

NLS Telephone Forum – 01-31-2018
(paraphrased)

Comment: (Richard Smith - NLS)

Hello how are you doing? I just got in from a meeting. 31 libraries are connected. It's a beautiful day today... We do have a few people. It's been awhile since we've talked with you. I think a few people wanted to mention a few things. First we have Kristen...

Comment: (Kristen Fernekes - NLS)

I just wanted to follow up very quickly. Recently I sent out an Operations Alert about our upcoming outreach campaign. As you all know we've been running digital ads since June of 2017 and we're very excited to move into the next phase of our outreach campaign with television and radio advertising, which will begin on February 26 on a number of television and radio outlets. On the operations alert I sent out I sent a link to a private web page so that all of you could take a look, and listen to the television and radio ads. That was password protected. If any of you have trouble getting and please let me know. I don't have a lot to add on that but I did want to give everyone an opportunity to ask any questions if you have any. Richard, would you like to do that now or do you want to wait till the end?

Comment: (Richard Smith - NLS)

Why don't we wait until the end – after we do our short announcements here.

Comment: (Kristen Fernekes - NLS)

Okay. So in closing we're very excited and I'll be happy to answer any questions when the time comes.

Comment: (Shana Osborne - NLS)

Hello everyone. I just wanted to let you guys know that the battery packs have been replenished and they now come in quantities of 60 so you can order from the Multi State Centers. Both Multi State Centers are filling back orders so if you haven't received an order give it a couple days or so because they're filling back orders.

Comment: (Paula Bahmani - NLS)

Hi everyone. I just wanted to give you an update on the MOCA patron pilot. We are in the final stages of quality checking the MOCA devices. We hope to wrap that up by the end of this week. We are also checking carrier maps against patron addresses to ensure that each participant is sent a device that has the best possible chance of connecting to the network. As we get a final count of devices that pass QA, we will begin to roll out to patrons. Our plan is to roll out to four libraries a week. One from each conference for the first several weeks and then we'll ramp up to more libraries per week as we encounter and correct inefficiencies in the rollout process. Each library will receive a FedEx tracking number for the devices sent to each patron. If you want that tracking email sent to someone other than the regional librarian, please let me know. This will also be the indication that the pilot has begun for your patrons.

Comment: (Richard Smith - NLS)

This goes in with the MOCA program pilot and in our future migration to wireless delivery. Basically a major concern with migrating to a wireless environment is the cost of connectivity for sending the books over the Internet down to your wireless machine or any device – so we're trying to do the cost of that and one of the things we have been exploring is trying to work with the FCC (and the) Universal Service Fund. It provides discounted telecommunications to schools and libraries in the United States. We (NLS) think that we will be able to develop a consortium to get a 90% discount on our e-rates to make it an affordable program down the road. But we need your help. We'll need a signed letter - and we'll post it in an Operations Alert – that you are indeed a Network Library of NLS. We'll send you will form. We'll want you to fill it out and sign it. All you need is the zip code of your home library. Is that right Chief?

Comment: (Steve Prine - NLS)

They'll need the zip code of the school district headquarters where their library is located. And this is for FCC tracking purposes.

Comment: (Richard Smith - NLS)

Well anyway we'll get (out) that Operations Alert. It's due next week, so we're going to try and rush it out so that our regional libraries can get it back to us all as in a timely manner.

Comment: (Andrew Skinner - NLS)

You should have seen an Operations Alert come out for overarching guidelines for Recall 4 Reuse. You'll be provided boxes from the Network division that you fill with these 44 containers and cartridges that you send back. We're discontinuing the online logging of it – the Google sheets – just to make it easier on you. The number of boxes you get is the number you need to fill and get back so work with your Network Consultants for the quantity of boxes you will be receiving and it should make the program a little bit easier for everyone.

Comment: (Vickie Collins - NLS)

I just wanted to mention on behalf of Network Services that we do have a few openings in the March 6, 7 and 8 Orientation session – as well as the Equipment Workshop on Friday the 9th. This will be a great opportunity for anyone who wants to see our newly refurbished facility. So please let your network consultant know - or me - if by chance you're interested in attending.

Comment: (Steve Prine - NLS)

And to pick up on that I'd just like to point out that obviously the renovation is over – except for that drilling sound you hear in the background – and we're all back in one facility again and we're happy about it. There have been a couple of personnel changes. Michael Martys is now Senior Advisor to the Director.

Comment: (Michael Martys - NLS)

Doug Ament is the new NLS Automation Officer. Organizationally the Library of Congress is undertaking a centralization effort of the IT staff across the library, and the IT staff that was a part of NLS has been reassigned to report to the Office of the Chief Information Officer. Doug Ament - the person who replaced me – is actually a part of the IT organization of the Library of Congress (as opposed to NLS). He works with us and he'll be handling the responsibilities that I handled prior to this change. If there are any particular questions that you have, you can ask them during the call and I will answer them.

Comment: (Richard Smith - NLS)

I do want to mention, we were reviewing the Network Consultants and I think we shortened the reports that they give – from over 20 pages down to less than five. In addition, I just looked at the statistics over the last year, and I'd say 90% of our consultant visits were under four months. When I first got here it was getting up to 10 months because of the paperwork – so the Network Consultants really streamlined the consultant visits. We're trying to do that a little more. We have the consultant questionnaire, the consultant analysis, the self-evaluation. That was 21 pages. I think we'll drop that down to a more reasonable length – from 21 to hopefully under 5. The Machine Lending Agency documents were again over 20 pages. I had Shana Osborne look at it. We think we're going to make that an annual report – and again, we'll whittle that down to hopefully under 5 pages. So, that won't go with your Consultant visit. We'll switch that out. The whole idea is to streamline the Consultant visit. Maybe we should go around and introduce ourselves. I'm Richard Smith, Chief of the Network Division...

Comment: (Library Staff - NLS)

Paula Bahmani, Education and Training Specialist; Andrew Skinner, Production Control; David Perrotta, Network Program Specialist; Kristen Fernekes, Head of the Publications and Media Section; Michael Martys, Advisor to the Director; Steve Prine, Network Division; Margie Goergen-Rood, Quality Assurance; Ed O'Reilly, Collection Development; Vickie Collins, Network Services; John Brown, Engineering; Michael Katzmman, Chief of the Materials Development Division; Pamela Davenport, Network Consultant; Shana Osborne, Equipment Control Officer; Neil Bernstein, R&D; Judy Dixon, Consumer Relations; Doug Ament, Automation; Meredith Beckhardt, Reference Section;

Comment: (Richard Smith - NLS)

A full crew. Excellent. I also want to mention that nominations for the Network Library of the Year awards are open, though I think you all have the information for that. David is going to help this year to run that program. I think with that, we'll open it up for questions.

Question: (Rose Azuko – Access Services Fair)

Good afternoon everyone. I just have a question about eligibility. So, with reading disability, a lot of states and counties have different processes for their school system so thinking in terms of outreach to schools and trying to get their teachers to sign up their students, it's a little bit hard because they have to send it home and then their parents have to get a Doctor of Medicine or certifying authority (to sign off). My question is: what about students who already have certification (as to) reading disability? Is NLS looking at ways that they can make this easier for

the student – as well as getting the word out there and getting the patrons that need our services as soon as possible?

Answer: (Richard Smith - NLS)

Well the answer to that is, yes we are investigating if that is possible. Whether or not professionals at schools are experts at reading disabilities and can actually sign up patrons – and not needing medical certification. So that's a good question. We're looking into it. Everyone hates to give a time but I hope within a year to see if we'll be able to do something for that. But right now you still need a medical doctor.

Comment: (Rose Azuko – Access Services Fair)

Okay. The reason that I asked the question is because I just had a meeting with the Fairfax County public schools...Education Team, and they were really surprised not just about the certifying but that if a student has a document on file...that they should be able to say that "this student already meets that need" without having to go to the doctor...

Question: (Catherine Durivage - MN)

Hello. I have a question about recall. I'm not sure if Andrew or other staff are there. In the past, we have boxed up individual cartridges – ones that did not have containers – and sent those. Will those count?

Answer: (Andrew Skinner - NLS)

Actually are unit are on our contract is a container and a cartridge. They are meant to be sent together.

Question: (Catherine Durivage - MN)

But what if we just have loose cartridges?

Question: (Andrew Skinner - NLS)

What happened to the containers?

Answer: (Catherine Durivage - MN)

The patron didn't send them back to us.

Answer: (Andrew Skinner - NLS)

Then go ahead and send it.

Question: (Catherine Durivage - MN)

Okay. And treat it as one box despite the quantity of cartridges in there?

Answer: (Andrew Skinner - NLS)

No. There should be 44.

Comment: (Catherine Durivage - MN)

Okay. So no more than 44 in a box.

Comment: (Andrew Skinner - NLS)

It's designed to hold 44 containers and cartridges...you need to impress upon your patrons that they have to return the container.

Question: (Michael Martys - NLS)

But is your question more along the lines of that - if you don't have the container you could put more cartridges in the box?

Answer: (Catherine Durivage - MN)

Well we have in the past, yes.

Comment: (Library Staff - NLS)

And you're not supposed to do that.

Comment: (Catherine Durivage - MN)

Well we did that and identified on the form how many cartridges were in the (box) because we were tracking those numbers. We had like 7000 cartridges that were returned so we counted those loose cartridges against the total... We had 90 of those that were loose. We took the 90 off the 7000 – and put those in a box, and send those – and identified on the form the quantity of cartridges that were in the box.

Comment: (Michael Katzmann - NLS)

Just treat them as cartridges even if they don't have containers with them. The important thing is the weight of the box. You don't want to fill the box with cartridges and the cartridges will obviously weigh more than the containers. So, just be mindful of that.

Comment: (Steve Prine - NLS)

(Use) packing so that they don't rattle around.

Comment: (Catherine Durivage - MN)

We'll stack them in there... because we were counting them – so the only way to do that was to stack them and count them. So, for example we have to send back 75 boxes – so, one of those boxes would likely contain loose cartridges. So that counts as one of our 75.

Question: (John Mugford - NM)

I put a few questions through Susan to the Regional Chair. Do you have those questions or should I just read them again?

Answer: (Richard Smith - NLS)

Read them again John.

Question: (John Mugford - NM)

Okay. The first question... Is there a status update concerning the Duplication on Demand testing as described in NLS On the Move - July 27th 2017. This is regarding the six regional programs with the beta test. I think they're all WebREADS programs.

Answer: (Michael Katzmann - NLS)

Well, I can give you an ad hoc report. We have six libraries. Richmond, VA; Fredericksburg; Arkansas; North Dakota; Kentucky; DC; The plan was a six-month pilot. The pilot is to end in March. The goal of the pilot was to get each of the libraries to get 25% of their patrons to receive cartridges by this method. NLS provided all the equipment – the cartridges and the consumables... All of the libraries have already reached the requirement which is 25% of their patrons. Several are well over that. In fact, Fredericksburg is doing 100% of their patrons and Virginia has indicated that their goal is to reach 100% and completely replace mass duplication with duplication on demand. You know, Iowa is doing that by themselves at the moment so there will be three libraries at least – at the end of the pilot – that will be receiving cartridges like that. At the end of the pilot will be sending out questionnaires to assess problems and issues that the libraries have had with patrons. I think you know at the moment that the program is limited to libraries that have WebREADS... There have not been any indications from the other vendors that they will develop that capability in their systems. Following the pilot other WebREADS libraries will be invited to join the program. There are several who have been waiting...and they'll probably have priority. We're also looking at bringing on a large library. The six libraries we've been dealing with are relatively small and we want to get experience with a large library.

Question: (John Mugford - NM)

What would be an example of a large WebREADS library that you'd like to invite?

Answer: (Steve Prine - NLS)

That's still being determined, John. No final decisions have actually been made.

Comment: (Michael Katzmann - NLS)

We're looking at a very big library. Between 15 and 20,000 patrons.

Question: (John Mugford - NM)

I see, so you might be looking at Pennsylvania?

Answer: (Richard Smith - NLS)

Or Texas.

Comment: (Michael Katzmann - NLS)

So far I think the feedback has been very good. We've discovered some things that we've overlooked as far as requirements in the ILS system so we've been making changes to WebREADS to accommodate some things we found, but really (they've) been relatively minor. The acceptance has been very good. We've got some good feedback from libraries as to how patrons are accepting it. There are of course some patrons who don't take to the change very well. There are a sizable number of libraries who will continue to send out one book per cartridge.

Comment: (Richard Smith - NLS)

I like the way to one library did it where all new patrons that they register get multiple books on a cartridge. The new patrons don't know that it's a different system. They're really enjoying it. We got a lot of good feedback from patrons as well as librarians participating...We may have a program at the Nashville (conference) on this topic.

Comment: (Michael Martys - NLS)

And if I can add one thing: we're going to have our periodic meeting with the circulation vendors tomorrow and we'll give them a status report. I believe the circulation vendors are waiting to get feedback from the libraries as to the demand for this capability. So when Michael mentioned that WebREADS is the only one that's supporting it, the other vendors are just waiting for that feedback to come in.

Comment: (Michael Katzmann - NLS)

I think it's the chicken and the egg. We've been talking to them for two years but until they get some sort of pull from the libraries to say "we want this in our system" they're not going to do anything. They're waiting – I think.

Comment: (Michael Martys - NLS)

Another thing that's worth noting Michael, on those that when above the 25%, it was at the libraries' own request to go to 100%. They were so happy that they wanted it to go all the way to 100. I think it was Virginia – the reader advisors were ecstatic that they could send out any book and it goes out instantly, and patrons loved the fact that they could get series on a single cartridge. So there's a lot of benefits that the patrons and the librarians are seeing from this.

Question: (John Mugford - NM)

Well I think we all look forward to getting more information from the Nashville (conference). Somewhat related to the first question: does NLS foresee providing some additional blank cartridges and containers for continued in-house duplication on demand?

Answer: (Michael Katzmann - NLS)

Not at this time. We've actually got a bit of a cartridge crunch coming up. Funding for purchases of cartridges and books has been reduced so we're not able to purchase more cartridges to supply the libraries, unless it's to replace cartridges that they would be getting to replace those from mass duplication. That's why we're concentrating on providing cartridges to duplication on demand libraries – it really reduces the number of mass duplicating cartridges we need to do.

Question: (John Mugford - NM)

Perhaps Andrew can answer this (next) question: What is the current formula for determining the recall amounts?

Answer: (Richard Smith - NLS)

Basically we simplified the method by just boxes. Andrew gave us this year 700,000. I divided the libraries up into very large, large, medium and small. And we gave boxes up to 700,000 to be returned to everyone.

Question: (John Mugford - NM)

So, if I understand correctly let's say that New Mexico is small, Nevada is small and Idaho is small. So, you're saying that those three libraries are all returning the same number of books this year?

Answer: (Richard Smith - NLS)

Yes.

Question: (John Mugford - NM)

This question is irrelevant now but it had to do with a statement regarding an anticipation of the recent very brief shutdown. Details of additional nonessential operations that would affect network libraries would be mentioned. Was it determined what those nonessential operations would be a should there be a shutdown in the future?

Answer: (Michael Martys - NLS)

It may be easier to say it the other way around. We can tell you what was determined to be essential (laughter). BARD was essential but – and the staff members that were necessary to support BARD were considered essential, but the other systems were considered nonessential... I should mention that the NLS website would continue running.

Comment: (Kristen Fernekes - NLS)

Our website would continue running but nothing would be updated.

Comment: (Michael Martys - NLS)

That goes for BARD too. Little or nothing would be added to it

Comment: (Steve Prine - NLS)

And you need to understand that that's what applied to the last shutdown. We don't know what will happen with the next one. If there is a next one.

Question: (John Mugford - NM)

In New Mexico the state agency is the Public Education department. Is that the type of department that you're looking for zip code information (for)?

Comment: (Steve Prine - NLS)

My understanding is that we're looking for the zip code of the local school district of Santa Fe. Wherever the headquarters for the school district is, that's the zip code we're looking for.

Question: (John Mugford - NM)

Okay, so that would be the municipal district instead of the state district.

Comment: (Doug Ament - NLS)

The Library of Congress Madison building, which hosts some of the equipment associated with the BARD system, will be shutting down on Friday February 16 and will conceptually come back online on the 19th – President's Day, and that is a complete shutdown – so, we don't have an option of keeping certain systems up.

Question: (Joshua Berkov - NC)

Just one suggestion and a couple of questions. We are having a hard time hearing some of you at NLS, specifically Richard, Michael Katzmann and Vickie Collins. I don't know if you're further away from the microphone but we're having a difficult time hearing you. Then the questions: first regarding their Recall4Recycle program, once we get our initial shipment of boxes, will NLS or Multi State ship us our next allotted batch of boxes? Or do we have to request them at some point?

Answer: (Richard Smith - NLS)

No. When we get the second shipment they will be sent to you directly. You don't have to order through the WOW system. Can you hear me now? Marge, can you see if there's a volume on that machine?

Question: (Joshua Berkov - NC)

Next question: this is regarding Copy Allotment. The second batch for December the list was missing about 60 titles that were in the MARC records batch that we got. A similar situation has occurred with the copy allotment for the second half of January where the list itself when you print it out is about eight pages long which is only about 40 titles and we got a MARC records batch with 52 or 63 titles so the titles that were getting MARC records for are not being listed in copy allotment. I wanted to make you aware of that so that you can have the chance to put those in two a new copy allotment so that we can order the number that we want.

Answer: (Ed O'Reilly - NLS)

Certain books, due to a shortage of money, duplication resources and cartridges – the cartridge crunch that Mr. Katzmann alluded to – a number of books are going to be going directly to without passing circulation or duplication – and that's underway already. We hoped to have an Operations Alert crafted, that would explain all this – some weeks ago – but that didn't happen. We're working on it now. There are still a couple of points that need to be ironed out but you'll receive information about this soon. It's not something that's going to probably be remedied to your satisfaction... These will be BARD only and they're all going to be commercial audio books. We're going to provide lists in some fashion as time passes. We're working on that. This is a work in progress.

Comment: (Michael Katzmann - NLS)

There are two ways of looking at this – half empty or half full. So the half-full part is because we can get a lot of these commercial books and there's a lot more that we can get - that Ed and his people think that patrons would like – than we're able to actually put onto cartridge so, in the end I think we'll be doing the same number of books as we've done – or just slightly less – but we'll provide the ability to get these extra books that we are now getting through the commercial audio book program. At least you'll have the capability of getting them to patrons. So that's the half-full part of things.

Question: (Joshua Berkov - NC)

Do we anticipate this continuing into the foreseeable future?

Answer: (Ed O'Reilly - NLS)

I think the short answer is yes. I brought this up to our director and she said, "in the longer term there will probably only be BARD-only books – as we move to other means of transmission and circulation."

Comment: (Michael Katzmann - NLS)

One of the questions we've asked for a while – we have the ability because of the low cost of converting these titles – is it better to stick to the old policy of not making them available because we can't put them on cartridge – or making them available as additional books that it's possible to get to patrons – and I think we've come down on that side.

Comment: (Michael Martys - NLS)

I was going to say that, one of the advantages of the duplication on demand system is that the libraries that are... using duplication on demand to supplement their circulation, they would have access to these titles...

Comment: (Michael Katzmann - NLS)

But we're in no way pushing.

Comment: (Richard Smith - NLS)

And, of course you have your reusable cartridges two if you wish to do single ones.

Comment: (Ed O'Reilly - NLS)

And if one of these BARD-only books becomes a surprise nationwide smash hit, in the manner of "Fire and Fury." We could have that duplicated. We could cause that to happen. We don't expect that to be a routine practice though.

Question: (Angela Fisher Hall - AL)

Well, good afternoon everyone. I hope you're doing well. I would like to follow up on the question that Catherine had - from Minnesota. Would it matter with the digital recall if the cartridge and container do not match? Can we add them to the box?

Answer: (Andrew Skinner - NLS)

That is more than acceptable. I was going to try to circle back on this. Please don't take the direction as carte blanche to send just cartridges. We really need cartridges and containers to recycle. So if they don't match, put them together and that's more than fine.

Question: (Angela Fisher Hall - AL)

Okay then great. And I have two other questions: We have been getting great feedback from the digital campaigns that have been going on and the information as we follow up on it. We've only found a few people that – if they

have a bad e-mail address or if we mail a document to them it has come back to us. Do you want any feedback on that? Do you need to know the names of those individuals?

Question: (Kristen Fernekes - NLS)

No I don't think so. So let me just see if I understand. Is this based on the big list that we sent you?

Answer: (Angela Fisher Hall - AL)

Well, these are the daily or weekly lists that come to us through the HELEN system.

Question: (Kristen Fernekes - NLS)

Yes. Okay. So what you're saying is that you're getting some people that when they provide you with information, the information they are providing you is not good?

Answer: (Angela Fisher Hall - AL)

That's correct but it's only a few. I just need to know if you would like to know who those people are.

Answer: (Kristen Fernekes - NLS)

No, I don't think that that will be necessary. If it becomes a huge number of people than maybe we ought to look into it but if it's just a handful I think that that should be okay. I do appreciate you bringing it up. I'm going to make it a point of touching base with you all in these calls... It helps a lot to know what's happening.

Question: (Angela Fisher Hall - AL)

Overall, it's just been wonderful, but there have just been a few, and I just wondered what to do with those names. My last question is regarding the e-rate reimbursement. As you follow up on that discussion as far as the wireless service will go, will it matter if some of our libraries – the subregionals especially...will this reimbursement come solely under the umbrella of NLS?

Answer: (Richard Smith - NLS)

We'll send you details, but I've heard (that) yes, you can have your own e-rate program.

Question: (Jane Glasby – CA9)

I had a few follow-up questions. Do I understand correctly that the order we put in some months ago for peach cartridges is just not going to happen?

Answer: (Richard Smith - NLS)

Right. You got one order and that's the end.

Question: (Jane Glasby – CA9)

Okay, and then I had a question from one of my coworkers about the battery recycling program. Is there any update on that?

Answer: (Shana Osborne - NLS)

Not currently, no.

Question: (Jane Glasby – CA9)

And the last question was a little clarification on the Madison building closing down on February 16. Does that mean that BARD is not going to be available for couple of days or did I misunderstand?

Answer: (Library Staff - NLS)

That's correct. It will not be available during that time period.

Question: (Jane Glasby – CA9)

And how long was that again?

Answer: (Library Staff - NLS)

The evening of the 16th – through the 19th.

Question: (Erin Pawlus - AZ)

I wanted clarification on the recall. If I jumped the gun and put in an order through the Multi States, should I go ahead and cancel that, and Then you'll just send them to me automatically?

Answer: (Richard Smith - NLS)

You're going to get them sent automatically. I asked the Multi States to wipe the slate clean in the WOW system.

Question: (Erin Pawlus - AZ)

Okay, and then for the cartridge labels – the white labels and the clear overlay, Are you going to continue supplying those as well so that we can continue to use the peach cartridges that you sent?

Answer: (Richard Smith - NLS)

No, we're not.

Question: (Erin Pawlus - AZ)

Okay. Do you have vendors that you can refer us to?

Answer: (Richard Smith - NLS)

There was a list of vendors on LBPH. I think that we could find those for you.

Question: (Maria Socher - TN)

I wanted to ask a couple questions about the MOCA program that was discussed earlier. Do you have a timeline for which MOCA would be arriving in each of the states?

Answer: (Paula Bahmani - NLS)

We haven't exactly mapped out how this is going to roll out for each state individually. Our goal is to have them all rolled out to patron participants by the end of March. We'll have to see once we start rolling out, how quickly we can ramp up and how many libraries we can do each week.

Question: (Maria Socher - TN)

Okay, So all patrons in the entire Network?

Answer: (Paula Bahmani - NLS)

All libraries who can participate are participating in the MOCA pilot.

Comment: (Maria Socher - TN)

I wanted to put in my 2¢ about the peach cartridge supply and the need for those in quantity. We're in the process of moving to 100% duplication on demand or Patron-Centric Cartridge process over the next two years. We're finding that the need for those cartridges is going to be really high as we progress forward. We're ultimately going to be assigning about two cartridges per each patron in our system. Even though we're not making as many duplication one-off cartridges for people, we're assigning them for each person and that's a lot of setup so I think that once we have everything set up, our use of cartridges will be very low but, while we're going through this transition – maybe other libraries would experience this as well – the need for the cartridges is high. I wonder if there may be a way to ramp up the availability of cartridges so that libraries can...move towards a more customized book delivery system model.

Comment: (Michael Katzmann - NLS)

If you're moving to a 100% (customized) book-delivery system (unintelligible) we would support that and we would provide do the cartridges you need. It's just that we're not going to provide more cartridges to libraries who are getting mass-duplicated (conventional copies). There are just not enough cartridges available. The long run is that if you're recirculating cartridges yourself – we will absolutely support you if that's what you're doing.

Comment: (Maria Socher - TN)

The other thing that I've been considering too, is that we're sending these books on cartridges back for recall and I wonder if there's a way we can recycle the white cartridges to reuse those for duplication in-house. Now that were able to make these cartridges for patrons in-house, It seems like I'm boxing these cartridges up in shipping them out for recycling and then scrambling around to find cartridges. I understand that there's encoding differences and all of that and probably a lot that I don't understand about how the setup is inside, but I just wanted to put that out there for future consideration about how to make use of the cartridges we already have.

Comment: (Michael Katzmann - NLS)

Well, one way or the other if many more libraries go duplication on demand, we will be using the white cartridges for that program too, and if you're going to be doing duplication on demand for your patrons too then, we may be able to work out a way of doing that. I'm not sure how we can work (it out) but we can take a look at it.

Question: (Richard Smith - NLS)

Maria, I had a question for you - have you dropped your copy allotment numbers?

Answer: (Maria Socher - TN)

Yes, significantly... We're looking for patrons that are probably going to be wanting books that won't be available any time soon, and those are the ones we will be targeting to bring in for Patron-Centric Cartridge, so instead of using ILL for them or making a one-off duplication book, that would be a person that we bring in and make them their own cartridge.

Question: (Mike Marlin - CA9)

I wanted to take advantage of Ed's proclamation about being a scapegoat, and scapegoat him a little further. The books that have been coming for a while now - maybe for the past year - the very short introduction or, something, something, colon, and introduction, we've had some grievances about them with patron saying that they'd like some more substantive books - "scholarly" (ones) on some of those subjects. I explained - as I understand it - that that was the result of the surge in commercial donations and, therefore, it wasn't necessarily taking away from titles by adding more titles. First I wanted to get your comment on those - because also when I look at the most popular circulated titles, those are not among them - at least on BARD. What's the future for that collection?

Answer: (Library Staff - NLS)

We have shortages in we have bubbles here, and the VSI's were a result of a bubble. We were obligated to produce a substantial number of books in a very short time - hence, very short introductions. We acquired something like 450 of them. We had a choir a couple of detailees to annotate them and they were done in an expeditious manner in order to meet a time deadline that came down to us from the contracting office. They were finished up last summer? I've lost all track of time.

Comment: (Mike Marlin - CA9)

Okay well some people will be happy to know that.

Comment: (Library Staff - NLS)

We have gotten some compliments on the short introductions.

Question: (Mike Marlin - CA9)

I was going to say that we've had a few complements as well but a lot more of the opposite. I'm neutral on the subject but I just wanted to relay that concern. The second half of my question and, apologies to Kristen if you've addressed this: Regarding Talking Book Topics and shorter annotations - and there's been some concern about one sentence annotations not being very satisfying - Is that due to that need to compact the publication with as many titles as possible, therefore shorter annotations? Is that also in a bubble that subsides and then expands depending upon how things are going production-wise. Can you comment on that please?

Answer: (Kristen Fernekes - NLS)

So, I may need of little help from the group here. You had mentioned that before. I spoke with your advisory group a couple Saturdays ago. I spoke with my team about that and for the most part we're not doing one sentence annotations. I mean, certainly not in print. We do a variety of versions of TBT. We do it in audio, print, braille. We have an online version of it. So, I was having a bit of trouble (sorting) out precisely where it was that that was occurring.

Question: (Mike Marlin - CA9)

I believe it was with the audio version but aren't they all basically the same as far as content?

Answer: (Kristen Fernekes - NLS)

Because of the size of the braille publication in some cases things have to be abbreviated...because we're getting more publications And so, TBT the printed publication has been getting larger and so you run into some issues with our vendor when in some cases the large print version - for example - was 112 pages, which is actually the limit in which case we have to go to a different binding So when you have to translate that into braille it becomes that much

larger. If you could find out from whoever is having this issue where it is showing up? The audio is taken from the large print, as is the online version, so I wanted to make sure that we're talking about the braille version.

Question: (John Mugford - NM)

Hello there, I'm following up with the earlier comments regarding the newer titles that are going to be download-only. I'm wondering if there's an estimation of the percentage of titles that will be newly released that will be download-only. And will those titles be mentioned in TBT as though they are just like any other titles?

Answer: (Library Staff - NLS)

John, they will not be mentioned in TBT. They will not be announced. Partly because TBT is derived from copy allotment and, in due course - although mistakes have been made - they won't appear on copy allotment either.

Question: (John Mugford - NM)

But they will be available in some way, correct?

Answer: (Library Staff - NLS)

We're working on the possibility of an electronic resource that will list the BARD-only books, And in the interim we'll provide an Operations Alert - additions to the list as they occur. They will be in MARC record form. They should be in the bibliographic download.

Question: (John Mugford - NM)

They will be searchable by Reader Advisors. They will be new titles. It may be a little unclear at first why there are no copies. Can there be some distinction in the MARC records to alert Reader Advisors that these are strictly download only?

Answer: (Library Staff - NLS)

We can look into that. I don't think that our original questions on whether that could be accomplished - was sort of stonewalled. That doesn't mean the road has ended. It continues on the other side of the stone wall.

Question: (John Mugford - NM)

I did have a technical question: We have been using R-Sync for years but a disconnection occurred in August and I've been back and forth with many gracious and helpful people but the fact of the matter is we've been unable to restore R-Sync for 5 months now. I'm perplexed as to why this has occurred. I'm wondering if it's a more widespread phenomenon. And particularly in view of the fact that there will be an increasing number of new titles which are download only. Perhaps Michael or someone else on the technical side could clarify whether R-Sync can be restored at some point.

Answer: (Michael Martys - NLS)

John, your situation - we understand that it's difficult and we regret that you had to wait so long to get your service restored. It's not so much an R-Sync problem, as it is a problem with your connection - that there's a technical issue that we need to resolve. The R-Sync system is a little tricky to debug and it's got some complex technologies underpinning it. When there are some problems with those systems it's hard to identify sometimes where the problem is. That being said, the delay that you have experienced is inexcusable. Doug and I will be working with you shortly to try to remedy your situation. We may have to make a change in the way you do R-Sync. All I can say is that we're going to make some changes on our end and dedicate some resources and try to get past this obstacle.

Question: (Ava Smith - TX)

We were going to ask a question that John just asked, but I did want to clarify this: The books that are going straight to BARD that will not be in the Copy Allotment will NOT be in TBT?

Answer: (Library Staff - NLS)

That's correct.

Comment: (Jane Glasby - CA9)

I wanted to say that I'm looking forward to you resolving this problem of the BARD-only titles - the list of them. I'd really like to see that if it's not in Talking Book Topics or some other list, so all power to you sorting that out Ed, and others. And I wanted to say about the very short introductions that we've had some very enthusiastic response here. And that doesn't take away from what Mike Marlin said about some more substantive work on some of those topics.

The last thing I wanted to say is that we've had an R-Sync problem for about the same length of time. So, we look forward to working with you – Mike – and your crew.

Question: (Maureen R. - FL)

I had a couple questions: One you've already answered – about shutdown – what would happen to the MOC program, so in case we shut down for a week – if you knew whether we would simply skip that week's magazine, or if you would be caught behind. But at one point you had said that the only thing you were sure about was about BARD. I won't press on that... If, if there's a shutdown on maybe the 8th or 9th. Whenever they're going to vote again. Just "if." What would happen to the MOC magazines?

Answer: (Michael Martys - NLS)

MOC is part of BARD, so it would stay running. The problem is the contractors that do the MOC – would they be given the direction...

Answer: (Michael Katzmann - NLS)

The contractors are being paid out of prorated funds but they can keep running as long as they get the lists from us or from BARD...

Answer: (Michael Martys - NLS)

Yeah, so the answer is that since MOC is a part of BARD, it would keep running – just like BARD is running.

Comment: (Doug Ament - NLS)

Just to draw a differentiation, there are two different shutdowns. One is...a lapse of funding. The other is they just have to shut down the data center on the 16th so that they can perform some maintenance on that... That's the 16th through the 19th.

Comment: (Michael Martys - NLS)

Doug is right. MOC will be down because BARD will be down.

Question: (Maureen R. - FL)

The second question is about the remote-control units. We have our 80 and, we were just wondering if possibly you knew if you were going to let us have more – if you were going to make more of those or no?

Answer: (Shana Osborne - NLS)

Of course, we would love to have more. (We're not sure that) it's currently in the budget but, when we know more, you will know more.

Question: (Maureen R. - FL)

Thank you, and the (third) question is just about back orders. You have provided new information – which I'm glad you did – about that you will not be providing labels – the white or the overlay for the cartridges. Good to know, and I will look for those vendors. There are a couple of other things in the back order – just waiting if they would ever pop up. The clear containers and the overseas braille boxes, and then just wondering about Advanced machines. If they're going to be coming soon? I have a couple back orders in.

Answer: (Richard Smith - NLS)

The clear containers – I don't see them coming soon.

Answer: (Michael Katzmann - NLS)

We said we would provide any clear containers if we sent the library more cartridges. We still haven't produced as many as we have supplied cartridges, so if you've been sent cartridges and you've been sent a smaller quantity of containers, then yes, we will send you more containers for those cartridges. As far as Advanced machines go, it's like land – they're not making them anymore.

Answer: (Doug Ament - NLS)

The hope is that the remote-control unit could help alleviate some of the need for the Advanced player. That's some of the feedback that we'll be asking you (about) after the remote-control units have gone out. Just how useful they are and if they had helped with the demand for Advanced machines at all... We can make more remote-controls – so if there is a demand for remote-controls we can get more. We can't get more Advanced machines unfortunately.

Question: (Mary Jane Kayes – CA9)

Hi. Real quickly, if I find machines on EBay, is there somebody you want us to notify? Or are you monitoring it yourself?

Answer: (Shana Osborne - NLS)

That would be me. I do check the site daily, but feel free to send them to me... We have a POC with EBay, Amazon and a few other sites, so basically I scour the sites daily and send those listings to them...

Question: (Mary Jane Kayes – CA9)

Okay...and there's a question related to the ad campaign. It's my understanding that they're going to be led to a national phone number that's going to sort down somehow, and know who to send them to. We were asked to provide our phone number and make sure our voicemail system was good. How is that phone going to know whether the person calling is a party who wants the service or an interested party who wants it for somebody else? And how are they going to know – in states that have more than one Network library – where to send it?

Answer: (Kristen Fernekes - NLS)

So, this is going to be sent through the exact same toll-free number that NLS uses and has used for a long time. So the way that it works is the way that it always has worked, which is, basically someone calls in and then they're asked where they are, and then based on that information – if there's a state with two libraries, there's a specific question that's asked of them in those situations so that they can be directed to the correct place.

Question: (Mary Jane Kayes – CA9)

Okay, so this is not an automated system. I got the impression that it was a 24/7 system. So they have to call and somebody will be answering the phone?

Answer: (Kristen Fernekes - NLS)

No, this is an automated system – and it is 24/7. It's (888) NLS-READ. You can call that number and then – again – it goes through a series of prompts, and then it sends it to the telephone number that's been designated by the Network Library.

Comment: (Richard Smith - NLS)

Unfortunately, we're overtime. We do have to cut it off today. I hope it was informative and we'll talk to you next month. Thank you.

No more questions or comments.