

NLS Telephone Forum – 08-30-2017
(paraphrased)

Comment: (Steve Prine - NLS)

Good afternoon and welcome to the NLS Monthly Open Forum call. It's a beautiful day here in DC. It started off rainy but we are getting sunshine. 76 degrees. Nice day for the end of August. In the room with me in the Adams Building, I have...

Comment: (Library Staff - NLS)

David Pelizzari with Publications and Media; Vickie Collins, Network Services section. Taylor Street: Neil Bernstein, R&D; Chris Corrigan, Bibliographic Control; Margie Goergen-Rood, Quality Assurance; John Brown, Engineering; Andrew Skinner, Production Control. Madison Building: Judy Dixon; Don Olson, BARD Operations;

Comment: (Steve Prine - NLS)

Great. Thank you all for joining us. Richard is in training this week, as are a number of other people who are out, so I am hosting the call. One of the things that came up last week is, the Conference Chair call (there was concern) about the cost of the hotel in Nashville – and so, I guess we'll just address that first. That rate is the best rate we could acquire in Nashville. Obviously it's less than it was in San Francisco but it certainly wasn't as low as we had hoped for or anticipated but at this point the contract is signed, so we're on track to hold the conference there next year. And with that, Adrienne I think we're ready to open it up for questions.

Question: (Veronda Winters - MO)

Hello. I had a question about the overseas boxes. We have been trying to get overseas boxes from Multi State East for like, 3 weeks now, and they have told us that they should be coming directly from NLS.

Answer: (Steve Prine - NLS)

I will have to follow up on that. I know that the Multi States receive the bulk of any quantity of materials that we get, although NLS does receive some in reserve, so there may have been a discussion between the Multi States and our Inventory Management – so I will follow up on that.

Question: (Veronda Winters - MO)

Okay. And I also had another question about the recycle cards that we're using for our cassette books. I have requested some of those and I haven't received those yet. Is there a shortage? Or is there an amount that you're giving us?

Answer: (Steve Prine - NLS)

No. You had asked for 30,000. I don't know if they'll get out before Friday or not, but if not, they'll go out next week.

Question: (Reed Strege – CA8)

I had a question about cartridges. I was wondering if NLS has any plans this current fiscal year – or this coming fiscal year I guess – to distribute any more of the cartridges to Network Libraries like Braille Institute – these are the peach-colored cartridges.

Answer: (Steve Prine - NLS)

I know what you're talking about. I would probably have to defer to Michael Katzmann, who I don't think is on the call. John, do you know if any peach cartridges were ordered?

Answer: (Andrew Skinner - NLS)

I could follow up with Michael on that, but I'm going to default to a 'probably not' but I will follow up with Michael.

Question: (Steve Prine - NLS)

Reed, out of curiosity, how many cartridges are you interested in?

Answer: (Reed Strege – CA8)

Well, as many as we can get. We're sort of down with our Patron-Centric Cartridge program. We kind of worked our way down last year – and...it's really more for planning purposes. We're taking inventory of how many cartridges we've got. We do a lot of Duplication-on-Demand in-house here as well, so just...trying to figure out how many we need to save and if and when we need to go to Alcor ourselves, how (many) can we buy ourselves basically.

Question: (Maria Socher - TN)

Hi. I wanted to see what the status was on the resolutions from the May Western/Southern Conference.

Answer: (Steve Prine - NLS)

They're circulating with the administration here at NLS. I would guess – I would hope - that when Karen is back next week, and Richard is back in the office, we should get final approval and then we'll get (them) out.

Question: (Debbie Macleod - CO)

I have a question that's come up and I need some clarity on this. I was under the impression that on books – particularly magazine cartridges – then by association, with (cartridges with multiple books) that the 'bookshelf' announcement would come up first – that it would alert the patron that there are multiple books and also give the announcement as to how to use the bookshelf' feature. But I was speaking with some patrons on Monday and she was saying, "Well, I get these magazine cartridges and I just listen to the first magazine because I don't know if there is any other magazine on it" and she knows she subscribes to three. I asked her if there was an announcement on it and she says "no." So I explained to her how to do it but, I just made this assumption that there was this announcement, so clearly, is this wrong? Or is it possible to put it on – so that at least the first time it pops up to alert the patron that there is more than one thing on the cartridge?

Question: (Margie Goergen-Rood - NLS)

You're talking about the magazine cartridges, right?

Answer: (Debbie Macleod - CO)

In particular, but I would imagine that that would go for any kind of compilation – but at least the magazines, yes.

Answer: (Margie Goergen-Rood - NLS)

Well, the very first thing that comes up is the announcement (about) how quickly you have to return the cartridge. And then that's followed by what's going to be the different magazines...with the table of contents. I guess I'm not really understanding what the deal is.

Comment: (Debbie Macleod - CO)

I don't get magazine cartridges, so I've never listened to one – and I have no idea how it actually plays, but she said, there is no announcement on it. She just listens to the first one.

Comment: (Margie Goergen-Rood - NLS)

That's really a question for Michael Katzmann.

Comment: (Andrew Skinner - NLS)

The magazines differ by when they're released. You can't make an announcement for which magazines are on each cartridge, because of the release-date differences. You might subscribe to a biannual as well as a monthly and, every six months, you'll have two magazines on it, and then every month there would be one – or there could be a quarterly, a monthly and a biannual. You'd have to record every option possible – if that makes sense.

Comment: (Debbie Macleod - CO)

But Andrew, that's not exactly the issue. It's the announcement that there's more than one magazine on this cartridge... The question is: can the player detect when there is more than one item? Book item, magazine item, whatever you want to call it. Can it detect when there's more than one on a cartridge and alert the patron. The 'bookshelf' feature was kind of an afterthought in the player design, and it's been only marginally implemented.

Comment: (Andrew Skinner - NLS)

I see what you're saying, and I don't think it does actually announce...the fact that there's more than one title.

Comment: (Library Staff - NLS)

The patron actually has to know to press the "bookshelf" button, to see if there is anything else there.

Comment: (Debbie Macleod - CO)

Okay. I explained that to her, and it seemed to me...because I know that there was this announcement – I completely misunderstood the whole bookshelf features, so I assumed that if the producer was putting more than one magazine onto a cartridge, that the bookshelf announcement would go first, and that would alert the patron to press the play/stop button to get into 'bookshelf' mode. There used to be some words in that announcement that

there might be more than one item on this cartridge. I don't know if that's still part of that announcement anymore or not.

Question: (Library Staff - NLS)

Wasn't that what we were calling the "leaflet"?

Answer: (Debbie Macleod - CO)

Yes.

Question: (Library Staff - NLS)

And it said something about how to use the bookshelf. Did it not?

Answer: (Debbie Macleod - CO)

It did, and it said there may be more than one item, and it told you how to find out. That announcement has gotten changed several times over time.

Comment: (Andrew Skinner - NLS)

If I may add, in the case of cartridges with multiple books, when the cartridge is first inserted, it will indeed say how many books are on the cartridge – as it will with the magazines.

Comment: (Debbie Macleod - CO)

Okay. You have to think about...we're always getting new patrons and they don't know how things work and if they sign up for magazines, you send them a cartridge. If it doesn't say there's more than one magazine, and/or instructs them how to use it, then they don't know – and they don't even know to ask – and it would mean that we would have to train every new patron on the 'bookshelf' feature, in case they want to use it. So from a customer service perspective, you might consider changing the process so that you could add that announcement onto a magazine cartridge that has more than one magazine on it.

Comment: (Library Staff - NLS)

We will look into it

Question: (Sue Chinault – MI9)

Hello. This is another box question. We're really on soapboxes and cardboard boxes and everything else here today, but I've had a request from our machine handling person, that we find out who supplied NLS with the boxes for the machines, so that we can order them if we need to purchase them ourselves and/or at least have some specs on them so that we can arrange to acquire.

Answer: (Steve Prine - NLS)

Okay. Shana Osborne – our Equipment Control Officer – isn't here today, but we'll have her get back in contact with you.

Comment: (Shellie Zeigler - MS)

Hi...I just wanted to share something that happened here, that we're pretty proud of. We had our 3rd Annual State Book Festival on August 19th and 20th and we were really excited because we had the Librarian of Congress come, and it was like the President was here and it was really exciting. She did come to the Library Commission the day before. She and one of our Congressmen gave a story time for some of the students from the School for the Deaf, which is next door. I tried to get the School for the Blind, but we had some issues. And so, they did that, and then afterwards, they had a presentation that she gave and then we had a bunch of public library directors come to that, and it was very well-attended. The next day was the actual Book Festival, which was downtown at our Capitol, here in Jackson – and she was interviewed by our Congressman Gregg Harper, I believe – and it was actually on C-SPAN. If you go online and look her up, you can find the interview. It lasts for a while. It's a good, long interview and you find out a lot about her and how she became a librarian and you also find out about how she has some family here in Mississippi – which everybody here was really excited about. Overall, we were just thrilled that she came. We had the Librarian of Congress – they always have a booth here as well. We had a little over 6,000 people attend. It was wonderful. We were all just super-thrilled that she was here. She is just a wonderful person and I just wanted to share something positive that happened.

Comment: (David Pelizzari - NLS)

Shellie, this is David from the Publications and Media group that handles Facebook for NLS. If you have photographs or anything that you can send our way...

Comment: (Shellie Zeigler - MS)

Oh yeah, we've got a lot.

Comment: (David Pelizzari - NLS)

We were aware of the event ahead of time and in fact, tried to foist some braille books off on Dr. Hayden to take with her, but because she was going to talk to a school for the deaf, we made other decisions. We're supposed to get photographs from the Librarians Office but they haven't arrived yet. We can post a link to the C-SPAN interview and we'll gladly do that, but – it would be especially precious to us if you have photographs, basically of...your team to show off.

Question: (Shellie Zeigler - MS)

Oh yes. We have lots of...intimate photos of her with the children... Who should I send those to?

Answer: (David Pelizzari - NLS)

After this call, I will send you an email and then you'll see it coming from me...

Comment: (Mike Marlin – CA9)

Good afternoon. I had a comment about the book machine but first of all let me say that that was a very heartwarming. She is a wonderful librarian indeed and we should all be very proud. Regarding Debbie's comments about the 'bookshelf' feature, I just ran into my office and experimented. The 'leaflet' announcement comes at the very beginning of a multiple magazine cartridge. So that's the only time you hear it. After that, you just get the 'number of books' announcement like, "14 books." So I don't know if there's a way to have the firmware announcement play every time the machine is turned on or off, or every time the cartridge is plugged back into the machine – to remind the patron. That might be one workaround. But, it is there at the very beginning.

Question: (Deborah Stroup - MO)

Hi. I was wondering where you are in the process of replacing Bob Axtell?

Answer: (Vickie Collins - NLS)

He's irreplaceable (laughter). Chris Corrigan is there, acting in that position. That's been very helpful to have an extra person in Bibliographic Control.

Answer: (Steve Prine - NLS)

As far as I know, the position has not been posted yet. But it's my understanding that we do intend to post the position and fill it.

Comment: (Deborah Stroup - MO)

Well the reason I'm asking is because there seems to be a real lag time now between the time we do our BARD submissions bib records, and the time they appear on Voyager. And there doesn't seem to be any rhyme or reason – like, I can put a book up, and it will be there in a day or two and I'll submit another book and it won't be there for a month. So I'm not sure what the process is.

Comment: (Chris Corrigan - NLS)

Well, can we talk offline and we can talk specifically about what the books are?

Comment: (Deborah Stroup - MO)

Sure. I can email you when we get finished.

Question: (Debbie Macleod - CO)

Hi again. Just quick, I wondered if you could share those (DTBM) box specs with the whole network?

Answer: (Steve Prine - NLS)

Yes. We'll make a note of that.

Question: (Linda Vincent - WI)

Hi. I have a question from one of my staff members. They said that last year they were able to see a history of all the boxes sent to ForSight Vision Center for the DB recall. But this year, even though we've sent at least 36 boxes, nothing is being shown as received. Does anyone have any information on that?

Question: (Andrew Skinner - NLS)

Are you talking about the tracking sheet that you add to the information on?

Answer: (Linda Vincent - WI)

Well, it's online – and you can actually go online and see that it's been received.

Question: (Andrew Skinner - NLS)

Where online?

Answer: (Linda Vincent - WI)

Oh, someone sent the question to me and they've already left for the day. I believe it's in "shipment history" but I think it's in PICS.

Answer: (Andrew Skinner - NLS)

I'll take a look at it and see what's going on with that. With their personnel change and management change at VisionCorps. That might be part of it. It might have been dropped, so I'll get on top of that.

Question: (Susan Hammer-Schneider - ND)

Hi. I have two things I want to ask. The first one is, we've had patrons call here for BARD support, but it's almost too technical for us so we've been giving the BARD Support phone number – and we would like to know, who does that go to? That phone call.

Question: (Chris Corrigan - NLS)

There currently isn't a number for BARD Support. What number are you giving people?

Answer: (Susan Hammer-Schneider - ND)

Let me see. It is (202) 707-9271. That's what's on the website...on the NLS website. The new site that just came up.

Answer: (Don Olson - NLS)

Yeah, that's my personal number actually. That is not a bad thing. However, the most appropriate thing to do would be to – and we would have to do this on our end – is to have them send an email to the BARD Support folks at nlsdownload@loc.gov .

Comment: (David Pelizzari - NLS)

Don, we'll confer with you about how to clarify what's on the website, so that the right information is there

Comment: (Don Olson - NLS)

Yeah we'll take care of that. David and I will get together offline.

Question: (Susan Hammer-Schneider - ND)

When you get something done, can you send out an email for this?

Answer: (Don Olson - NLS)

We really prefer things to go through the email.

Comment: (Michael Martys - NLS)

The primary reason for the email preference is that we don't actually have enough of a capacity to properly support a phone number. And so, the official policy is that we provide our download support through the email address. We've never really advertised the phone number in the past because...if you don't have the capacity to do it right it's actually counterproductive.

Comment: (Susan Hammer-Schneider - ND)

There are some things (that are) on your end. We feel that we can't answer those questions...

Comment: (Steve Prine - NLS)

Well that is what the BARD support is for – is to respond to those kinds of questions, and they will.

Question: (Susan Hammer-Schneider - ND)

The other thing is – this is from my cataloguer – in the book record, there are annotations that list companion books in the annotation, but they haven't been converted from RC to DB...They're not on Voyager and they're not on BARD either. An example is: DB 52463 – Suzanne Somers' "Eat, Cheat and Melt the Fat Away" and in the annotation it gives two companion books. They give a DB number but they're not in Voyager or on BARD – and we're wondering, are they going to be converted to DB or what? We have them on WebREADS but they're not on Voyager or BARD...and the companion books are 48948 and 48777.

Answer: (Don Olson - NLS)

Very good. We'll look into it.

Question: (Michael Lang - KS)

Hi everybody. I was just curious if there were any updates on how the pilot program for Duplication-on-Demand was going with those WebREADS libraries who are participating.

Answer: (Michael Martys - NLS)

Aside from any libraries that might be listening in on the call, it would be Michael Katzman and (unintelligible) and both of those individuals are not available on our call so we don't have much of an update.

Comment: (Steve Prine - NLS)

If any of the WebREADS libraries participating in the pilot would like to say something, we encourage you to join the conversation.

Question: (Chris Eaton - FL)

Hi this is Chris in Jacksonville, Florida. I just have a question. Some information has gotten to our people here in northeast Florida about a coming pilot program for a refreshable braille display. Any news about that?

Answer: (Steve Prine - NLS)

The Massachusetts regional library is actually doing a pilot project with refreshable braille displays. They started August 3rd. They're doing it because they went ahead and purchased from Orbit some refreshable braille displays and so, they're rolling them out slowly because they were unable to get the entire amount they ordered at one time. NLS is watching this pilot project because we think we can learn some things that will help us. But what we're going to have to do is develop those requirements and specifications for a refreshable braille display and then actually go out on an open bid for it. So, NLS' pilot project is several years away.

Comment: (David Pelizzari - NLS)

Chris, this is David again, from PMS. You or your colleagues may have already done this, but the launch event for this preliminary pilot that Steve Prine referred to, was on the 3rd of August at the Perkins Library, and on the Perkins Library website, you will find a nice description of the overall scope of the pilot, its goal and an approximate timeline for the preliminary phase. Kim Charlson from Perkins and Karen Keninger from NLS sort of co-hosted and co-launched the event. It's a place to start if your colleagues are looking for some nuts and bolts of what the pilot is.

Question: (Craig Hayward - NC)

I just wanted to find out who I send photographs and such for another event. We just actually finished a live-stream event in Raleigh at the Governor Morehead School, with Lex Gillette who is a Paralympian – and Renee Chou (who) is a local TV reporter who also spent time at the Rio Olympics – about their experiences. It just wrapped up. I just wanted to find out where we send that kind of stuff.

Answer: (David Pelizzari - NLS)

Hey it's Christmas in August...Craig this is David again. After this call – Just as I'm going to do with Shellie in Mississippi – I'll send you an email with my name and the names of my colleagues who will want to receive your material will be on that email. How's that sound?

Comment: (Craig Hayward - NC)

Thank you. I appreciate it.

Comment: (Susan Hammer-Schneider - ND)

This is about the Duplication-on-Demand. We've been testing it. For the most part, it's going to be good. However there are a number of bumps in the road that still need to be fixed. We're not going to go live with it until a few of these issues can be fixed...so we can test them. It is going to be a very nice feature – especially for those patrons who like to read books in series, or are really avid readers – we can load them up with books. One thing that we're pondering. How long can they have these cartridges for? For what we've tested, we like how it works...it will be a nice feature to have for the patrons.

Comment: (Michael Martys - NLS)

I would just like to remind people that that's the whole point of a pilot – is to shake the system down and find the glitches and to work those out and to find out what the best practices are, so this is normal from our perspective.

Comment: (Steve Prine - NLS)

We appreciate everybody's participation and, just to save David's voice, I would like to remind you that if you have an event, and you would like to share it with NLS so that we can put it on Facebook, we definitely want to hear about it, so with that, I will say thank you everyone for your participation and we look forward to talking to you next month.

No more questions or comments.