outreach here at NLS and this year we will be going to a number of conferences around the country. We'll be going to the American Nursing Association in March. That's down in Florida. The American Foundation for the Blind conference in Arlington, Virginia in March. In April we'll be going to the Public Library Association conference in Denver, Colorado. We'll also be doing outreach at the Abilities Expo in New York City in April, and the Council for Exceptional Children in St. Louis, Missouri in April. Then in May, we go to the American Association of Retired Persons. That's to be announced. The American Optometric Association in Boston, Massachusetts. The National Association of Area Agencies on Aging in San Diego. The American Council of the Blind and the National Federation of the Blind – I think those are usually in July. And of course, the National Book Festival here in Washington, DC – and we go to both of the American Library Association conferences. So we do do outreach here and we try to get people interested in our services. Various staff members at NLS attend those (events).

Comment: (Debra Aggertt - IL)

Good afternoon. One of my staff told me that the last batch of side and end labels for the containers that we received...were not cut correctly. They were ripping as you peel them off. They were scored but not ripping properly. With some effort, she can get them off without ripping but just an FYI. That's what we discovered. It takes about twice as long to peel them off carefully.

Comment: (Richard Smith - NLS)

Thanks for the information. We'll look into it because we're expected to order some more...

Question: (Joshua Berkov - NC)

I have a question about the 44 boxes for the recycle/recall program. We had some left over from last year, but we're far short of what we need for this year. We placed an order and we were told that the Multi State was out of them. Is there an ETA on when Multi State will be getting more of those boxes?

Answer: (Richard Smith - NLS)

We are in the process of ordering more. I don't have a firm date for that but we're aware of the problem.

Question: (Andrew Egan - RI)

In your email to us, Richard...someone was going to update us on the PIMMS progress. Is that still on the agenda?

Answer: (Richard Smith - NLS)

That was on the agenda and Steve – unfortunately I was going to inform him – he was going to give a report supposedly (laughter). He might be able to help us.

Answer: (Steve Prine - NLS)

At this point, all the WebREADS libraries are on PIMMS. We're still working with both CUL and KLAS to do their...testing and we're hoping that those will begin to happen in March, but until they're ready to take the next step, there's nothing much we can do. We're just waiting to hear from them and get them together with Data Management to begin to do a test library. PIMMS itself is up and running, even though the rest of the Network is submitting CMLS statistics weekly and BPHICS statistics monthly. Those are being tracked in PIMMS right now. They're just not tracked the way they are for the WebREADS libraries which tie the machines and the patrons together.

Question: (Andrew Egan - RI)

Well, would it help if we talked to KLAS too? I mean that is an important thing for us...I know they've done some work on it. I've talked to some of the people at KLAS...

Answer: (Steve Prine - NLS)

Well, we would never want to tell the Network what to do, Andy (laughter)...

Comment: (Andrew Egan - RI)

Okay. Suggestions are helpful.

Comment: (Michael Martys - NLS)

If I could put in a plug as well: Some of the new initiatives that we can do, we really can't do until all of the libraries are up on PIMMS. An example would be that we're anticipating being able to radically simplify the administration of BARD, once PIMMS is fully up and running – and that will take work off your plates.

Question: (Andrew Egan - RI)

One question relative to the KLAS libraries: Would KLAS libraries switch over on a staggered basis, or all at once?

Answer: (Michael Martys - NLS)

They can switch over on a staggered basis – and I believe that's actually the plan.

Comment: (Richard Smith - NLS)

And I do want to mention that somebody has to pick up the banner because John from New Mexico said he won't be on the phone call, and so did Kim from (Watertown). So there's two questions there that someone else has to pick up.

Question: (Andrew Egan - RI)

The follow up question would be on Richard's email about updating us on the NLS conference. Anything new and interesting to keep us thinking about this?

Answer: (Karen Keninger - NLS)

We have a fabulous conference coming up. We have 120 people registered, last I heard. We have it packed with training opportunities and networking opportunities and I hope to see you all there. If you haven't signed up for your training...you'd better hurry up.

Comment: (Richard Smith - NLS)

And my program is going to intrigue, inform, educate and inspire, so you want to go to San Francisco for that, too.

Question: (Andrew Egan - RI)

Richard, will you be leading that discussion – at your program?

Answer: (Richard Smith - NLS)

No, I'm delegating it to I think... Mark Lee and Jeff from Pittsburgh will be there and also Sue from Idaho and Shellie from Mississippi. They're all willing to do a great presentation for you – and I'll fill in if there are any gaps.

Question: (Shellie Zeigler - MS)

So we've got the different color cartridges and containers and I was just wondering, are there any future plans of maybe not having so many different colors – maybe having just one color to make it easier? I know with the peach (cartridges) the containers are really nice – you can look inside. I just wondered if there is a future "color" plan.

Answer: (Richard Smith - NLS)

Well, we have white for NLS books...

Answer: (Michael Katzmann - NLS)

And we provide clear containers for the peach cartridge. The library-owned cartridge containers are grey. The magazines are red. The idea is not to have a rainbow of colors (but) so the libraries and the patrons can differentiate. I agree that the patrons probably don't need to differentiate a library-owned cartridge from an NLS one but the idea was that the libraries may need to do that.

Question: (Shellie Zeigler - MS)

I guess my question was: Are you going to continue with the different color cartridges and containers for the different type of items that are on those?

Answer: (Michael Katzmann - NLS)

At the moment there has been no discussion about going to one color, although I don't know if it was you or another library that had sent an email to (the) Production Control Section expressing the view that they like the clear containers because they can see the cartridge in the container.

Comment: (Shellie Zeigler - MS)

Yeah that was me (laughter)... I totally understand why you have the different colors. I just wanted to put that out there and let it marinate a bit.

Comment: (Richard Smith - NLS)

Okay. There's one of our inspiring speakers.

Question: (Gordon Reddick - CT)

Good afternoon on a nice and rainy Wednesday. I've got two questions: One of our patrons sent back a personal cartridge – a green cartridge – to Potomac, in a magazine container. What's the process for getting that back – if there is any?

Answer: (Michael Katzmann - NLS)

If they receive that, they will send that to us, here. I'm not sure whether we can identify...

Question: (Vickie Collins - NLS)

Is it labeled Gordon?

Answer: (Gordon Reddick - CT)

There's no label on it. It would just be the mailing card that has the address and the name on the flip side.

Answer: (Richard Smith - NLS)

If it comes back – we don't actually don't do any direct circulation here at NLS, except for the music and some overseas, but we have a circulation of about 10,000 per year – and that's orphans. We get orphans here at NLS just like you do at the regional libraries and we have one person, once a week, who goes down to the mailroom and pulls together all the orphans. If we can identify the library – we send all the magazines to producers – but all the orphaned blue books or grey books, we send back to the libraries if we can identify them. The mint-green ones are the same way. If they come in the grey containers, we send those back – if we can identify the library. But I think of our orphans – in general it's about 1,000 per month so our circ is 12,000 per year and, our patrons are returning them to the library and, I hope a lot of you get them back. We keep statistics. I think it's about 60/40. We can get about 60% of those back to the libraries – and it's libraries from all around the country. I think this week we got our first clear container orphan, with a peach cartridge. So, we know some people are using them. On the other hand, 40% of them we can't identify. If they're blue containers, we send those back to recall. But we have a number of mint-green ones also, that we just can't return them to anyone.

Answer: (Gordon Reddick - CT)

Well unfortunately, this was a personal green cartridge, not one of ours.

Comment: (Richard Smith - NLS)

We wouldn't know if it's personal or not...

Question: (Gordon Reddick - CT)

The second question is: What's the process for forgiving a magazine patron who has used up their two...cartridges? We do have some people here that go beyond two, but they're good patrons.

Answer: (Vickie Collins - NLS)

Well, what everyone should know is if you're at your limit, you can call your Network Consultant and if they're not there, I am willing (also) to raise those limits so that you can mark them "Lost" and get your patrons out of the delinquency category.

Question: (Kim Robertson - VA)

Hi folks. A relatively flippant question: Because the conference is in San Francisco, my husband wants to come along. So my question is: Is it acceptable for him to come along on the tour of the library and/or the...cocktail hour? I know I'm going to be at work a lot and I'm not bringing him to training sessions, but I'm curious (as to) how much other stuff he is welcome at.

Answer: (Karen Keninger - NLS)

In the past, we have seen people bringing spouses to certain events – and we don't throw them out (laughter). We don't open it up to the world, of course, but if your husband comes, he'll be welcomed.

Question: (Mary Jane Kayes – CA9)

Hi. We are a little bit puzzled. We know that the new application form from NLS came out recently, and we got a couple of them on what appears to be NLS paper – originals, not downloaded originals – from some California inmates. We were wondering if you mailed application forms to California prisons or how did they get hold of these particular forms?

Answer: (Meredith Beckhardt - NLS)

If people call in to Reference – or in this case, they would have written letters and asked for an application – we would have mailed them out from Reference.

Comment: (Richard Smith - NLS)

And I think there are paper copies available from Multi State.

Question: (Diane Simms - GA)

Hello everybody. Is NLS going to be sending out any more annual catalogues? The last we had was 2013? We haven't gotten 2014 or 2015...

Answer: (Karen Keninger - NLS)

We (made a decision) to forgo the annual catalogues at this point. It was an economic decision. We had to choose between that and some other things – and we are hoping that you will use the Talking Book Topics – with the different sections – to order books, and send those to new patrons. Send them several copies of those.

Question: (Diane Simms - GA)

Just a follow up. Are you going to be sending out an email to the LBPH to notify them because we didn't get any notice.

Answer: (Karen Keninger - NLS)

I believe that that was actually sent out probably a year or more ago.

Question: (Richard Smith - NLS)

But we can re-notify you. What library are you with?

Answer: (Diane Simms - GA)

We're Georgia – GLASS Library.

Comment: (Richard Smith - NLS)

Excellent. Yes I think there was an Operations Alert. We can get that to you... Well...I think we're going to get our umbrellas and start heading home, since we had such an enjoyable time here. But, thanks for the 41 participants and we'll talk to you next month. Right before the Conference.

No more questions or comments.