

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

Well, here we are in D.C. between the holidays – an unusual call – it's not the last Wednesday of the month, so that's fine. We've got quite a number – I think 49 people (callers) are signed up, so we have a lot of people for this last one in autumn this year. We have a full room at NLS here. We'll go around the room. My name is Richard Smith. I'm Chief of the Network Division...

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

Michael Katzmann, Chief of Materials Development; Andrew Skinner, Head of Production Control; Steve Prine, Assistant Chief of the Network Division; Karen Keninger, Director; Vickie Collins, Network Services; Judy Dixon, Consumer Relations; Jane Caulton, Publications and Media Section; Pamela Davenport, Network Consultant; Meredith Beckhardt, Reference Section; Paula Bahmani, Education and Training Specialist; Margie Goergen-Rood, Quality Assurance; Shana Osborne, Equipment Control Officer.

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

With that, we do have a few reports... We are going to be doing renovations in the next six months, and things are moving around already. Fortunately, the Christmas tree has been erected today, and everyone thought that it may have been put in the trash in the move, but fortunately, our staff found it and we now have our Christmas tree up and it's giving joy to everyone in the building today. With that, the next report I think would be Paula...

**Comment: (Paula Bahmani - NLS)**

I am going to announce that we are getting ready to release BARD Express, which is a Windows-based application that simplifies the process of searching for, downloading and transferring audio materials to a cartridge from BARD. We are going to have a preview for Network library staff. I'm hoping that I'll release an Operations Alert today, but if not, tomorrow morning. Network library staff can download the program from Practice BARD. We have developed a number of resources for library staff, and that includes FAQs and a "Getting Started" guide – and a BARD Express "How To" video series, starring Judy Dixon. There are also some FAQs for patrons or users of the software that will be in the BARD FAQs. We're also going to have a conference call in about a week, to address any questions or concerns that you have about the software, and, that's it!

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

I wanted to mention a few things. One, a lot of people were asking about this and we just uploaded onto the Network Library website - that you can get to through PICS – the full year of 2016 Readership and Circulation statistics for every state, so know that that's there. If you have any problems getting to it, please call me. I'm at (202) 707-3459. We have lots of other publications that are going up on (the) web and that are available now in large print and in braille so, please keep your eye out for my Operations Alerts. I have the stock numbers on there and I do hope that you order a pack of materials when you see something that you think will fit well with your patrons. I wanted to mention also that, as we're getting closer to January, we're going to have the next Network Library Survey coming out, and that will include budget, staffing and your collection size. We'll send out an Operations Alert but just know it will be within the first week of January and it will probably be just a couple weeks long. So, gear up for that and if you plan on being out of the office, if you could debrief one of your staff members on how to do the survey, that might help. That's all I wanted to say.

**Comment: (Andrew Skinner - NLS)**

There will be an Operations Alert about this but you will be getting a letter regarding Oprah Magazine going to your patrons. Those who previously subscribed to Ladies Home Journal are going to receive a letter in braille, regarding the availability of Oprah magazine. That's a new magazine this year in braille – and we had a total of 10 subscriptions to it, which we'll say is a little less than we expected. Ladies Home Journal had over 900 subscriptions so it was a drop in total count. If you could also promote other new braille magazines – we have two other new ones. We have Cook's Illustrated and Popular Science available, so if your readers are at all interested in those types of topics – cooking or science activities – they might like those magazines.

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

That was Operations Alert 16-92 that announced those magazines. We may send out another Operations Alert with not only the titles of those magazines, but also with a short annotation – set up so that you can cut-and-paste into your newsletters to give a little more advertisement that these magazines are available. We would appreciate that.

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

We have had some new mini-bibs that are being posted – and those do come out on the “What’s New” on the NLS website, and also when Meredith does her Operations Alerts, we do post those as well. One of them is Bob Dylan, and soon we have a few more that are coming out – Caregivers is already up and The Electoral College is in preparation. The Container Gardening one has been up for a little while also. So we hope you’ll enjoy those new mini-bibs.

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

With that, I think we’ll open the forum up to questions.

**Question: (Kim Charlson - MA)**

Hello everyone. I wanted to get clarification on “O,” the Oprah magazine. Is it replacing Ladies Home Journal or is it just another offering?

**Answer: (Andrew Skinner - NLS)**

It’s not replacing it per se. We didn’t want to automatically subscribe people. The Ladies Home Journal is no longer available in braille.

**Comment: (Kim Charlson - MA)**

I think it’s a wise idea to send a letter out to the subscribers of Ladies Home Journal – who have probably read it for 44 years. It’s been around forever, so, I’m sure they’ll be sad that it’s gone but hopefully they’ll subscribe to the replacement.

**Question: (Joshua Berkov - NC)**

Hi. We were contacted by a company here in North Carolina, by a company called Taylor Communications regarding the side and end labels for the DB cases. They were inquiring if we would like to purchase any from them. They – I guess – had been contacted by some Network libraries that were running low on supplies and were having trouble getting them through Multi State. We just wanted to ask, is NLS still producing the side and end labels or are libraries going to have to start purchasing them?

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

Basically, libraries will have to start purchasing them. We committed for one year and actually, it’s been a year and a half providing side and end labels for the digital books. We were going to get together and give the name of one producer we know of, but if there are other producers, hang on to that name for future supplies.

**Question: (Joshua Berkov - NC)**

Okay, so I actually have three more questions. I’ll just go ahead and ask them all now. So the second question is in relation to BRCs in BARD. We were wondering if NLS would consider doing what you do with the DBCs in terms of assigning BRC number ranges to individual libraries ahead of time. It would help us out on our end in terms of cataloguing if we had the numbers before we had to submit our cataloguing information. Is that something that could be considered?

**Answer: (Judy Dixon - NLS)**

We have talked about this. There are a lot more issues with BRCs. They don’t follow the same pattern that the DBCs do. So, we’re actually going to be having a conversation tomorrow among several of us, to decide how to manage BRCs, and that topic will be part of that discussion – so stay tuned.

**Question: (Joshua Berkov - NC)**

Thank you. Third question: And this is something we’ve recently run into. At some point this year, NLS switched from putting out to the PICS website, initial PICS loads for incoming titles, and they’re now in MARC format – and this has caused some issues for us that we’re currently resolving. I was just wondering if there’s an explanation or reason why we switched from the PICS format to the MARC format for the initial load of titles?

**Question: (Bob Axtell - NLS)**

I wasn’t aware that we had switched. We issue two MARC records in both formats. A brief MARC format and in a full format... So what did you encounter?

**Answer:** (Joshua Berkov - NC)

What ended up happening is – and it seems to have happened around the time we did our last major upgrade for KLAS - we first started noticing something different because all of our rules for handling certain pieces of information for incoming titles, we're breaking. For example, the format for the call numbers that we want and, certain pieces of subtitle information that was getting left out. Things that we noticed that were in the PICS list that had been uploaded into KLAS on the initial load before and are no longer. We spoke with Keystone and they said that these changes are because of this change I just mentioned now – from an initial PICS load to an initial MARC load... Basically we went to Keystone and they said that these issues are occurring because the format of the initial title load is different now. It used to be in one format and now it's actually an initial MARC record that we're getting for each new title. So I'm not talking about the final MARC overlay, where everything is completed – but just the initial records load.

**Answer:** (Bob Axtell - NLS)

There have been no recent changes. Both the brief format, which you might call the PICS – technically in MARC – and of course the full MARC records in MARC, follow typical cataloguing conventions.

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

Josh, this sounds like it's unique to North Carolina. You may want to get together with Bob offline.

**Answer:** (Joshua Berkov - NC)

I think we'll have to go back to Keystone as well, and figure out what's going on because it happened right around the time that we did our upgrade, so...

**Question:** (Mike Marlin – CA9)

I have a question but I want to go back real quick to the side and end labels because we're one of the libraries that has been dialoguing with Taylor Communications about side and end labels. I spoke to someone at Multi State about NLS' supply and they said that there were some there but they were filling backorders and they didn't expect to have any real substantial supplies for libraries so, I just wanted to confirm that that is true because I wasn't entirely clear on Richard's response.

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

Yes that is true. We're wrapping up the final orders and it's not going to be a lot to sustain you for multiple copies down the road. So if you have a labeler, look into it.

**Question:** (Mike Marlin – CA9)

That's going forward permanently? Or just for this contract year?

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

I think that was permanent. It's just like the old cassette supplies. When you had to furnish your own. I guess we could discuss it, but I think we committed to one year's worth – and that was about a year and a half ago we committed to that.

**Question:** (Mike Marlin – CA9)

Right. Okay. Maybe we can talk offline about the appropriateness of that or not. For us, it's no problem because we can afford it but, I'm sure that there are some libraries out there that are doing their own duplication on demand that may not have the resources. Anyhow, seeing no response to that, I'll move on to my next question, which is having to do with - going back to what Meredith was talking about – I wanted to ask about the potential for future bibliography for Spanish titles – both DBs and braille. We've had several Spanish-speaking patrons ask about where they can get up-to-date catalogues of Spanish DBs and Spanish braille. They're not all necessarily computer users, so they can't just go online and look it up. And it's kind of resource-prohibitive for us to try to braille out a comprehensive catalogue of Spanish braille. I was just wondering if NLS had plans for that, down the road?

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

I'll take it under consideration. I know that in the past, what we did was have our Foreign Language librarian pull together a list...it would be a snapshot from that date, and we would provide it to the Network libraries. I don't recall anyone asking for it in braille though. So that's an interesting new twist to it. Let me work with some people and talk it through.

**Comment:** (Mike Marlin – CA9)

That would be great. David did send me electronic versions of those but, again, trying to braille something like that is pretty insane.

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

Spanish in audio and Spanish in braille?

**Answer:** (Mike Marlin – CA9)

Correct. Although more importantly, Spanish in braille – but it would be nice to have both. I think the latest one was 1993 or something.

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

I thought it was just earlier this year that we did a listing for you.

**Answer:** (Mike Marlin – CA9)

Right. What you sent to me electronically. But I'm talking about having it available to ship out to folks.

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

Okay, well I just need to talk to some people around here. If I have any other questions, I'll call you personally.

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

I just wanted to wish everybody a Happy Holidays! We got our first inch of snow the other day and we're finally recovered. Just curious, are all the libraries switched over to PIMMS now? And if so, are there any issues that we need to know about? Are things going well?

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

Not all libraries have switched or migrated yet. We're hoping by the end of the month to have 98-99 percent of the Network moved to PIMMS. And at that point, we'll begin to look at our next steps – to see where we're going. So, at the moment, no.

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

I'm just curious. What are your next steps?

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

Michael Martys should be here to talk about this, but the next step will be the introduction in 2017 of the triple-A server that will be responsible for authentication and authorization. And that will work with the systems and with PIMMS to provide better access for libraries and for patrons. (When) you would go into different things, you would only need one password, because that server will be the verification. So – for instance – for BARD, instead of you having to setup a person that wants BARD, when a patron now signs up with your service and you submit the information to PIMMS, an account will be there for them. So when they're ready to use it, they can just request the password. So you no longer have to go through all the BARD administration steps. And that's the one that Michael keeps talking about. I'm sure there will be other advantages as we move on – but it will be in the first of the year.

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

That will be real-time transition of that data to BARD?

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

Yes.

**Question:** (Kim Charlson - MA)

I wanted to ask a question about the Currency Reader program and the staff at NLS that are doing the currency reader and how that interfaces with the CRIMS database for the currency reader inventory program. I guess that's separate? Could somebody speak to that a little bit?

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

The CRIMS database was set up to track people that request and receive a Currency Reader. Initially, when we started this project a couple years ago, we were actually tracking that in CMLS, because at the time, that was the only way we had to track it. But we knew there would be a wider market eventually, and we didn't want to put people that are not patrons into CMLS or into PIMMS, because they may be eligible for our service and the Currency

Reader but they only want the Currency Reader. So, not to clog up the PIMMS with extraneous information for people who are only getting this one specific thing, CRIMS was created. We have staff here at NLS that have been responsible for taking the information that has been coming to the call center at the Bureau of Engraving and Printing. We receive the applications. They verify that the person doesn't already have one. They verify that they're an NLS patron and then they provide the information to the Multi State Centers, which can print out mailing lists to actually send the readers to the recipient. Starting next year, we will probably pick up the call center responsibilities from BEP as well.

**Question:** (Kim Charlson - MA)

So I guess I have a follow up question... Because I do speaking at the Carroll Center for the Blind, which is a regional rehab center, there have been opportunities for me to help people complete applications – and I have certified them because there's no question they're blind people and they want a currency reader. Some of them come from states other than Massachusetts but I send in the applications with my signature on them. I've gotten phone calls from someone at NLS, asking my staff to verify that these are NLS patrons. I'm a little confused as to who's calling asking to verify if they're patrons when I certify that they are, and provide all that information. So, I don't know who these people are that are calling and asking my staff to tell them who "Julie" is and what her address is. I don't know them from anybody, so I'm a little hesitant to give them a lot of information.

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

Sure. I do understand. We will have a conversation with the Project Coordinator for BEP. I'm guessing that if the stuff is coming in and if they're seeing your signature but they have an address in another state, that may be the confusion point. We'll have a conversation with him and straighten that out.

**Question:** (Kim Charlson - MA)

Right now, there are two people that I've been trying for about 4 months to get a Currency Reader for, and they still don't seem to be getting it and I don't understand why. I don't know who to talk to to try to resolve the problem so, if you could be of any assistance I'd surely appreciated it.

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

If you will send me their names and addresses...we'll have a conversation with the BEP.

**Question:** (Kim Robertson - VA)

As we rapidly stampede toward the end of the year, I was wondering if there is any news on the recall – since I thought the deadline was the end of the year.

**Answer:** (Andrew Skinner - NLS)

We do have a decision from Ability One on the pricing, but that pricing has not yet been accepted by the Ability One vendor, so we do not have a contract in place yet. We do expect one to be negotiated within the next couple of weeks. I have been in communication with the Network Division here and we will figure out a plan to start sending in product again. We can't just open floodgates because there is still an issue of total bandwidth, so if everybody starts sending more and more, trying to catch up, we're not going to get anything done. We're going to have to put it on hold again. So, it will open back up, but it's not going to be double the amount or anything like that – but we will do our best to start moving product out of your shelves because I know you need to make that happen in order to make room.

**Question:** (Kim Robertson - VA)

I'm small and I have relatively few to send back and most of them are gone already. Yay! I'm more concerned whether the deadline is going to shift, or if what's left from this year goes on next year's number.

**Answer:** (Andrew Skinner - NLS)

No, it won't go on the next year's number. Deadlines will be changed. Based on this issue, we will have to change how things are sent in – based on total bandwidth availability.

**Question:** (Barbara McCarthy - VA)

I can only say that great Virginia minds think alike so... Following up on that, we're at the opposite end of the spectrum. We've got a lot that NLS would want us to send back for recall. Is there any possibility that we could get an inkling of a number so that we can start working on that during the winter?

**Answer:** (Andrew Skinner - NLS)

No. I honestly don't. It's all dependent on the acceptance and the timing so, I can't give a number on that. I'm sorry.

**Question:** (Barbara McCarthy - VA)

Could we (unintelligible) that last year's number might be a good starting point for us?

**Answer:** (Andrew Skinner - NLS)

The average amounts from last year would probably be a good starting place, but I can't...

**Comment:** (Barbara McCarthy - VA)

I promise I won't hold you to it. That tells us something and that's great because we've got a meeting with our sub-regionals tomorrow and that's going to be the top question on their list.

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

Actually, year on year, we want to increase the amount of recycling we're doing so, the numbers will go up over the next year and into the next year.

**Question:** (Barbara McCarthy - VA)

Okay. That makes me want to ask a follow up, which is – knowing what the future of the Network is probably going to look like – at some point I'm assuming that you're not going to want all this back.

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

I don't know if you know something about the future of the Network...(laughter). If libraries start to do duplicating-on-demand, they will request less cartridges from us in Copy Allotment, so we'll be producing less cartridges and we'll need less cartridges for recycling, but since you'll be getting less cartridges through Copy Allotment, your numbers will eventually go down as you send those other ones in for recall or recycling.

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

That's good to do. Basically, as you do duplication-on-demand and you use your mint green or peach cartridges, you take a look at your default settings. I know, even if you do retrospective westerns, the new westerns that come in, may not circulate as frequently. So you may want to adjust your settings on your new books as you make older books too. Just keep an eye on that.

**Question:** (Kim Charlson - MA)

This question is actually from several libraries in the Northern Conference. Maybe getting some strategies or ideas on how to deal with the "end-of-book" message that comes up. Sometimes patrons will put in a cartridge and it will just say "end of book." They call and they say, "Why is it saying end of book?" I know I do a few things once in a while. I rewind. I fast-forward. I try to knock the "end of book" out of there so that maybe it'll start to play again, because it seems to be a little bit of a hiccup but, I'm wondering if there are some techniques that we could share with front-line phone people who could say "Try it again and do X or Y and then if it doesn't come back and start playing your book, then that must be a damaged book and we'll send you another copy" and that sort of thing.

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

There are two reasons that I know of that would cause an "end of book" message. One – as you say – is there is a problem with the cartridge. We certainly do see that on a certain number of cartridges. The other is a problem with the information that is stored in the player – and I think that is a lot less common. The cartridge issue is not common and this is even less common but to resolve that problem is to reset the profile on the player and, I can have John Brown send you the instructions on how to do that. It's pressing that combination of buttons on the machine that your library staff will do when they send out a player to a patron or receive one back... So if pulling the cartridge out, turning the machine off doesn't resolve the problem, that would be the next step – reset the profile in the player. Obviously, that's sort of awkward to explain to a patron on the phone. If the patron is able to do that, that's one method. If that doesn't solve it, it's most likely the cartridge.

**Question:** (Linda Vincent - WI)

My question is about peach cartridges and murky cases. We hear rumors that some other libraries may have started going to the Patron-Centric Cartridges. We have not yet, and so we were trying to order more cartridges, but we can't because they've been put on hold – we were told – from Alcor. How fast are we moving toward Patron-Centric Cartridges? We were supposed to get more murky cases but we just got 300 instead of 1500 so, we're wondering.

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

We have to wait until spring for the clear cases. I'm going to call them clear, Linda (laughter). We did announce that you could get some more peach cartridges and I think we have a few more clear mailing containers and, yes indeed we are looking forward to supplying libraries that are doing multiple books because we'll get the best of the limited peach cartridges we have left. We'll get the best bang for our buck with patrons who are getting multiple titles on a (cartridge). But the grey cases – they should be able to order them. Don't you think?

**Comment:** (Linda Vincent - WI)

No, no. We were trying to order more DBs. The green DBs.

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

Right... The mint green ones will come later.

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

We're just about to issue a delivery order to Alcor, that will start up their production line. So when that production line starts up, they will start producing green cartridges again – and that should occur around the May timeframe. We'll put out a notice as to when they'll be accepting orders. It should be early January (when) they'll accept orders but delivery won't be till probably April.

**Question:** (Linda Vincent - WI)

Okay, and then the clear cases – we originally ordered peach cartridges and expected to get as many clear cases as peach cartridges, and we're still waiting for half of our clear (cases).

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

The case issue is a production bottleneck at the manufacturer LC. They have to produce enough of the blue cases for us to do our regular production. When they get a breather they can produce the clear cases. We will be producing enough clear cases for the cartridges you have, but I'm not sure if Andrew knows the (production schedule).

**Comment:** (Andrew Skinner - NLS)

I don't know the production schedule on the clear. I'd have to pull the paperwork.

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

We had a delay because...the mold that the injection molding is done in, had an issue and that went down for a period of time – and that delays us even further, so we'll try to get you some information as to what our best guess is as to when they'll become available.

**Question:** (Linda Vincent - WI)

Okay and then the other question is: How fast is NLS moving toward the Patron Centric model?

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

Our plan is to do a pilot early next year – 2017. We'll open it to READS libraries, because the READS system is being changed now to accommodate that functionality. The other circulation systems have been informed and they're well aware of the protocols that are needed to implement this but they've chosen not to do it. We hope we get some good feedback during this test period with these libraries we're going to pilot with – and other libraries can see the results of that pilot test. And we can get the other circulation vendors to build that functionality into their systems so that other libraries can take advantage of Duplication-on-Demand. When a library goes to Duplication on Demand, we would supply all the cartridges, containers, labeling and cards that are needed to do that Duplication on Demand – because the library is no longer getting bulk production from us.

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

And on the same vein, we are waiting for a WebREADS library to step forward to pilot that program. Send me an email if you're interested and we'll send you the details. We may send the information out to all the WebREADS libraries to give them more information on that.

**Question:** (Linda Vincent - WI)

There have been some problems with the BARD statistics lately. It's hard for them to collate as I understood it. Perhaps we're outgrowing the BARD server – and if that is true, where are we going with it?

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

Unfortunately, the person who would be able to answer that question isn't here today.

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

Thank you Karen and thanks to everyone who called in. I guess the next one is the last Wednesday in January 2017. Have a happy holiday everyone. So long from NLS.

No more questions or comments.