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

I'm glad 35 people have tuned in on this beautiful spring day to listen to the National Forum. We've got a nice crowd here in Washington DC. I'm Richard Smith, Chief of the Network Division, and we'll go around the table…

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

Michael Katzmann, Chief of the Materials Development Division; Neil Bernstein, Research and Development Officer; Paula Bahmani, Education and Training Specialist; John Brown, Engineering; Michael Martys, Automation; Vickie Collins, Network Services; Steve Prine, Network Division; Karen Keninger, Director; Pamela Davenport, Network Consultant; Margie Goergen-Rood, QAS; MaryBeth Wise, Network Consultant; Meredith Beckhardt, Reference; Judy Dixon, Consumer Relations.

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

Okay. So we have a pretty good crew here. I think we're all busy getting ready for the conference next week in San Francisco. Actually Saturday is the pre-conference. The announcements I have – basically we had an Operations Alert. Unfortunately we are looking for a new agreement for recycling our cassette machines. Unicor decided to opt out of the contract, so, right now we ask that you do not ship any machines for recycling to Unicor… We hope to get a new contractor soon. We also sent out an Operations Alert about the high-volume player and headphones. This replaces the older auxiliary amplifier. You'll still need a special application, because we need a medical certification that they can use the high-volume player – otherwise it could be harmful, so it continues to be a special application. Shana Osborne worked on it and unfortunately she's not here today. The Operations Alert went out. It's a brand-new machine and we'll send it from here with the headsets and it's a nice clear high-volume machine. I know Mike Marlin asked about that earlier and he wrote back and said that answered a lot of his questions – that Operations Alert. With that, I think a few other people here have announcements…

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

I just want everyone to know that I'll be sending out an Op Alert maybe today or tomorrow morning. Our PICS data system - which includes PICS, Interlibrary Loan, the Network Database, Webnet and WOW - will be going down Friday night and will be back up around midday Sunday. We have to do an important upgrade for security reasons, and the system will be unavailable this weekend.

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

From the Conference Chair call this week, there were a couple of questions that were raised. One was asking NLS to touch base with the American Printing House for the Blind to verify the rumor that they were going to start providing Readers Digest on cartridge. And the answer is 'yes they will' starting in June – although they will continue on cassette for an unspecified period of time. A lot of things are still up in the air and they will be making that announcement and sharing it when they're ready. A second question that came from the Conference Chairs was about magazine codes. Up until we begin the move to MOC for audio magazines, the magazine codes ended in "3." We moved to "4" for digital magazines but we still have a combination of three's and four's in Network libraries. Three's should not be used anymore, but if you have a magazine code ending in three, Data Management will recognize it and it will go to MOC so that the patron gets the magazines. As libraries move into PIMMS, we'll (revisit) getting rid of the three's. But right now, either works – at least for the old magazines that had three's. Those were the two things that I had.

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

There was a question as to NLS providing information on firmware updates. There has not been a firmware update since 2.1.7. The machines that are coming out with the higher volume will have a different firmware, but they are controlled by us so at the moment we are not making that software available to the general Network. In answer to the question, whenever there is a software update, we issue a bulletin and make it available, and encourage libraries to update machines before they send them out to the patrons.

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

So with that, I think we'll open the phone to questions…

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

I had a question about Print/Braille books. For the Copy Allotment, we receive just 4? We can't request more or less than that number?

Answer: **(Meredith Beckhardt - NLS)**

Actually, that is correct. If you want to request a change, you probably want to let your consultant know. The consultant will talk with Production Control. We handle those by contract on an annual basis, so we can't make the kind of changes that we do in regular Copy Allotment… We don't have that flexibility. We have sort of a fixed contract for a certain number of Print/Braille books.

Question: **(Mitchell Small – PA8)**

Just wondering if there was any progress yet in getting the software for the DTB Label Composer updated so that it behaves nicely with the Phoenix embosser. For those who are not familiar with the problem, its off by one hole when you do the built-in top-of-form advance. We've turned our Phoenix into a different type of embosser. We'd love to be able to use it with a DTB label composer.

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

Mitchell, you are able to print them by manually adjusting up one hole, correct?

Answer: **(Mitchell Small – PA8)**

Yes but every time you rip it off, you've got to feed it – so that's why we reverted back to the Romeo Pro for our label printing, but we are using the Phoenix in conjunction with Duxbury for doing another type of overlay printing.

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

Okay. Well, unfortunately we do not have a Phoenix (embosser). I think some have been ordered.

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

The government has certain rules and regulations regarding the acquisition of certain kinds of equipment and, we just got the 'go ahead' to buy the Phoenix.

Comment: **(Mitchell Small – PA8)**

I know that there's at least one other agency that – on the listserv – is interested, but they're not sure they'll be able to do it if it doesn't work with it… They're interested in buying a Phoenix (embosser) but they're holding off and also, Enabling Technologies was only making the Phoenix available for a limited time, so I realize that this is a Catch-22 situation for a lot of places.

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

They didn't indicate to us that they were going to make it for a limited time.

Comment: **(Mitchell Small – PA8)**

Maybe I'm just confusing that with the price-break that they had.

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

There was a thousand-dollar price (break) through Christmas I think it was. Now they're putting the price up from $5000 to $6000 I think.

Comment: **(Mitchell Small – PA8)**

We'd still appreciate having a backup overlay printer for the DTB cartridges.

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

Meaning something other than the Phoenix?..

Answer: (Mitchell Small – PA8)

No, the labeling program. We'd like to be able to get that working with the Phoenix labeler – without any manual intervention. Put it in, do 'top-of-form' and it'll work.

Answer: (Michael Martys - NLS)

We intend to do that. Like I said, the difficulty is the government process of acquiring the Phoenix, but we're past those obstacles, so as soon as our Phoenix arrives, we'll make those adjustments and send it out to you.

Comment: (Richard Smith - NLS)

We appreciate you being a pioneer and testing that for us!

Question: (Catherine Durivage - MN)

Since the discontinuation of book cards on the braille, is there any way for uncontracted braille titles to be somehow identified on the spine label, like they're doing for UEB?

Answer: (Richard Smith - NLS)

Bob's not here so we'll pass that information on to Bob and we'll get you an answer, Catherine.

Question: (Mary Jane Kayes – CA9)

I've been delegated to be the person to ask a number of questions about the high-volume player… Is there currently a specific application form for the player? Or are we using the old audio amplifier form?

Answer: (Richard Smith - NLS)

We uploaded a new application. If you look at the Operations Alert, there's a link.

Question: (Mary Jane Kayes – CA9)

Is there some way for you guys to let us know when you've sent one out? We're currently unaware (of) when one actually gets shipped to the patron.

Answer: (Steve Prine - NLS)

Well, none have been sent yet, so…

Comment: (Richard Smith - NLS)

Mary Jane, I'll pass that on to Shana. I'm sure she'll think of a way to get you an email.

Comment: (Steve Prine - NLS)

Mary Jane, we are aware of the concern. Unfortunately, Shana isn't here but, there will be a process (where) we'll notify a Machine Lending Agency that one of their patrons got a high-volume player – and the serial number, because it goes into your inventory.

Question: (Mary Jane Kayes – CA9)

And then his next question is: If a new patron requests a high-volume player, should we send them a regular player to use until the high-volume player has been issued? Or would we be holding the start of service until we were sure that it was on its way?

Answer: (Steve Prine - NLS)

When somebody is submitting their application and they complete the high-volume form, it would probably be better to wait and let it be sent from here directly. If you have a patron that has been using the service for a while and then fills out a form and sends it in, they can keep that player until they get the new one.

Question: (Mary Jane Kayes – CA9)

The new application…no longer (offers) the breath switch. Is it still possible to get a breath switch?

Answer: (Richard Smith - NLS)

Yes. There are breath switches on order. Yes.

Comment: (John Brown - NLS)

There will be a new-style breath switch in a month or so. I think Shana's ordering the parts to…supply the old ones.

Question: (Mary Jane Kayes – CA9)

I know you said that the new player will be like the old one but marked in some way. What kind of tactile warning will there be so that someone doesn't shove a set of amplifier headphones on their head?

Answer: (Richard Smith - NLS)

I think the warning will be a label. I don't know if it's tactile or not. We'll check.

Comment: (Mary Jane Kayes – CA9)

I can see somebody having an old machine-new machine and not being able to tell the difference easily, so...

Comment: (Richard Smith - NLS)

Yes there will be a warning label on it. Right now, I think it's just going to be in large print.

Comment: (Steve Prine - NLS)

But that warning label really is for the library so that they don't just resend it to someone else

Comment: (Mary Jane Kayes – CA9)

Right, but, say you're in a nursing home situation and stuff gets mixed up – like it does.

Comment: (Richard Smith - NLS)

We'll consider it, Mary Jane. Good point.

Question: (Mary Jane Kayes – CA9)

Okay. And then I wanted to know, too, if you put regular headphones in, instead of the high-volume ones, that's going to cut out the high-volume capability safely? Or is it going to blast through those headphones?

Question: (John Brown - NLS)

Regular NLS headphones?

Answer: (Mary Jane Kayes – CA9)

Yes.

Answer: (John Brown - NLS)

It's not going to cut out the high volume but, the high volume will not sound as good – and it will be slightly less loud. That's why you should only use the headphones that come with it. That's why we're packaging them together….

Question: (Mary Jane Kayes – CA9)

And then, the last paragraph of the Ops Alert says, "Lending agencies are required to retain the completed applications and will continue to provide service to patrons with high-volume players. Patrons are asked to return their current player upon receipt of a high-volume player and headset. A return label will be included with the high-volume player." So, I want to be sure that NLS is going to put this return label in, addressed to the Network Library of record? Or are they having them sent back to (NLS)?

Answer: (Richard Smith - NLS)

I think they're having the high-volume player returned to NLS… I don't think we're sending them a label to return the regular player. We'll look into that, Mary.

Question: (Mary Jane Kayes – CA9)

As a request, can you bring one of these (to the) conference if we promise not to turn it up too loud?

Answer: (Richard Smith - NLS)

…We can bring one on.

Question: (Mary Jane Kayes – CA9)

And the headphones are going to look noticeably different? Are they hardwired?

Answer: (John Brown - NLS)

The headphones are black… They're the same style as the grey lightweight headphones, (but) the color is black and the printed text is white.

Question: (Mary Jane Kayes – CA9)

So if you unplug it, the player then functions as a standard player?

Answer: (John Brown - NLS)

That's correct. The volume boost does not apply to the internal speaker. It only applies to the headphones.

Question: (Kathleen Walls - TX)

I just had a question about the BARD information that will be presented at Conference – and I know there's information about the new companion software and maybe several other things. I was just wondering how that information will be disseminated to those of us who aren't able to attend the conference. Will there be a webinar or anything – to make sure that our BARD team is up to speed on those?

Answer: (Michael Martys - NLS)

I don't have a plan I'd like to do after the conference. I guess we'll do something. I don't know whether we'll do a conference call…

Answer: (Paula Bahmani - NLS)

Yes…There will be either a webinar or a conference call… If you're talking about the BARD Media Manager, we are planning a rollout for that. There will be a preview for libraries, just like we've done for the mobile applications. There may be a webinar. If not, there will be a conference call, and then there will also be 'how-to' videos and other resources for providing support for everyone in the Network.

Question: (Andrew Egan - RI)

I just wanted to go back to the high-volume player and the transfer of information. You send it out (to my understanding) but then you said the original library will be the owner of that high-volume player. Am I correct?

Answer: (Library Staff - NLS)

Right.

Question: (Andrew Egan - RI)

Okay. The data transfer – how are you going to transfer the data? Is it going to just be in PIMMS? We're a KLAS library. Is that going to have to be put in manually? Or is it going to work seamlessly?

Answer: (Steve Prine - NLS)

Well we think KLAS libraries should be using PIMMS so, it should work seamlessly. The reality is that we'll probably use carrier pigeons for a while.

Comment: (Andrew Egan - RI)

If that's the case, then KLAS libraries should be transitioned over to PIMMS…

Comment: (Steve Prine - NLS)

What a good idea Andy. That's a great idea.

Question: (Andrew Egan - RI)

Do we have a date yet?

Question: (Steve Prine - NLS)

What does KLAS tell you?

Answer: **(Andrew Egan - RI)**

Well, they were hoping for this spring.

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

I'll bet you we'll find out more next week.

Comment: **(Andrew Egan - RI)**

I just wanted to see if we're going to be ahead of the distribution of the high-volume players vs. the technical capabilities of transferring that data seamlessly.

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

One thing we should say, Andy, is that we haven't heard anything on schedules from KLAS, other than what you've heard.

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

With that, I bid you all a good day and, some of you we'll see next week. Thank you!

No more questions or comments.