

Comment: (Steve Prine - NLS)

Good afternoon. Welcome to the Monthly Open Forum call. The big news for us is that...at least half of us have moved from the Taylor Street annex down to the Adams building and the Madison building on Capitol Hill. We are coming to you from both Madison and Taylor streets this afternoon. So, we'll go around here and introduce people...

Comment: (Library Staff - NLS)

I'm Vickie Collins from the Network Services section; Judy Dixon, Consumer Relations; David Pelizzari, Publications and Media; Shana Osborne, Equipment Control Officer; Paula Bahmani, Education and Training; Meredith Beckhardt, Reference Section. Taylor Street: Karen Keninger, Director; Andrew Skinner, PCS; Margie Goergen-Rood, Quality Assurance; Michael Katzmann, Materials Development Division; Neil Bernstein, R&D; John Brown, Engineering.

Comment: (Steve Prine - NLS)

Okay thank you very much. The move that we participated in went very smoothly. I'm sure many of you saw that picture. I would like to point out on my own behalf that I wasn't actually asleep in that picture. I was just praying that I wouldn't be in it. For our topics for today – one of the questions that the Chairs raised last week was the availability of Advanced digital machines. The inventory is running low and, Richard and Shana Osborne have basically set up a formula so that libraries requesting Advanced players get a mix of Standard and Advanced players – so that we can try to spread the small amount of digital players that are left – across the whole country, so that everybody has the same opportunity to get some – although no one will probably get all that they want. Does anyone have any other comments before we open it?

Question: (John Mugford - NM)

Just an expansion on your comment on the players. What should we expect in terms of replenishment of stock, should there be increased demand relative to supply in the future?

Answer: (Steve Prine - NLS)

Well we still have a fairly good supply of Standard and fewer (Advanced) machines. So if you ask for 50 or 100 machines, you'll still probably get them. They just won't all be Advanced players.

Question: (John Mugford - NM)

I think there is a suggestion that some libraries might be stocking up a bit so, is there a scenario in which there could be a lack of availability of players in the next few years?

Answer: (Steve Prine - NLS)

Well we would like to hope not because we have no plans at this point to produce any more of the current model. We're looking ahead to the wireless player – the next generation. So, it may well be that we're beginning to see that our reserve is running out. We may look at more repair effort but that would be a Materials Development decision.

Question: (John Mugford - NM)

There was a time with the C1s that there was a certain number that was allowed on...a monthly basis. Is that scheme in place now and if not, is there a thought to return to that scheme so as to better measure out the demand versus the supply?

Answer: (Steve Prine - NLS)

Not at this time because the monthly quotas of machines that went out was used when we first started manufacturing – and it was to get the machines out to the Machine Lending Agencies. And that activity was curtailed at some point when the machine-lending agencies began to say “we have too many machines.” So, over the last few years, libraries have been able to request machines on an “as needed” basis. And so, that will probably be the process that will continue. We don't have enough machines to go back into monthly allocations, I wouldn't think. It would be a lot of work to do that and then you probably wouldn't be happy with what you got anyway.

Comment: (Michael Katzmann - NLS)

We currently have about 30% more machines than we have audio patrons so, for the next few years we should be fine. We'll be looking at the registered patron population and the number of machines assigned to libraries, and that might guide us as to how we do the allocations.

Question: (John Mugford - NM)

Michael, since you chimed in there...somebody had asked,...whether or not the inner workings of the players are identical and the only distinction between Advanced and Standard is the chassis?

Answer: (Michael Katzmann - NLS)

That's the factory case. It's the keypad and the front bezel – the top of the machine...and that's the only difference between the Advanced and the Standard player.

Question: (Unknown Caller)

We have about 10 boxes left for the battery recycle program. Can I use those now? Or will we be charged when I send them in?

Answer: (John Brown - NLS)

No. We were assured that, if you have those boxes in your possession, you can use them. They've already been paid for or accounted for... If you order more, then yes they will send you an invoice for those boxes (but) what you have on hand, you can use.

Question: (Joshua Berkov - NC)

I just have a supply issue question. We're starting to run a little low on NLS barcodes on the print labels for the cartridges themselves – you know, with the cutout. And eventually the boxes for the recycle program. We're just wondering when these items will be back in stock.

Question: (Michael Katzmann - NLS)

I'm sorry. You said "barcodes"?

Answer: (Joshua Berkov - NC)

Well, first the NLS barcodes and then also the...boxes.

Comment: (Steve Prine - NLS)

Go ahead, Michael. You talk about barcodes, I'll talk about the boxes.

Question: (Michael Katzmann - NLS)

I'm just trying to figure out what barcodes we're talking about here. I mean, are we talking about barcodes for the containers? Replacement barcodes for the barcodes that have been damaged?

Answer: (Joshua Berkov - NC)

Yes. Exactly. Barcodes that we put the containers for the digital books.

Answer: (Michael Katzmann - NLS)

So, we'll provide barcodes only for those containers that are damaged...I mean, all the containers come with barcodes.

Comment: (Joshua Berkov - NC)

In any case, we're running a little low, and we do have to put replacement barcodes on items that are damaged, so our production assistant who handles that wanted to order some more and said that Multi State was out of stock.

Comment: (Library Staff - NLS)

Yeah, we can get a quote on the barcodes. I think we've initiated some of that. I'm getting them reprinted. We have to order a good number. I'll start pushing on that.

Comment: (Michael Katzmann - NLS)

Just a reminder: these are only issued to replace barcodes that are damaged – so you shouldn't be ordering large quantities of these barcodes.

Comment: (Steve Prine - NLS)

As for the recall boxes, they will be available again in July, when we provide the new recall quantities for the second half of 2017. In July, you'll get a quantity and then you'll be able to ask Multi State for recall boxes.

Question: (Joshua Berkov - NC)

And then the last thing was just the print labels for the cartridges.

Question: (Steve Prine - NLS)

The blank white ones? We're going to have to look into that because as far as I know the Multi State had those supply items.

Comment: (Maggie Ansty - IN)

Hi. I just wanted to chime in about the digital player issue. If we order specifically Advanced players in the catalogue, can you check with us before filling that order with Standard players? Because here at least, we have like, a thousand Standard players with their batteries connected in our storage area. So, I'm just throwing that out there.

Question: (Sue Sugimura - HI)

Hi. You know, I've tried for a year to get barcodes from Multi State Center and finally I was told that NLS would not be providing barcodes, so I was given a company – and I can't remember right now who the company was – so I worked with them and I am working with them. I asked them to give me a quote because in order to remain state-compliant, it has to be under a certain amount, so I asked them "How many labels or barcodes can I order for (an) amount below \$2500? He came back to me...(and) said the minimum order that I could submit was for 270,000 barcodes. I do not need (that amount). Now I'm listening to this conversation, so now are you telling me that NLS will be providing barcodes so that I can stop the process that I'm working on right now?

Answer: (Andrew Skinner - NLS)

NLS will replace damaged barcodes. If you need barcodes for other projects or products, that's on you, but we will replace the damaged barcodes on the blue containers.

Question: (Sue Sugimura - HI)

So we still need to order our own? What are other libraries doing? I don't need 270,000 barcodes. What other companies are libraries using? You can get back to me but I've been trying to get barcodes for over a year.

Answer: (Andrew Skinner - NLS)

We go through LCI for our barcodes, but they buy them from somewhere else and we're not sure where they're getting them... I can send their information. I can find out who they're buying their barcodes from.

Question: (Andrew Egan - RI)

Hello everyone. I just wanted to change the direction a little bit. Thinking about the future, I've been reading up on BARD Talk about Amazon Echo and Alexa – being a useful tool for individuals, listening to their music, ordering pizza. Is there some kind of future for the Talking Book program in terms of digital downloading and using Alexa as a resource to get those books?

Answer: (Karen Keninger - NLS)

We are going to be doing a study this year and we will be looking at all kinds of options for the next-generation Talking Book Machine – and we do not know whether we will end up incorporating speech control or not. I'm a fan of it personally but we have to see whether it will fit into the program so, the answer to your question is that we're looking at it and, we don't have a decision made.

Question: (Linda Vincent - WI)

Hi. I just wanted to chime in with Maggie from Indiana that, we don't really need more DS1 machines. If we're ordering DA1s, we really need DA1s. We don't want substitution. We'd rather get fewer machines than we ordered, than to get more DS1s because we don't have the space. Thank you for listening!

Question: (Unknown Caller)

I have two questions actually. One is on the same issue with the DA1s versus the DS1s. We have a repair person in-house here. So is he able to order parts to convert DS1s into DA1s? Or is that something that has to be done on the national level?

Answer: (Michael Katzmann - NLS)

At this time, we're not issuing parts for that purpose.

Question: (Unknown Caller)

Okay. Is that something that might be considered in the future?

Answer: (Michael Katzmann - NLS)

It may be, but we've got to look for the long-term stewardship of the stockpile. We did purchase quite a few tops...so we've got to look at how that is going to last us through the next few years. At the moment we are not issuing those parts for the purpose of converting DS1 machines to DA1.

Question: (Unknown Caller)

Okay. And my second question is: As our library is getting reconciled into PIMMS, we are having some issues with transfers, and getting the equipment transferred into our library from out of state...and I just wondered if that is a problem with PIMMS? Or is that a problem just with our CUL software?

Answer: (Michael Katzmann - NLS)

Michael Martys is not here and he's probably the best person to answer that question, but Steve, you may have other information.

Answer: (Steve Prine - NLS)

Part of the problem is that all libraries are not on PIMMS yet. There are still three libraries that are outstanding, so their information is being keyed in and, it can be done on a daily basis but it isn't as quick as the information that the circulation systems are sharing back and forth with PIMMS at the moment, so we do expect this problem to go away once all libraries are up and on PIMMS.

Question: (Unknown Caller)

Is there a timeframe for that? I mean, is it going to be in the next couple of months? Or, is it going to be a timeframe that is longer than that? Because what's happening with us is that the machines are not being able to show up on the patron record, so sometimes they're being dropped from things.

Answer: (Steve Prine - NLS)

That's a good question because the libraries that haven't converted yet are still working on various aspects of doing that. And so, we hope to pick up at least one within the next month but it's not clear how quickly the other two will be able to come aboard.

Comment: (Pat Herndon - GA)

Hello. I wanted to comment that in addition to thinking about the next generation machines and voice interface, if – in the upgrades to the BARD Mobile – that they could have a feature for (Google) Cast or to link to Amazon Echo. That would be a great service as well, and it could happen before the new machines are released. I just wanted to toss that out there.

Comment: (Neil Bernstein - NLS)

We have talked about adding Cast support to the app. With the Echo you can do that right now because the Echo can act as a Bluetooth speaker. All you have to do a Bluetooth pairing and that'll work just great.

Comment: (Pat Herndon - GA)

Well that's something I need to share with my staff. And then I want to be a third voice to say, yes, please do not substitute Standard machines if we've ordered Advanced because again, we've got a supply of Standard machines.

Question: (Ivan Johnson – CA8)

Hello everyone. Last month we discussed at some length, cartridge labels and cartridge container labels and we've been sporadically ordering labels from you guys because we hadn't been going through that many but, for every cartridge label that we use, we also use a clear braille overlay and, nobody said anything about that and I was wondering if there was an outside vendor or would you continue to supply those?

Answer: (Vickie Collins - NLS)

Well, one of the issues from the very beginning – in terms of all these labels – is that we have tried to say that we are providing small quantities of the materials, but for libraries that really need larger quantities, we haven't really been able to provide larger quantities of any of these labels. There are outside resources, yes.

Question: (Ivan Johnson – CA8)

For the clear labels?

Answer: (Vickie Collins - NLS)

Criss-cut labels, yes. The other thing that libraries have been doing is going together to do joint-purchasing because of getting a better deal – so I know we've seen some of that on the listserv as well. NLS has had a very difficult time trying to keep things in stock because of our purchasing. We're right now on a continuing resolution and that limits the quantities we can purchase, so we've had – I think – a very difficult time because we've not really had a budget for quite a number of years. So, that impacts our ability to order in larger quantities.

Question: (Mary Jane Kayes – CA9)

Hi. I have a comment and then a question. The comment is that we were trying to help a man that was living "off the grid" in his 12-volt-system cabin. I did talk to him today and he's using solar with a generator to back up, but he told me that he had solved the problem of charging his player. He has an inverter and he is able to get a small enough current...to charge the player. I hope that that's not going to hurt the player. If it is, would somebody please get back to me so that I can tell him not to do that. That's the first thing, so, Shana and I think Mr. Rasmussen (and) possibly somebody else might have been working on that. The...question I have is about a catalogue that was announced in the music blog – and they said that they had a new Music Appreciation catalogue. I went to Multi State list and indeed there was one listed there. We ordered a few copies for here, but then I was trying to find out how a patron might order their own catalogue. Do they have to come through us? Or go directly through the music reference people to get it? The answer I got was that they could only get it from music and only if they checked it out. It sounded to me as if they were talking about an audio catalogue. So, is the Music Appreciation catalogue in Large Print or not? And if it is in large print, how come it's not up on the website with the catalogues for the other music stuff?

Answer: (David Pelizzari - NLS)

The Music Appreciation catalogue – you are correct, I'm sorry for the delay. It's not up on the website yet. It may yet be a couple weeks and I apologize to you for that because of some other things we need to do first to the website – but we're aware of that and do know that it's coming.

Question: (Mary Jane Kayes – CA9)

Is there an audio form of it as well?

Answer: (David Pelizzari - NLS)

Let me check into that. I do not believe there is but let me verify that. You're with California Braille?

Answer: (Mary Jane Kayes – CA9)

Sacramento, yes. You have to distinguish between north and south here.

Comment: (David Pelizzari - NLS)

I will get back to you by email and answer your question on that.

Comment: (Mary Jane Kayes – CA9)

And also if it's available in braille. I didn't know – I couldn't tell. Or if it's planned to be.

Comment: (David Pelizzari - NLS)

I believe not but let me check on that. I will get you better information shortly.

Question: (John Mugford - NM)

Has there been given any general thought as to the dilemma presented to regionals and subregionals regarding the analog to digital conversion? Considerable funds were spent on that. It's certainly a good preservation project. Many libraries and patrons will be placed with a dilemma of actually accessing this material. As we know 20% of patrons...are actively using BARD. So that leaves a significant majority who can only access the analog to digital collection via their libraries...so this seems to be creating a service "trough" if you will. At one time during the

planning phase, Digital-on-Demand centers were being proposed. That concept seems to have dissipated. What are the thoughts as to how libraries are concerned with delivering services - may best provide these services...with all the various obstacles.

Answer: (Karen Keninger - NLS)

I will say two things. First of all...we are about to launch a Duplication-on-Demand pilot with our WebREADS libraries. The idea being that these are available through the libraries and can be quickly and readily duplicated by the libraries onto customized cartridges – for patrons. I’m looking to see how that project goes. We have some real enthusiasm for (it). The second thing is that the future is wireless delivery, which will have access to everything that is on BARD. There may be an interim step. We do not know of a duplication center but we’re not really looking to that. We’re looking at wireless delivery direct to the next-generation machine, which will address that issue. We’re very much aware of the “trough” of service as you put it – and these are the ways we’re looking at addressing it.

Question: (John Mugford - NM)

So in response to patrons who may be dissatisfied with the current system – in regard to wireless delivery, can we realistically say that we’re “X” number of years away? Three years. Five years. What should be the party line in that regard?

Answer: (Karen Keninger - NLS)

I have learned one thing, and that is, not to put a deadline on something because it may shift and people are not happy but, I’m very hopeful that we’ll be seeing it in five years or less.

Question: (Susan Hammer-Schneider - ND)

We were talking about PIMMS and transferring patrons, and what we find that’s really frustrating is that great, we get the name, address, phone number, but the “has hads” don’t transfer and that’s huge... You know, you get a patron that transfers and they’ve read two thousand books and, to put those in manually is labor-intensive. And the machines don’t show up, too, and that’s (something) that we really need to have fixed.

Answer: (Steve Prine - NLS)

Well, electronic transfer of patron information is one of the goals to have Data Management work on. Basically to develop a portal so that libraries, whether WebREADS, can send (data) to a CUL or KLAS or it can go all around, but we can’t do that – again – until all the libraries are on PIMMS. It’ll be after that, but it is in the...plan to do that.

Comment: (Karen Keninger - NLS)

This is Karen and I just want to say that I’m looking forward to seeing a number of you in Santa Fe, and I hope to see a number more of you in Ann Arbor so, I’m looking forward to getting out in the field.

Comment: (Steve Prine - NLS)

Well, if there are no more questions, we will close this call and, as people mentioned, NLS staff will be in Santa Fe within a couple of weeks and we’ll have another call next month and then in June there will be people in Ann Arbor for the Midlands-North conference. So, have a good month and thank you for participating!

No more questions or comments.