

Comment: (Richard Smith - NLS)

Thank you. I welcome everyone. I think we have a smaller crowd probably because of the Memorial Day weekend – or week – and also between regional conferences. We were in Santa Fe a week ago, and looking forward to Ann Arbor next week. We have 29 people on the line. I'm going to ask everyone to introduce themselves. We're in two locations – NLS Taylor Street and also the Downtown operations, where half of the NLS staff are. We'll do the Taylor Street introductions first with the person on my right...

Comment: (Library Staff - NLS)

Steve Prine, Network Division; Chris Corrigan, Acting Section Head – Bibliographic Control; Karen Keninger, Director; Judy Dixon, Consumer Relations; Neil Bernstein, R&D Officer; Shana Osborne, Equipment Control Officer; Michael Martys, Automation; and Richard Smith, Chief of the Network Division – and if downtown could introduce themselves... Vickie Collins, Network Services Section; David Pellizari, PMS; Pamela Davenport, Network Consultant; Paula Bahmani, Education and Training – and I'm the last one.

Comment: (Richard Smith - NLS)

Excellent. Now, because we've been moving around, going to downtown and up here and the holidays and the two regional conferences, we really don't have a full program like we typically do. I wanted to ask the group downtown, was there anyone down there who wanted to say anything in particular?

Comment: (David Pellizari - NLS)

Richard, thank you. This is David. I do want to say something very briefly. I think most folks on the call will be aware that in past years there has been – headed by PMS – a group called the "Public Education Advisory Group." Very helpful to the work of PMS and some of the decisions and consulting it needs.. The last time that the Public Education Advisory Group had a meeting was in November of 2016 and I came on in February...so one has not occurred yet. I am about ready to send out the email message to make the invitations. Many of you will know that there are several internal colleagues who are part of that conversation. But also historically, Sammie Willis from the Midlands Conference, Keri Wilkins from the Northern Conference, Susan Whittle from the Southern Conference and Mary Jane Kayes from the Western Conference but don't be surprised if you get an email from me, inviting you to a new conversation. We will then setup a more regular schedule. I've appreciated everyone's patience as you've waited for this forum to start up again. I do know that there may be some staffing changes since the last time it occurred, and we'll be glad to welcome those if any of the representatives I've just named have changed roles. But do be aware that that's coming and on our first conversation I will be talking about the new website that the NLS will be rolling out this summer, and some other interesting projects for which I will be gathering your consulting advice. Thanks.

Comment: (Richard Smith - NLS)

Thank you, David. Ah, Pam? Paula? Vickie?

Comment: (Vickie Collins - NLS)

We might just mention that the Collection Development Advisory Group did meet here last week, so there was a lot that happened last week with that CDAG group. We're very appreciative of all their recommendations and suggestions.

Comment: (Richard Smith - NLS)

Okay. Ed O'Reilly is the head of that group and I'm sure there will be an Operations Alert on the recommendations later. And with that, we'll go back to NLS Taylor Street and I think, Karen...

Comment: (Karen Keninger - NLS)

Hi everybody. Karen Keninger, and I just wanted to say how good it was to see everybody that I saw in Santa Fe in the beginning of this month, and I am very much looking forward to seeing the rest of you in Ann Arbor next week. I have been asked to speak on the program about a number of things and (I'm) coming prepared to answer all kinds of questions but one of the things that I wanted to tell you ahead of time is that in the evening or at least at the end of the day, we are going to have an Open Forum set up for you to talk directly with us about whatever we've said in the morning that you want clarified, or anything that is on your mind. It will be about 45 minutes or until it's over I guess. But anyway I just wanted to welcome those of you who are going to be in Ann Arbor - to be aware that that's

going to happen. I always look forward to those candid conversations so I'm looking forward to that as well, next week.

Comment: (Richard Smith - NLS)

And, with that we'll open up the line for the questions of any of the 29 participants that are out there... We had no Chairs conference call last week because of all the meetings and the holiday, and the Chairs did not send any email questions so, we're waiting for questions from the field today.

Question: (Debbie Macleod - CO)

Thank you. Well hi everybody. It was great to see some of you in Santa Fe and I couldn't let the whole call go without somebody saying something. Anyway, here's a question for you. I had a brief conversation with Richard when we were in Santa Fe, regarding the Duplication-on-Demand. I know I've talked to Karen about this in the past and when we were in Oklahoma City, Michael was demonstrating his Duplication-on-Demand system, right? The "Katzmann Machine" I call it. Because it's integrated in a way that he conceived it to be able to take the cartridges, check everything in, wipe them out, put new stuff on, spit out a card. I mean, he has the whole thing in a great process – and I would really personally like to see that developed so that we can use that here in Colorado. Particularly with what will probably be the constant threat of IMLS cancellation in which we will probably lose more than half of our staff if that happens. We would need to streamline and that could very well help. So, that being said, I know that when we were in Oklahoma City, there were several other people interested in that model. I know you're working with WebREADS libraries to do a Duplication-on-Demand model but it's a little different than what Katzmann had conceived, so what's the thinking about what he had conceived? And do you foresee that being developed further? Is that something that I can figure out how to put together myself? What's the current thinking? Because I think it was a pretty good system.

Answer: (Michael Martys - NLS)

We can tell you what's been happening so far. The Duplication-on-Demand system – right now, NLS is planning on providing those systems as government-furnished equipment to the libraries, if they wish to use them...the robot would be separate, The government-furnished equipment would be the computer, but the robotic part - where it actually pulls the cartridges and stuff like that - that's a separate item, but I'm just talking about the raw computer system with the "toast rack" where you put all the cartridges in separately. That system has been modified so that it has something called an API, which means it's controlled by a circulation system – and we've published the API and we've modified WebREADS to actually use the interface of the new Gutenberg system. The WebREADS system is under test right now and we're going to run a pilot project with 6 libraries that will actually test the Gutenberg system with it actually being connected to the circulation system. There are actually videos that Katzmann has made that shows you how the whole system works together with the circulation system and, we can, after the call, send you the link to the video so that you can watch it.

Answer: (Michael Katzmann - NLS)

We have – going back well over a year (or) two years – talked to the circulation vendors and have described what's needed for Duplication-on-Demand – that is, the interface between the circulation systems and the duplicator – the machine-to-machine duplication channel and also the extra functionality that librarians would need to be able to specify particular books to patrons and automated systems to generate orders. We didn't get much enthusiasm I guess, because I think libraries haven't pushed the circulation vendors – a sort of chicken and egg (thing) – libraries don't know what they can get out of the system and so they don't push the circulation vendors.

Comment: (Michael Martys - NLS)

The circulation vendors don't know whether to expend the effort to integrate with the new Dupe-on-Demand system because they're unsure what the demand would be by the libraries.

Comment: (Michael Katzmann - NLS)

So we have control over one of the circulation systems, which is READS and we directed our READS contractor to put in this functionality and they started late last year and fairly quickly got a system that worked and we've been tweaking it over the last couple of months and we're just about to get a version that we'll use in the Duplication-on-Demand pilot. An earlier version - like a couple weeks ago – and I created a YouTube showing the operation of the system – well, actually the operation in READS as seen by a librarian, but also the back-room operation – that is, the duplication of the cartridge, the printing of the address card, the packaging and mailing of the finished product. We can send a link to that video.

Comment: (Michael Martys - NLS)

And I think the video illustrates the entire concept from beginning to end very well.

Comment: (Michael Katzmann - NLS)

There are a few tweaks and improvements we've made since that video but, I'm just about to make another one as an aid to those pilot libraries. We've delivered a pilot system to the DC library – just because it's nice and close and, it gives us an idea of difficulties in setting up and what sort of instructions we'll need to include when we're setting up systems in the other libraries but we hope in the next few weeks to send that out to the other five pilot libraries.

Comment: (Michael Martys - NLS)

And then I think that you're envisioning that certain patrons can actually switch to a Duplication-on-Demand model.

Comment: (Michael Katzmann - NLS)

So it's up to those pilot libraries – which patrons they switch over to receiving Duplication-on-Demand service. The way it's set up in READS, any of the patrons could receive an ad hoc duplication on demand cartridge. That is, if you find a patron who wants a particular book that's not available in the regular collection, you can make up a cartridge for them – or a series. If they want a series cartridge with a lot of books by a particular author, they can do that. They have the option of switching patrons from the semi-automated system on READS – receiving cartridges on turnaround or on a particular time period they can switch those from mail card to duplication on demand. We expect those libraries to have a minimum of 25% of their patrons at the end of the pilot period, receiving cartridges via duplication on demand. And of course, after the pilot period ends, they can continue on with the system.

Comment: (Michael Martys - NLS)

I think the advantage for those patrons is that they get all of their requested books at one time – on one cartridge.

Question: (Debbie Macleod - CO)

It appeared from what I saw in Santa Fe, that the duplication on demand system that you're piloting does not have the robotic component. Is that correct?

Answer: (Michael Katzmann - NLS)

That is correct. There is no real advantage - at least for the small libraries – of the robotic system. The robotic system (needs) one of those robots per duplication slot. For each robot you will be duplicating one cartridge at a time. So if you have four robots, you're duplicating four, whereas we're sending out the systems configured with twenty slots, so if you manually fill in those twenty slots with twenty cartridges, it will be duplicating twenty at a time, which is more efficient. We're looking at those robotic systems probably for a contractor who would be like a centralized duplication on demand – who would be doing thousands a day with trying to minimize the labor involved.

Comment: (Debbie Macleod - CO)

We do anywhere between 1500 and 2000 a day at the moment (we send those out in the mail). I don't know how many we would duplicate if we were doing patron-centric cartridges with multiple books on a cartridge. That would reduce the number of books, of course – but it seems more efficient in a way. I'd love to see the video. That would be great. I'll talk to Keystone. I'll also see if there are other people who are interested as well – in the Keystone world – and see if we can't get some interest. Of course, people were trying to get shifted to PIMMS over the last 18 months to two years and that took up a lot of energy – but that's done, so...

Comment: (Michael Katzmann - NLS)

Something we think will help libraries understand the advantages and the differences – certainly as far as patrons go – is having these pilot libraries using the system, communicating with other libraries – CUL libraries and the KLAS libraries seeing the videos and talking to the librarians, will perhaps generate some pressure on those circulation systems to make the change. Once they see the need, feel the demand then perhaps they'll move.

Question: (Debbie Macleod - CO)

We've got two Altecs but we've got Gutenberg running on them. So instead of doing 21 at a time, they do like 16 at a time – and so, we can duplicate a lot at once but, the software that kind of gets integrated – that's a part of Gutenberg and this Duplication-on-Demand, could be used with the Altecs?

Answer: (Michael Katzmann - NLS)

You could use that hardware with an updated version of Gutenberg.

Question: (Debbie Macleod - CO)

We just need to get it tied to the circ system.

Answer: (Michael Katzmann - NLS)

That's the key, because the circ system holds the patron information. It holds the "has had," it holds the books that are available so, it just makes life so much easier.

Question: (Clayton Altom - TN)

Hi everybody. I just wanted to clarify. That interface was created to work with different ILS systems, correct?

Answer: (Michael Katzmann - NLS)

Well, it's a generic API (Application Programming Interface) and that's part of the integration, so the circulation systems have to write their end of the communication protocol to be able to send these orders to the Gutenberg system.

Comment: (Michael Martys - NLS)

But the technology that was used for the API is industry-standard. There's nothing complex about it. It's a technology that's very common.

Comment: (Michael Katzmann - NLS)

And it's what they use now to communicate with PIMMS... They already had the experience in doing that – with PIMMS – and we thought it would be less effort for them to be able to use the same – what we call SOAP protocol - to talk to this device.

Question: (Clayton Altom - TN)

Okay, so the pilot is going to test its effectiveness working with WebREADS but it's going to be up to us to push KLAS and the other ILSs to come from their end and make it work. Is that what I understand?

Answer: (Michael Martys - NLS)

I think the "push" word might be the wrong word, but what you want to do is to let them know that there's interest by the community so that they can understand that there is a business need and customers that would be interested in the work. They won't invest the effort until they know the customers are interested.

Question: (Maureen Dorosinski - FL)

I was so excited to have met everybody at... Santa Fe and well, I'm doing something great here at the library and I thought I'd share it and ask for any input. For the first time ever, we are partnering with our CVI group here on campus and we are doing a Summer Reading Program.

Question: (Richard Smith - NLS)

Maureen, what's CVI?

Answer: (Maureen Dorosinski - FL)

The Center for Visually Impaired. It's very exciting. It's never been done before and my experience is in public libraries, so I'm very grateful for their collaboration because they're bringing in the aspect of... any obstacles or challenges – working with kids and programming and things – what would work and be successful and what wouldn't. I was wondering if anyone had any suggestions or what I could work with. What I'm doing is, there's a national collaborative summer library program. This year's theme is "Build a Better World" so it is all architecture, construction, discovery, space, communication and art. So I was wondering if in your experience you've had anything that has worked in the past? Any idea is great – for Summer Reading programming for grade school kids.

Answer: (Richard Smith - NLS)

You know, we have a number of libraries out there that have Summer Reading programs. They have children's programs. I know in the past Missouri had – I think Lisa if she's on the phone, she can get together with you on what has been successful. But we have a number of libraries that actually do that and follow the national Summer Reading program theme. So, I'm sure someone may call in right now or email you in Florida and give you some help.

Comment: (Maureen Dorosinski - FL)

Oh, yes please. Okay. Thank you very much.

Comment: (David Pellizari - NLS)

Maureen, this is David Pellizari with PMS at the NLS and, as your program gets going and when you're ready, please share information about it with us. We will use our Facebook postings to help you get the word out – but also just to praise you in front of your backs and behind your backs for this good program. We are especially happy. Through our Facebook feed, we now have a more structured plan for doing Facebook posts about all the extraordinary things our Network libraries are doing – and we would love to show you off and show off this program. You can send us some info early on, and our feed might help you get the word out and you can also send us some info as the program wraps up so that we can have a summary posting about it but we would be delighted to do that. Pictures, pictures are always helpful for Facebook. I know you'll be busy but as you get to thinking about this, anything you want to share send it forward and we'll help.

Comment: (Maureen Dorosinski - FL)

And, we're also going to be focusing – CVI is going to be focusing on braille. We've been getting some extra items from our public library and we have a transcriber right here and we're going to go ahead and make some more things accessible in braille and it's going to be a great time.

Comment: (Richard Smith - NLS)

Well...we can have a short meeting this month and get better questions in June. (It's) the last day of May so enjoy it! Thank you for calling in. We'll talk to you next month.

No more questions or comments.