

Comment: (Richard Smith - NLS)

I hope everyone is having a wonderful May day here. The sun is shining finally in Washington after a record...fifteen days of rain. It turned sunny yesterday. We had a nice international group that visited yesterday from Baltimore. They're meeting with (the) International Council on English Braille, up in Baltimore, and they visited us for a nice reception down in the Madison Building. I think about 30 participants came down and we met a lot of groups that are interested in English braille: Australia, South Africa, New Zealand, England, Canada (and) Nigeria. So, it was nice to get an aspect from the international group. I'm going to go around the table so that you'll know who's at our meeting. On my left is...

Comment: (Library Staff - NLS)

Don Olson with BARD Support; Andrew Skinner with Production Control; Michael Martys, Automation; Margie Goergen-Rood, Head of Quality Assurance; Michelle Spezzacatena, Management Analyst; Neil Bernstein, R&D; Paula Bahmani, Education and Training Specialist; Shana Osborne, Equipment Control Officer; Steve Prine, Assistant Chief, Network Division; Meredith Beckhardt, Head of Reference;

Comment: (Richard Smith - NLS)

Maybe I forgot Richard Smith, Chief of the Network Division. There you are. Again, we had a few things going on in Washington and I think we have a couple reports. We'll go around the table...

Comment: (Shana Osborne - NLS)

Hi, I'm Shana Osborne and I'm the Equipment Control Officer. Recently at one point...everyone knows that we halted sending machines to UNICOR. We once again can send our machines - and we urge, only machines - to UNICOR. Please make sure you remove the batteries, any cassettes, any cartridges. They should be sent to a different vendor but you can now send your machines that have been approved for disposal, back to UNICOR.

Comment: (Michelle Spezzacatena - NLS)

This is Michelle Spezzacatena, Management Analyst. At the NLS Conference, Mike Martys announced that NLS would be working with automation vendors and we're proud to announce that we've started meeting with them to talk about NLS' future projects - and we plan to continue meeting, probably about twice a month for the next few years with all of our vendors, and the liaisons with the libraries will be on the calls too. So, we're very excited about the collaboration efforts.

Comment: (Meredith Beckhardt - NLS)

This is Meredith from Reference. I just wanted to remind everybody that we have a survey out right now with Survey Monkey. The link was in a previous Operations Alert - it was 16-52. However there was a "due date" typo in that particular Operations Alert, so please know that it does end this Friday but we do encourage you to do this survey. It is specifically on Network-produced magazines - so that we can update that particular publication.

Comment: (Richard Smith - NLS)

Well then, we'll move along and open the floor for questions...

Question: (Mary Jane Kayes - CA9)

Hello. Happy afternoon and whatever, folks. My question concerns the application form. I have had a request from someone to send more Spanish applications - and the ones that we have don't match the new NLS...the new applications don't mention the new High Volume Player. So I was wondering if there was a time frame on when the new Spanish applications would be available.

Answer: (Richard Smith - NLS)

Good question (laughter). We're all looking at each other. Thanks for bringing it up. We'll put it on the front burner.

Comment: (Library Staff - CA9)

If the intent is to do it...is to of course match the new application in Spanish. I think we're still trying to get our ducks in a row on either a contractor internally or externally. We're still working out the details...

Comment: (Mary Jane Kayes – CA9)

Well when I look at the Multi State order form, there are two things in there, one of which is “out of stock” but it’s quite nice, which is an application with a Spanish fact sheet folded inside. And then, “in stock” is just the Spanish application. Plus, we’ve got it on our website as a PDF download, so if necessary, I can print it for her, but I just wondered if you were planning to update the fact sheet as well because that’s really helpful.

Comment: (Richard Smith - NLS)

Thanks for bringing it to our attention.

Question: (Hillary McHenry - KS)

I was wondering when the boxes for R4R are going to be sent out?

Answer: (Steve Prine - NLS)

Those should be available from the Multi State Center.

Comment: (Hillary McHenry - KS)

When I tried to order them, they only sent me a partial shipment, and said that my library had reached our limit but I wasn’t able to order the number that I need for the amount I’m required to send in.

Comment: (Steve Prine - NLS)

I will check on that and have a conversation with the Multi State.

Comment: (Richard Smith - NLS)

Well, during this break I do want to give kudos and a shout out to Arlington Public Library. My wife was searching their website and lo and behold, the NLS ad was in the Arlington Public Library’s website – right on the front page. So you click on there and you can hear all about NLS through the local public library in north Virginia. That was a very innovative way to use our ad campaign by Arlington Public Library. Kudos for them!

Question: (Jennifer Hart - VT)

Hi. Since you’ve renewed the contract with UNICOR, we haven’t gotten approval to dispose of any machines, so we have them dating back to February. We just wondered when that may be happening?

Answer: (Shana Osborne - NLS)

I’ll make sure that you receive your report today.

Comment: (Richard Smith - NLS)

Nice question. Nice answer! It’s a spring day – a nice day. I’m going down to Williamsburg. That’s a proper thing to do on Memorial Day... I’m filling in the gap, here (laughter)...

Comment: (Jane Caulton - NLS)

I’ve been asked to talk about the testimonials that NLS has released. They’re available on the Library of Congress YouTube channel. One is on the Music Program. One is on Service for People with Disabilities, and there is another one on BARD. In addition to the testimonials, we will soon be releasing PSAs. One is a television PSA. I believe it is a 30 second and a 60 second spot – and we have some radio PSAs coming out. All of them will feature patrons of our program talking about how much they enjoy the service. Please feel free to link to the testimonials on the Library’s YouTube Channel. I have had some requests to receive the file(s), which we are going to look into providing and, we hope that you use them in all of your outreach activities. And, while I’m there, please use your webinar materials. The Network Library Toolkit is available on the Network Library Services website and, a webinar is there to help you use those materials. Thanks.

Comment: (Richard Smith - NLS)

(Waiting for next call) It’s a beautiful spring day nationwide. Maybe everyone is out.

Question: (Mike Marlin – CA9)

Well, I had a question – part B and now I'm going to give you part A, following on what Jane just mentioned. For the PSAs, is that the responsibility of the Network Libraries to contact their local public television and/or radio stations? Or is NLS taking care of that for us?

Answer: (Jane Caulton - NLS)

Well, we are encouraging Network Libraries to distribute PSAs in their area. We are doing a national distribution, but we're not going to be able to reach into every locality where the information should be shared. So, we really are depending on the Network Libraries to help us spread the word "that all may read."

Question: (Mike Marlin – CA9)

Okay. So those will be available for us to download soon?

Answer: (Jane Caulton - NLS)

As soon as they're distributed, I plan on making them available on the Network Library website – and we will send an Ops Alert.

Question: (Mike Marlin – CA9)

My second question concerns retrospective catalogue records for A/D converted DBs. We've noticed that a lot of them do not contain subject headings – particularly some of the older numbers – whereas their equivalent RC records do. So, it's painstaking for us to insert all the appropriate subject headings. We were just wondering if NLS knew about that and why? And/or can something be done about it?

Answer: (Library Staff - NLS)

NLS contracted to convert about 16,000 A to D's this year, and the decision was made that – because the producers could produce the books faster than we could catalogue them – that we would put the skeleton records up with the books, and then our Bibliographic Control section will be following up and updating the records to match the RCs. But, he is behind the producers right now.

Question: (Mike Marlin – CA9)

Okay. So then you'll let us know when that happens so that we can reload them all?

Answer: (Library Staff - NLS)

He's doing that on a rolling basis about once a month. I can ask him to see if he can send something out when he does it.

Question: (Mike Marlin – CA9)

Okay so it's part of the process now, it's just behind the curve.

Answer: (Library Staff - NLS)

Correct. He's a few months behind the books that are being put up on BARD. 16,000 books between January of 2016 and January of 2017.

Question: (Mike Marlin – CA9)

Okay and just because I've got the floor, how many books are left to convert?

Answer: (Library Staff - NLS)

That is everything... After those 16,000 are done we will have converted about 42,000 books. And (unintelligible) books have been removed because they're out of date medical information. Those are all the books we have to convert.

Question: (Mike Marlin – CA9)

And, that's over the next...how long?

Answer: (Library Staff - NLS)

Our plan right now – contractually – is by February or March of next year they'll all be up on BARD.

Comment: (Michael Martys - NLS)

And I have a follow-on comment to that. If one uses the metaphor of a tsunami, the tsunami is just hitting the shore now (laughter) and for those of you who have R-Sync hard drives, you might want to make a quick calculation and double-check your space because the wave is now hitting and BARD will be putting up almost 2000 books a month. So you're going to see a really heavy load on your disk space so, you might want to make sure that you have an adequate amount to last through the cycle.

Question: (Jane Glasby – CA9)

Good afternoon. Good morning for us, still. California is doing very well. I have a follow up question to what Mike just said about the R-Sync. What sort of capacity would you recommend the IT department get hold of?

Answer: (Michael Martys - NLS)

BARD right now is at 8 terabytes. If I were buying a new hard drive, I'd be buying a 10 at a minimum.

Comment: (Richard Smith - NLS)

(Waiting for caller). The rest of the country is being put to shame, or AT&T has a problem with the East Coast (laughter). So we have 35 participants. Usually we're up in the 60's aren't we? ...So we may still have telephone problems.

Comment: (Andrew Skinner - NLS)

I do have an update that I want to give out. We're seeing some containers come back for recycling that have the barcode removed. That costs us extra and we're not supposed to be removing those barcodes, so if we could make sure that we don't remove the barcodes – specifically seeing some from NC1A, so if we could not have those removed because we use those going forward.

Comment: (Richard Smith - NLS)

And Andrew is brand new. He has visited NLS frequently, but he has just joined us in the last month and a half and he is in charge of Production Control. So it's good to have Andrew on board.

Comment: (Joshua Berkov - NC)

We're not actually removing barcodes here, so we're not sure how the barcodes are getting removed from the cases at this point – but we will try to investigate and see where this is happening.

Comment: (Richard Smith - NLS)

Except for music and from the Multi States overseas, we do not circulate books from Washington (DC). The 17 million books are circulated from you guys out there the 55 Regionals and the Sub-regional libraries. But we do have a circulation and that's about a thousand a month – about 12,000 a year – and we circulate orphan books. Apparently when a book is lost in the mail, if they don't know what regional library it came from, NLS in DC will accept your blue, green or red containers – and now, your translucent containers. So we do get about a thousand a month that we try to get back to you so that you can get them off your patrons records – but a lot of them we can't. We just now are getting translucent cases with peach cartridges. You may want to put a local identifying sticker on those...so that when something is lost in the mail, we (or other libraries) know where to return it. Probably half of what we get, we identify and send them back to you. The other half, we're not sure and we end up sending them to be recycled (or recalled) and now all of a sudden, we're getting the (peach) ones without any identification whatsoever. So, keep that in mind.

Question: (Mary Jane Kayes – CA9)

Funny you should mention the translucent cases. While I was looking in the Multi State order form stuff, I noticed there were two entries for the clear boxes – one says clear, one says translucent. One says you have some and one says you're out. So somebody might want to take a look at that.

Comment: (Richard Smith - NLS)

It may be May and everyone is anxious for spring and we may have a short meeting. We'll give it one more minute... Well, we appreciate it. Thanks for the questions. There were some good ones (and) we had a few answers for you and we'll talk to you next month. Thank you!

No more questions or comments.