NLS Telephone Forum – 10-26-2016
(paraphrased)

Comment: (Richard Smith - NLS)
Good day! 42 callers on the line right now. We've got a nice group. It's a gorgeous day here in Washington. It's beautiful this time of year here on the east coast… We'll go around the table…and I'll start with Don…

Comment: (Library Staff - NLS)
Don Olson here with BARD Operations; Meredith Beckhardt, Reference; Margie Goergen-Rood, Quality Assurance; Bob Axtell, Bibliographic; Ed O'Reilly, Collection Development; Mike Martys, Automation; Judy Dixon, Consumer Relations; Steve Prine, Network Division; Vickie Collins, Network Services; Richard Smith, Chief of the Network Division.

Comment: (Richard Smith - NLS)
We had a Chairs call last week and they brought up some information that we should provide to you and we have a few people here to give that information and I think Ed O'Reilly is here. Ed, why don't you start?

Comment: (Ed O'Reilly - NLS)
There were two questions that I think Steve asked me to address. The first had to do with graphic novels – and why we don't do them.

Comment: (Steve Prine - NLS)
(The question was) do we have standards for graphic novels?

Comment: (Ed O'Reilly - NLS)
We avoid graphic novels. That's our standard. It's a little negative – that standard – I agree. We don't do them for a number of reasons – although they're frequently requested and, going forward, we may revisit this question in some way. But, many graphic novels simply haven't got enough text to be viable. There is a widespread sense that without the graphic part of the novel, the guts (or) the soul is absent – missing in action, that it's a fool's errand. That said, we did do Roz Chast' "Can't We Talk About Something More Pleasant?" It's a graphic novel, but it's a text-heavy graphic novel. Another issue is that they require extensive scripting to descriptive matter, and that would – in the view of some – entail altering the primary work. Creating a derivative work, which would be illegal. If anyone has some constructive suggestions on this matter, please feel free to let me know offline.

So, I'll offset that with the good news. You might want to pick up your pencils: DB 85528 - narrated by Ryan Dalusung from our studio – is "Harry Potter and the Cursed Child." I think – if everything goes well – that's going to be popping up on BARD later today. National Braille Press is doing BR 20639 and that will be available in mid-January. January 23 is the scheduled date for that. It was a long and fraught saga. We had to acquire the rights – get permission – to do it because it is a play and it's excluded from our Chafee legislation…actually someone tracked us down. We got together and they very graciously permitted us to do it.

Comment: (Meredith Beckhardt - NLS)
One of the questions was: What is PIMMS? This is a system name you're going to be hearing a lot lately – and I just want to talk about it in some really simple terms without getting too into the weeds, because it's prominent but it's also a very passive system for you. But let me…explain it. So PIMMS has taken over the old CMLS as well as BPHICS. CMLS used to track patrons, data and magazines, and BPHICS tracks equipment. Now, PIMMS is tracking it all, except it's doing it using a computer-to-computer communication. You don't have to log into anything. It's actually your circulation system that is talking directly to PIMMS…using something called an Application Programming Interface (API). And you're going to hear more about API because this is really the first system that NLS is going toward where our computers will start speaking to our computers. So this means you don't log directly into PIMMS. You just talk to your regular circulation system, and it in turn will immediately talk to PIMMS. One of the advantages of this is that…we don't have that one-week delay where we used to do the reconciliation. That's now done with. It's going to be a lot easier and you don't have to learn a whole new system. Keep using your circulation system and PIMMS will make sure that everyone is up to date. Just to give you some dates here: Thursday, October 27 is the final day that CMLS and BPHICS will be available, and then it's going to go into "read-only" mode, if you ever do need to go back and see some older data. Webnet will remain functional until XESS and the library publication order forms are upgraded. If you have any other questions about PIMMS,…just give me a call – Meredith Beckhardt over in the Reference section.

Comment: **(John Brown - NLS)**

NLS has received our latest shipment of batteries that came in – delivered in September. These batteries…have a longer life. We now have those available from the Multi State Center East. They are filling orders with those batteries. These new batteries are visually different from the old batteries. They have a white wrap and sighted individuals will be able to distinguish between the two… They're completely compatible with the iTech IQ5 chargers. The only thing that will cause some confusion is that, since these new batteries perform better, the reporting on the machine will indicate that the battery is close to being dead when it is actually not. It will actually last much longer.

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

I'm going to talk just for a second about the MOC program with TBT – Talking Book Topics. Hopefully your patrons have received by now their cardboard-type envelope with both the container inside that contains the cartridge, and the order form, all together. There are a few small things that are a little different. Your patrons may be asking why there are no mailing cards in that envelope, that are normal to the MOC program and to our books, (to) turn the card around and send it back to the producer. There is no such thing. They may not be aware that there is a label on the back of the container, that actually has the producer's address on it – and so they merely have to take that container and the cartridge in it, put it back in the mail just as it is, and that will go back to the producer. The order form should go to their library so they know what their patrons are actually ordering – and the cardboard envelope should be tossed out. Some folks are taking the order form, the cartridge, the container, putting the container back into the cardboard envelope with the address on the back of the container – and it's all going back to the producer. That is not helpful. If you have any questions, I can certainly answer them.

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

The next audio edition of TBT will have a fuller explanation…

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

I had a couple of other PIMMS questions – and one was "will PIMMS continue to show patrons who have received currency readers?" And the answer is yes, at the moment everything will continue to show. A separate database called CRIMS has been set up to track currency readers and we're still looking at ways to interface those or whether they should be. The second question was: Is the email field functional in PIMMS? And the answer is yes. In your circulation system, if you have a field for a person's email, and add it, it will be reflected in PIMMS.

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

And we want to encourage the use of that.

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

Yes, we do. And then there were some questions about transfers… This is in the process of changing so, everybody's mileage may vary. For instance I know the KLAS libraries have a function that allows them to transfer information electronically between libraries. Some of the other systems have this, but there is no common system that allows KLAS to transfer electronically to WebREADS or WebREADS to CUL, or CUL to KLAS at this point. That's a long-range goal. So, based on where you're transferring the patron, if it's within your own circulation system, the rules that you have for doing that apply. If you're sending it outside your system, you need to use the Patron Transfer form 73124 - which is available on the Network Library websites under "Selected Forms" – and also provide patron "has now" and "has had" information to the gaining library. Another question was: If you're transferring it to a library in another state and there are sub-regionals, should it go to the sub-regional or the regional library? You should probably start with the regional library. That library may in turn forward it on to the sub-regional libraries – but start with the regional.

Comment: **(Vickie Collins - NLS)**

We could say too, that the same procedures still are followed. In other words, even though you may scan the material and send a scan to the gaining library, you still need to follow up with the original documents.

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

And you (also) need to transfer the patron in BARD to the gaining library, so that the gaining library knows that they're getting that information. When the patron has a problem and they call that library, they'll have control over their BARD account. The other question was the difference between transferring between PIMMS and transferring records to the new library. At this point, you still have to transfer the records – either through your own system or on paper between systems. We're continuing to work on modifying PIMMS and setting up a process by which all libraries will be able to interchange patron information at will but that's going to come after the triple-A server is up and running. So, we're looking at some time next year for that.

Comment: (Richard Smith - NLS)

I do want to mention, we are looking forward to a renovation here at NLS, and we were cleaning out our attics and, lo and behold we found several boxes of tactile writing – that is, the Moon System. So we found several boxes of these and we put some of them in our archives, but I just wanted to offer – if anyone wanted some samples of the Moon system – Judy would know – it was a competitor of braille early on.

Comment: (Judy Dixon - NLS)

It was used mostly in the U.K. It was never really much of a system in the U.S. But it was a graphic – more similar to print – raised-character system, and is now chiefly used by deaf-blind people.

Comment: (Richard Smith - NLS)

Basically, we have several there and I know some libraries have displays of braille – and if you needed a sample of the Moon system type – the cover page and the alphabet, just like an alphabet card – just send me an email. We'll get you a copy for display. Just for a note: Next month we have Thanksgiving and the month after, Christmas, so probably we'll have this national phone forum on December 7 (Pearl Harbor Day). We'll probably have this call on that day – between the two holidays. So, with that, we can open it up for questions…

Question: (Catherine Durivage - MN)

Hi. I have a question about the change in the Talking Book Topics. We received a number of the packages here at the library – that were to go to our patrons, and the reason, as far as I can determine, is that the window that displays the patron's address – the order form kind of scrunched up a little, so that our address was showing – and the post office thought they were coming to us. So I don't know if some modification could be made or somehow repackaged so that the address of the patron is displayed rather than our address.

Answer: (Margie Goergen-Rood - NLS)

You are not alone on that. A number of libraries had indicated that, and yes, we've already spoken to the actual producers and they feel that they have modified it so that only the patrons' address will show through – on the next issue that we come up with.

Question: (Catherine Durivage - MN)

And it was brought up in a meeting today about no address card in the cartridge container. That's a deviation from our processes and we try to tell people that there will be an address card in the back of the material – to return them. We had a situation where because our address was preprinted on the back of the card – we put a sticky label on the container – patrons were throwing away those cards and then sending the cartridges back to us – and we're a non-copy-specific library, so it's difficult for us to know which patron returned that, but to tell people that "well, in the case of the magazines, there may not be an address card to return" so there's just that confusion and we try to be consistent in our discussion of processes and procedures, so that was just a comment that was raised here today at a training session with staff.

Comment: (Margie Goergen-Rood - NLS)

As Michael said, we will be having an announcement at the beginning that hopefully will help to clarify the process – on the November-December issue.

Question: (Juliet Relyea - FL)

I was asked to ask you all about the amplified player. Is there a picture of it? We started having some patrons requesting the amplified player. We know they're required to wear headphones…

Answer: (Library Staff - NLS)

It's exactly the same player. The only difference is that there is software in there that makes the speaker go louder, and it works with the headphones to amplify. But it looks exactly the same as the regular Digital Talking Book player.

Answer: (Steve Prine - NLS)

But there is a warning label on the bottom of the player, so if you get one back, you shouldn't just reissue it. We're working on updating the policy on High-Volume players.

Question: (Juliet Relyea - FL)

And so when someone receives an amplified player, it comes with headphones?

Answer: (Richard Smith - NLS)
Yes. They come from NLS, directly to the patron – because we need medical certification, because the player can indeed damage normal hearing.

Question: (Ruth Hemphill - TN)
As I always do, I have a bunch of questions. Part of the problem is I couldn't hear a couple people really clearly. I don't know if they weren't close enough to the phone, or what. When Ed was talking about the graphic novels he said they did do something called "Roz Chast"?

Answer: (Richard Smith - NLS)
A novel by Roz Chast. It's called "Cant We Talk About Something More Pleasant?"

Question: (Ruth Hemphill - TN)
My next question is: Someone said Webnet will be operational until BPHICS is no longer…

Answer: (Vickie Collins - NLS)
The Library Publications Order Form – it's the bulk order form that libraries use.

Comment: (Ruth Hemphill - TN)
I'm familiar with it. I just couldn't quite hear… And, the TBT. I understand about them not having mail cards…We're still getting calls from patrons who are saying "why are you sending me these magazines on cartridge? I download." I've gotten at least a half dozen calls and I'm not the only person taking calls about it. There are patrons who subscribe to BARD - to magazines and this time they got a cartridge, and they wonder what they're supposed to do with it. And I tell them to send it back.

Comment: (Michael Katzmann - NLS)
The only reason they would get a cartridge is if they're signed up for magazines in your system.

Comment: (Ruth Hemphill - TN)
Not according to KLAS they're not. But of course, maybe they were in WebREADS before we converted to KLAS. We just did that (on) the first of the month.

Comment: (Mike Martys - NLS)
In those particular cases, what we should do is troubleshoot them – and basically you should send us a list of some of those patron IDs so that we can go through the system and see where the issue is. What Michael says is correct. They're getting cartridges because the cartridge system thinks they're subscribed.

Question: (Ruth Hemphill - TN)
That's what I figured it probably was, but I can't check in WebREADS anymore and it's not in KLAS…but who should I send that to?

Answer: (Mike Martys - NLS)
Your Network Consultant…

Answer: (Steve Prine - NLS)
CC Vickie Collins.

Comment: (Mike Martys - NLS)
And this will be a statement for everybody: If one of these situations occurs, we really should work together to debug it because, the cartridge system doesn't send cartridges to people willy-nilly.

Comment: (Ruth Hemphill - TN)
I know. It seems really crazy. At first I just told them to send it back, and then I thought, I should be checking to see if there's something going on. And as I said, I checked yesterday and it wasn't in KLAS but then we did convert, so it could have been on WebREADS.

Comment: (Mike Martys - NLS)
The thing is, if the cartridge system appears to be making an error, it will not correct itself. You should double-check it and make sure that it's resolved…

Question: (Ruth Hemphill - TN)

I take it the amplified player is now available through NLS?

Answer: (Library Staff - NLS)

Yes.

Question: (Ruth Hemphill - TN)

A patron asks, "When Braille Book Review is published, does it list just a portion of the books that have been produced by NLS?" and I said no, it lists everything that NLS adds in braille – but I just want to verify that that's correct.

Answer: (Library Staff - NLS)

That's correct.

Question: (Mitchell Small – PA8)

This is a question about the R-Sync process. Some time ago we had established a Linux computer to do the Gutenberg, and we had a "key" at that time. Since then we've had to replace the computer and I feel that we're no longer syncing with R-Sync to get all the updates that we need. Who can I talk to about that?

Answer: (Mike Martys - NLS)

(You can) send an email to either John Brown or me, Mike Martys. Right now, Ivy Jenkins – who is a person on the Automation staff – acts as the point person for resolving the R-Sync communication issues. Her email is ijen@loc.gov. So, for example, she'll load your key if you got a new key. If you get to one of us, we'll make sure that the right person gets to it.

Comment: (Michael Katzmann - NLS)

Mitchell, one thing you might check. We've had a couple of libraries who – since we've been adding books at a blazing pace, especially with A to D books – their drives have filled up.

Comment: (Mike Martys - NLS)

We're over 8 terabytes now.

Comment: (Mitchell Small – PA8)

Okay. We have room. We just got a new 8-terabyte drive so we may be pushing the limit there, but I know we have room left on the drive that I just installed. Now, we are also looking at some other options for increased storage, and one of the things I've found was from Western Digital – and it's a 16 gig that actually has two 8 gig drives in there. It connects via USB and then your Linux machine sees that as a single drive. It would be the equivalent of RAID 0. But…Linux doesn't have to do anything. It's not software-driven, it's hardware-driven – so we're looking at possibly expanding to that option as well.

Comment: (Mike Martys - NLS)

That would work but I do want to remind everybody: I'm sure you said gigabytes, intending to say terabytes.

Comment: (Mitchell Small – PA8)

Yes I did. I'm sorry (laughter). It's an 8-terabyte drive we have now and we're looking at a 16… It's a relatively new drive and…we weren't getting updates before. So I'll talk with the people you gave me the names of and we'll see what's going on there and if we need to get that new 16, we'll get that and I'll just copy everything over to there and pick it up from that point.

Comment: (Mike Martys - NLS)

And the blistering pace will continue for a while.

Question: (John Mugford - NM)

Hello all. I've got two or three questions here, segueing on the last question. Michael, you mentioned at the conference the future likelihood of there being NLS-loaned equipment to better enable the R-Sync/Duplication-on-Demand process. Where is that planning at?

Answer: (Mike Martys - NLS)
Michael means Katzmann. Mike means Martys (laughter).

Answer: (Michael Katzmann - NLS)
Yes. We talked about doing some pilots of the Duplication-on-Demand system. We anticipate that WebREADS will be ready to do that pilot in spring of next year, and we will be soliciting for volunteer libraries who have WebREADS connectivity, to participate in that. John Brown has been setting up some computers for libraries, using surplus government computers. We seem to swap out our computers here every two years or so, and so we have some computers here that we can set up for duplication and then, when we come to that extra component that does the duplication on demand, so, if you're after a system, contact John Brown and he can help you out.

Question: (John Mugford - NM)
So those may be available to non-WebREADS libraries sooner than later?

Answer: (John Brown - NLS)
Just the duplication system. Not the "on demand." But it's just a Linux install, (unintelligible) as well as R-Sync capability. That, we have available. We're running a pilot now. We are open to expanding the pilot – for those interested. You just have to contact me but, at this point, Duplication-on-Demand is not part of this pilot program that we're running.

Question: (John Mugford - NM)
Related to Duplication-on-Demand, there's been a little listserv buzz related to the COSLA gathering that's going on right now – regarding some comments which I think may have been gleaned from Operations Alert 16-39, regarding various continuums – one of which, the short-term continuum includes phrasing under D4D such as "no longer maintain a collection, but provide service by duplicating all titles on demand." I think this may be giving some state librarians the impression that such an outcome might be somewhat imminent?

Answer: (Richard Smith - NLS)
I think, Steve we talked about that. Basically, 5 or 10 years down the road, with wireless delivery, that may be the case with quite a number of libraries. With books being delivered wirelessly and duplication on demand – indeed it may go away. You have to plan for the long-term, but nothing in the immediate future. Is that right, Steve?

Answer: (Steve Prine - NLS)
As far as I know, there are no plans to require Network libraries to do duplication on demand. We're offering this capability starting – as you heard Michael say – next spring, starting with the WebREADS libraries. It is not a requirement. As we move forward, eventually books will go away, because we'll hit a point where we can't justify physical copies of books if they can be provided electronically.

Question: (John Mugford - NM)
We're looking at five years minimum are you saying? And presumably longer?

Answer: (Richard Smith - NLS)
It all depends, John. There is one library that has already done it. For the last six months, they were only getting one copy, and then they asked us to not send them any more copies because they're going exclusively Duplication-on-Demand.

Question: (John Mugford - NM)
And what is that library, Richard?

Answer: (Richard Smith - NLS)
That would be Iowa. Maybe they're on the phone and they could mention their system. We (had said) you may want to wait a while and continue getting books from us and they turned around and said, "well we actually went down to one copy in Copy Allotment last March – and we know it works." They were determined to do it and they apparently are doing it.

Comment: (Mike Martys - NLS)
And I have one clarifying point too, John, which is: We described this pilot program as being between WebREADS and this new Duplication-on-Demand system. At the beginning of the call, Meredith mentioned (that) what's going to happen is that we're going to have all of our computers talking to each other. The Duplication-on-Demand is another

example of that, where the Duplication-on-Demand box will accept duplication orders from any other computer. Since WebREADS is under our maintenance contract, we're taking care of building the computer interface for WebREADS. But the other circulation systems can interface with this system as well. We have discussed it with the vendors. They haven't opted to do it immediately, but I wanted to make sure you're aware that the system can be used by any system. All we have to do is build the interface to talk to it…

Question: (John Mugford - NM)
Okay, so in respect to CUL or KLAS or other libraries – in regard to borrowing equipment to expedite duplication in-house, we should wait until our vendors are more involved in the process?

Answer: (Mike Martys - NLS)
It's a bit of a chicken and egg situation in that, they respond to their user communities so there needs to be a dialogue between them and their user community in terms of where this is on their priority list, where this is on your priority list. We're just making the system available, meaning our half can do the conversation. It is the other systems that decide when they want to do it… I just want you to know, we're not driving the time frame here. That's not our call.

Question: (John Mugford - NM)
There's not a scenario for example, in which a non-WebREADS library could borrow equipment with large-terabyte drives and use them – well, CUL is kind of standalone…

Answer: (Mike Martys - NLS)
We didn't say that. John said that he would support that.

Question: (John Mugford - NM)
Okay. One final, much lighter question that has to do with Collection Development: There's some chatter on the listserv about the plethora of titles within the "Very Short introductions" series which appears to total over 500. I believe there are over 200 on tap with the NLS. I was wondering if Ed could comment on the selections and whether the plan is to cover the entire set, or not.

Answer: (Ed O'Reilly - NLS)
Perhaps eventually we're going to max out in this group at about 450. One or two have dropped out because of their complexity. We had a bit of a windfall and decided that we had to make a large purchase of similar materials and someone - who will remain nameless – had the fabulous idea of acquiring most of the Oxford "Very Short Introductions" and I think everyone agrees they're terrific books.

Question: (John Mugford - NM)
Are you considering the shorter Oxford Dictionary as well, Ed?

Answer: (Ed O'Reilly - NLS)
The OED is off the list for the time being. But there might be a "Very Short Introduction" to dictionaries (laughter).

Question: (Angela Fisher Hall - AL)
Well, good afternoon everyone. My question might be something that's already done, but, whenever we do new packaging of items such as the Talking Book Topics, is it possible to send a sample to the Network Libraries so that all of us can become acquainted with what's out there? That might make it a little easier for us to answer some of the questions that our patrons have – or, is that already happening?

Answer: (Michael Katzmann - NLS)
We've sort of missed the boat on this one because they've already gone out.

Question: (Richard Smith - NLS)
Your library doesn't get subscriptions to Talking Book Topics? Just large print?

Answer: (Angela Fisher Hall - AL)
I think years ago this might have been done by Reference – and now we do everything through email, letting them know what new things are out there. We don't send an actual copy – and that was a decision that was made by our director.

Answer: (Richard Smith - NLS)
We'll consider it. Thanks for the question.

Question: (Angela Fisher Hall - AL)
Alright thanks so much. And one last thing: Harry Potter – the new book – what was that number again?

Answer: (Ed O'Reilly - NLS)
The audio? DB 85528. It may be on BARD later this afternoon – or tomorrow morning.

Question: (Ruth Hemphill - TN)
For the new Harry Potter, I'd just like to verify – the braille number is 13629, correct?

Answer: (Ed O'Reilly - NLS)
No… 21639.

Question: (Ruth Hemphill - TN)
And my other follow up question was: (staff) had asked about the Linux-installed PCs that NLS was considering loaning – which reminded me, I just had a patron ask yet again: How close are we to getting refreshable braille devices available? Because they had heard NLS was considering providing those.

Answer: (Steve Prine - NLS)
Well that's correct, but we are a number of years away from…

Comment: (Ruth Hemphill - TN)
That's what I told them but again, I wanted to make sure I gave the correct information out.

Comment: (Steve Prine - NLS)
The law was amended in July, so…

Comment: (Michael Katzmann - NLS)
The law has been amended but the funding has not (laughter).

Question: (Hillary McHenry - KS)
Is there any update on when libraries will be able to send in the remainder of our R4R?

Answer: (Michael Katzmann - NLS)
No. We are still waiting for a decision from the Ability One organization. They tell us they should be able to give us a decision by early December. We probably won't have any information before then.

Comment: (Richard Smith - NLS)
Okay. That was pretty informative. No more questions from the Network. We'll talk to you on Pearl Harbor day – December 7th. Have a good Thanksgiving everyone. So long!

No more questions or comments.