

NLS Telephone Forum – 10-25-2017  
(paraphrased)

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

Thank you. It's a beautiful day here in Washington. We're running behind. We have so many projects and pilot projects and we're moving and shaking and we fell behind. Anyway, we have two, four, six people here at the Adams Building. My name is Richard Smith, Chief of the Network Division – and to my left is...

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

Juliette Appold, Music Division; Kristen Fernekes, head of the Publications and Media section; Vickie Collins, Network Services; David Peratta, Network Program Specialist; MaryBeth Wise, Network Consultant; ...Judy Dixon, Consumer Relations Officer; Paula Bahmani, Education and Training; Neil Bernstein, Research and Development; Mike Martys, Automation; Shana Osborne, Equipment Control Officer; Ed O'Reilly, Collection Development

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

Well that's good. I was unable to ask the group up (at) Taylor Street if they had anything to present, so I'm going to start with MaryBeth, and she's going to mention the biannual conference – and if Taylor Street – Judy or Paula – had anything to say, we can get with you after MaryBeth.

**Comment: (MaryBeth Wise - NLS)**

Yes, so we are planning the agenda for the 2018 conference in Nashville and I want to thank those of you who responded to the survey of conference topics. We had 39 states respond and 52 people – so if you have not responded to the survey yet, you can find the link on Op Alert 17-62. So far, we have the top 5 choices for the conference topics from the Network. 1. The next-generation wireless player. 2.) Strategic planning for LBPHs. 3.) Refreshable braille display. 4.) Partnering with other institutions, and 5.) Preparing staff for changing times. So those are the top 5 conference sessions chosen so far – and I'll keep you posted.

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

So I want to open up the...Taylor Street or Paula or Judy, if you have anything, step forward.

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

We do not have anything here, Richard.

**Comment: (Vickie Collins - NLS)**

I'll just say 'thank you' to everybody for submitting their Readership and Circulation statistics.

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

And just a note – I mentioned it in the LBPH post, but – because of the holidays, we'll combine November and December's phone call to December 6<sup>th</sup> (Wednesday) and we'll have one phone call for the next two months. With that, let's open it up to any questions... There are 39 people out there. I know someone has a question.

**Question: (Angela Fisher Hall - AL)**

I've got a question about the publicity that we are running nowadays and I'm trying to understand – will we be getting an update every week indicating whether or not we have people interested in our library service? And what does the term "Helen" mean in reference to this?

**Answer: (Kristen Fernekes - NLS)**

I can answer at least part of that. I can't answer the "Helen" part of it... I can give you a little background on the 'publicity' component of what we're doing. Right now – as of June – we've been running a Digital Outreach campaign – so that's three types of digital advertisements that are going out. One is Facebook advertising. One is 'keyword' advertising, so that when people go into various search engines – Google, Bing and Yahoo right now – and search for terms that we would all find familiar, they're actually 'fed' an ad for NLS. So, this is specifically intended to target groups who – based on their keyword search – we believe would be interested in our services. And then also digital display ads placed on various websites that – again – we believe (would attract) people who were interested in our services. Basically all of those people are being directed to the website to fill out a form that indicates their interest – and that form is essentially what we call 'Helen.' We used to have her picture on the old original website... It's just a sorting system, so those are distributed to the Network libraries to respond to individuals who are interested.

**Question: (Deborah Stroup - MO)**

Hi this is Wolfner Library. There are a few of us here. We were wondering about the...refreshable braille display, so can you give us any information about where that project is?

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

There are two pieces to the refreshable braille display going on at the moment. There is the development of the NLS braille display and, last summer we talked about doing an RFI where we sent out an inquiry to the world, asking potential manufacturers specific questions about a braille display – and what is the reasonable thing to do and, can they do this or do that. We did get a number of responses. They were very, very positive and very encouraging. And now there's a team of us developing the RSP, where we're going to develop our requirements and send that out to the world saying, "okay, manufacturers, this is what we'd like you to bid on." We're hoping to have that finished just in the next couple of weeks and (then) go off to Contracts. Contracts have to work its magic with it for several months and then it will go out into the world sometime in the spring. Hopefully that will work. The other piece that's going on is, the Perkins Library is doing a pilot. We had hoped that by this time they would have quite a few braille displays out in the field. That has not happened. They started with 10 in August and they still only have 10. So, this is probably going to end up being a fairly small pilot, but it is going well.

**Question: (Deborah Stroup - MO)**

So, overall, how long do you think the timetable is before we will have these to circulate to our patrons? I know it's a few years but...

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

Well, we're hoping that we'd have a significant number of them for you to circulate by fiscal '19 – but I've been at NLS long enough to be very wary of any kind of prediction of when things will happen.

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

Yeah we are excited about that because of the fact that it wasn't even thinkable ten years ago – and it may come about within the next few years. (No calls in queue) We'll just wait a minute. Anything else going on? We had a good MOCA meeting yesterday – Mobile Cartridge – with about 50 libraries on the line, and we're moving forward with that project. We have a pilot project with the refreshable braille, going forward, and we have a conference coming up. We're excited about that. And the publicity – which is great. Absolutely.

**Question: (Mary Jane Kayes – CA9)**

We had a question come up the other day – and I missed who all was at this meeting so you may not have somebody to answer it. Thinking back to the High Volume player: You guys send it out, and we don't know what to tell the patron to look for in terms of packaging. It was our understanding that the headphones and the player would be together in the box and, I think that's not the case now. I'm not sure. Can somebody describe what pieces of packaging get sent with the player and how many pieces?

**Answer: (Shana Osborne - NLS)**

The High-Volume player is issued in the same box that the normal players are issued in. The High-Volume headphones are included in the box along with the player...They're not the old, large headphones that you previously used. They're the same size as the silver stereo headphones. They're just black.

**Question: (Mary Jane Kayes – CA9)**

And you're able to squeeze those in there?

**Answer: (Shana Osborne - NLS)**

Yes ma'am.

**Question: (Mary Jane Kayes – CA9)**

Okay so when somebody is returning their High-Volume player to us, should they also be including those headphones?

**Answer: (Shana Osborne - NLS)**

No. Those headphones are for them to keep. We do not recycle or reissue those headphones.

**Question: (Mary Jane Kayes – CA9)**

And will our staff – at that point – be able to tell that it's a High-Volume player?

**Answer:** (Shana Osborne - NLS)

Yes. It will have a warning label on the side where the headphone jack is.

**Question:** (Mary Jane Kayes – CA9)

That should go back to you then, ultimately.

**Answer:** (Shana Osborne - NLS)

Correct.

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

Hi. My question is for Michael Martys. Could you give us an update on PIMMS? How it's working?

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

I'm not sure what you mean, Andrew.

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

Well, I know we went through a troubled time, you know, with the servers but...anything progressing that you're looking at for the future?

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

Well, first of all, the issue that you were talking about was a performance issue that we had with PIMMS where there was a certain expectation that it would get a certain amount of reconciliation records processed in the middle of the night. And when all the libraries were hitting it, the PIMMS performance was such that the libraries couldn't finish their nightly work. We had to spend some time testing PIMMS – basically doing high-load tests on it – and then making changes to it so that it could process the incoming queries at the proper rate to let the libraries get their work done. We believe we have done that. The changes have been implemented and fixed, and we believe that the performance is at a satisfactory level right now. The KLAS systems are functioning well with PIMMS. The CUL libraries are still working through a few issues – and we still have the two libraries that are independent, that are not quite there yet. But I would assess the status of PIMMS (as being) in pretty good shape.

The next thing that is on our plate over here is the actual shutting down of CMLS. Even though you guys don't see it anymore, it's still running in a backup capacity. That's our next major task – to shut that down and to have PIMMS take over all the aspects of normal duties. It's pretty much doing 99% of everything right now. I think there's just one report that we still pull from CMLS – and that's going to be migrated to PIMMS. The next big change that we're working on – this isn't something that directly affects the libraries – is that we're making some changes to PIMMS so that the data it collects on the labels that we make for braille publications, is more accurate. We use that information for generating our yearly statistics on braille. On our last run, we determined that we had some inaccuracies in the data so, we had to change the way we collect the data to make it more accurate – and that's our project that's underway right now.

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

We see it working seamlessly for us though. It's not like, an issue. I was more curious than anything else on how things are going.

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

Yeah one of the to-dos on my list is – we should be able to do daily updates of MOC subscription addresses now – from PIMMS and that's one thing I have to implement – get away from the weekly cycle and go to a daily cycle...

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

Anything happening on the app design stuff – we're just maintaining ourselves or are we looking forward for the future?

**Answer:** (Neil Bernstein - NLS)

The next version of BARD Mobile for iOS is just about to wrap up development. It should be any day now. Then we're going to go through a test and a beta test and then we'll be pushing that out and just today we were meeting on the features for the next version beyond that, which will be 1.3 – so we've got good stuff coming. The Android side is receiving an update as well, although I'm not as familiar with the timing on that one.

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

There's a BARD Express update in the works also. Don Olson is in the midst of testing the features (that are) being added and I think our timing is at the end of the year for BARD Express to be released. If you have questions about what's in that, you can direct them to Don Olson but in a nutshell we're adding some subscription features and I think braille downloads.

**Question: (Maureen Dorosinski - FL)**

I was wondering if you knew when we would be getting Styrofoam sets in, because we've had to purchase more bubble wrap. We have a lot of machines that don't have...styrofoam. I was wondering when it would be coming back in stock.

**Answer: (Shana Osborne - NLS)**

Hi Maureen, it's Shana... So styrofoam is currently at the warehouse. We're waiting for it to ship. (With our fiscal year funding) we were just waiting for everything to clear, then we could pay for the styrofoam and have them ship it to the Multi State. So, just waiting for that process to happen and once that's complete, everyone will have styrofoam. We hope you guys will have it (in the) upcoming week. I'll send out an Operations Alert to let everyone know when styrofoam becomes available – so we hope to have it very soon.

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

Everyone must be enjoying the day. Maybe the sunshine is all around the country. Since there are no more, we'll see you next (December) right? (December 6).

No more questions or comments.