

Comment: (Richard Smith - NLS)

Hi. Good afternoon everyone. It's a beautiful day here in Washington. We're all enjoying an early spring. ...65 today and 70 tomorrow. We'll feel like we're in Florida. We have a crew here and we'll go around the table. My name is Richard Smith. I'm the Chief of the Network Division. We have...

Comment: (Library Staff - NLS)

Catherine O'Connor, Bibliographer, Network Services section; David P., Head of the Publications and Media Division; Michael Katzmann, Chief of the Materials Development Division; Steve Prine, Assistant Chief of the Network Division; Margie Goergen-Rood, Quality Assurance; Michael Martys, Automation; Judy Dixon, Consumer Relations; Vickie Collins, Network Services Section; Paula Bahmani, Education and Training Specialist; Shana Osborne, Equipment Control Officer; Andrew Skinner, Production Control;

Comment: (Richard Smith - NLS)

That's quite a crew. Thanks everyone for coming in. We have 38 people on the line listening in. Hopefully a few more will join us. With that, I think we have a few announcements before we open it up for questions.

Comment: (Catherine O'Connor - NLS)

Well, we have new mini-bibliographies coming up. "Birding" was just passed to the webmasters so that should be online soon, followed by "Needlework" where I tried to sort out the instructional material from the more advanced. Coming up in the future, we have "Games." That'll be like board games and card games. "Early Science Fiction" and "Literary Travel." I'd also like to update some of the older ones. There's a lot of uncontracted braille since that was posted – and there's always more stuff for "Dogs – Care and Feeding."

Comment: (Richard Smith - NLS)

And I think someone has a BARD Express announcement?

Comment: (Paula Bahmani - NLS)

Don Olson asked me to let you guys know that we do have an update for BARD Express software that's nearing release. We hope that it will be released in the next several weeks. This is a bug-fix-only release, which means it will not have any new features. It's just going to resolve some of the bugs that were in the last release. Also, when patrons launch BARD Express after we've released the new software, the Automatic Updater will notify them that the update is available and ask them to download the update. So, all they have to do is say "yes" and follow the prompts. They will not have to re-login. BARD Express will remember their login credentials. Also, we are beginning to look at BARD Express 2.0, which is expected to include some new features.

Comment: (Richard Smith - NLS)

I do want to mention...that the "Library of the Year" award – the deadline is coming next week on the 28th of February. So basically the "Library of the Year" award commends excellence, innovation and special achievement in providing library services during the calendar year. So, last year – if you line up your specifications – it was in Network Bulletin 17-06 (which) gives three criteria – mission support, creativity and innovation (and) patron satisfaction and...May 19th we will be able to fly a staff member and usually someone from the administration – both from the Network Library winner and the Sub-regional or the Advisory and Outreach Center (AOC). We have a nice celebration – a nice dinner in the historic Library of Congress Jefferson Building and we reward a person with one thousand dollars. So it's well worth your while (to) send in your application. The deadline is next Tuesday, February 28th. So while you're doing that...write those up with your staff...that might be something for you to think about.

It's not too early to start thinking about the National Conference in Nashville, Tennessee in 2018. Some of your innovative programs and achievements could actually be a program for that national conference a year from now... From the Network Chairs, just a couple things came through. Someone asked if they could extend the time on Voyager (timing out) and basically the NLS policy is 30 minutes. If it's inactive, I think that's pretty reasonable. If it's shorter than 30 minutes it may be a local security issue but the 30 minutes is a Library of Congress policy for the Voyager catalog to time-out. There was mention – and we've seen it on LBPH listserv – there may be problems with a certain group of peach cartridges and, I think Missouri is sending us some of the problem cartridges and (they're) going down to engineering to be looked at – but we're aware of the problem and we're investigating it. Any other comments/questions – from our group?

Comment: (Andrew Skinner - NLS)

The A to D program. We are seeing a little bit of a delay on the A/D conversion program – but we should have it through QA by the end of the fiscal year. That's our goal.

Question: (Carl Keehn - NC)

(I'm) extremely puzzled by BARD. We have somebody who allegedly downloaded 2,623 pages of downloads – most of them unsuccessful since February 14. (I) was wondering what would (cause) those to be counted if they were unsuccessful?

Question: (Michael Martys - NLS)

They normally aren't counted. Are you referring to something from the statistics? Or what are you referring to?

Answer: (Carl Keehn - NC)

Vickie called me about one of our patrons, who seemed to have an extremely large download history recently. I'm looking at her download records in her account, and she attempted to download 70,000 some items since February 14.

Answer: (Michael Martys - NLS)

Yeah, what happens there is that we have somebody monitoring BARD on a daily basis and whenever they see something a little unusual, we usually look into it – and on this one which they brought to my attention today, they said there was a lot of download activity from one user. We're not necessarily saying something is bad but when we see something unusual like this, we bring it to the attention of the library because it usually means it's worth maybe calling the user and asking them "what's up?" Usually when you see this kind of activity, something is not right like...a problem with their system or, they're misunderstanding something, but it's basically us bringing to (your) attention so that you can contact the user and ask if anything is going wrong. We're always on our toes for when we see vast quantities of downloads because that usually indicates that something is not right. People cannot read that much stuff – and if there are vast quantities of unsuccessful downloads, it usually means that their system is not working right. Either way, we usually want to talk to them to see what's going on.

Our history has been – just as an aside - that the majority of these things turn out to be not a problem, like not somebody doing something illegal. There is usually some sort of explanation behind it – but it's good that we talk to them because there is usually something we can help them with... One more comment: We did have people that would download the entire BARD collection, and this was at the beginning of BARD – and they were worried that BARD was going away or something like that. Sometimes we have to remind people that BARD is not going away...and that they shouldn't worry about trying to download everything just in case.

Comment: (Carl Keehn - NC)

According to BARD, she's downloading as we speak and the majority of them are unsuccessful. She might have two to four successful downloads on a page.

Comment: (Michael Martys - NLS)

We should look to see what's going on with her connection.

Comment: (Vickie Collins - NLS)

But we do appreciate, Carl, having you or any of the other people from Network libraries be the one who contacts the patron. Number one, you know the patron and also they know you, so generally we will refer these calls back to the library so that you can be in touch with the patron and see what the issue is.

Question: (Erin Pawlus - AZ)

My question is about barcodes and when they might be available again at the Multi State Centers because I think we've been trying to order since March of last year and I didn't know if you were stopping carrying those – do we need to come up with our own vendor for those (blue containers)?

Answer: (Richard Smith - NLS)

Unfortunately, one library thought they were for everything and kind of depleted us of barcodes. We would suggest that if you need them to get your own barcodes. Do we have any coming in the near-future – for replacement? No.

Comment: (Michael Katzmann - NLS)

We will order some. But they're only for replacing those that have been torn off in the mail. They're not for other uses so, we will order some more.

Question: (Erin Pawlus - AZ)

Okay. We don't have a time frame as far as we start panicking or we wait?

Answer: (Michael Katzmann - NLS)

I shouldn't think that it would take very long...

Comment: (Erin Pawlus - AZ)

Okay appreciate it. Thank you.

Question: (Erica McCaleb – FL)

I had a question from a patron. They were wondering if the Braille Forum would be available on digital. It's from American Council of the Blind. I'm not familiar with this. Do you know if there is anything in the works to bring this to digital?

Answer: (Library Staff - NLS)

It's the ACB's publication. We don't do those.

Comment: (Erica McCaleb – FL)

That's what I figured but I told them I would ask. Thank you.

Question: (Catherine Durivage - MN)

I want to first say that my question is not (a) complaint but, we've got an inquiry from a patron about the number of braille titles showing up recently that are probably older titles – 2005, 2007, and so she's wondering why and I said they're probably backfilling the collection but, is there a reason why there's a lot of older braille that is coming in?

Question: (Michael Martys - NLS)

Is this on BARD that you refer to?

Answer: (Catherine Durivage - MN)

No. This is in Braille Book Review, so these are actually physical titles – I assume, I mean I understand that anything in Braille Book Review we get in hard copy.

Answer: (David P. - NLS)

I'm new...I will tell you that I've been editing the most recent Braille Book Review and didn't particularly notice that the copyright dates were older. I will be glad to verify with my team if there is any perceived change in that trend, but there is certainly no game plan for providing titles that are a decade old. Obviously we backfill as appropriate, but let me check into that and I'll do my best to get a solid answer.

Comment: (Michael Katzmann - NLS)

It does take a while to produce braille and we've had difficulties with some contractors, so some books may be delayed one or two years – if it was assigned to a contractor and they failed and then we had to reassign it to another contractor – but not 10 years.

Comment: (Richard Smith - NLS)

I wonder if they've got an old copy of TBT.

Comment: (Catherine Durivage - MN)

No I'm actually looking at a November-December copy of Braille Book Review and a lot of the titles are in the "Romance" section.

Comment: (Michael Martys - NLS)

What might be good is for her to send some example titles to you and then you could research them for her...

Comment: (David P. - NLS)

We'll look into that but in any case there is no policy of ensuring that all Romance be at least 12 years old.

Comment: (Catherine Durivage - MN)

I wondered if they might have already been in the queue and that the producers were able to get those in play – but I'm looking at a date that says 1989, 1992 – and they don't appear to be reissues.

Comment: (Andrew Skinner - NLS)

Sometimes we get requests from patrons to complete a book or a series but that could possibly be a special request from a patron – or something like that, but we could talk to Collection Development.

Comment: (David P. - NLS)

Reassure your patron that we are trying to keep up to date with current Romance.

Comment: (Catherine Durivage - MN)

And we did. I did tell her that. I did point out that there was Danielle Steele and Nora Roberts. She wasn't complaining by any stretch... Alright, thank you!

Question: (Susan Westin - OR)

So I have two questions and a shameless promotion – or one question... I think there are a few libraries out there that are worried about what's going on with the LSTA monies. Any word that you're getting on support from IMLS or anything along that line? Is there anything we need to do as libraries?

Answer: (Richard Smith - NLS)

Well, we know that there is worry out there. We're as worried as all of you are. We're hearing the concern. I know at ALA with the standards and the COSLA members showed up – about a half-dozen – and several of them mentioned IMLS funding and their concerns. So we know the concern is out there. Right now we're just waiting and watching and concerned ourselves.

Comment: (Susan Westin - OR)

So then my shameless promotion – and this is to anyone in the conference that is interested in going – the joint Western and Southern Conference is going to be held May 9 through May 11 in beautiful and warm Santa Fe, New Mexico. If you're interested in the website it's at: <https://nlsjointconference.wordpress.com/> for registration information.

Comment: (Richard Smith - NLS)

Excellent. I think that quite a few NLS staff will be there... I guess in the same vein the Midlands and North will be meeting where? In Ann Arbor in June, I guess... Every other year we have a National Conference and the Regional Conferences are this year. And, with that I guess we'll sign off. Thanks all of you for calling – all 38 of you – and we'll talk to you next month.

No more questions or comments.