

NLS Telephone Forum – 04-25-2018  
(paraphrased)

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

Thank you. We have 46 participants on the phone, so thanks everyone for calling in. Here in Washington, DC, it's attempting to pretend like it's spring. It's going up to 66 (degrees) so we'll see if that happens, but it's nice and rainy. We have a good crew here. I'm Richard Smith. I'm Chief of the Network Division – and around the table we have...

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

MaryBeth Wise, Network Consultant; Doug Ament, Automation Group; Paula Bahmani, Education and Training Specialist; Mark Layman, Publications and Media Section – filling in for Kristen Fernekes; Vickie Collins, Network Services; David Perrotta, Network Programs Specialist; Margie Goergen-Rood, Quality Assurance; John Brown, Engineering; Michael Katzmann, Chief of the Materials Division; Meredith Beckhardt, Reference; Don Olson, Network Services; Michael Martys, Senior Advisor.

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

Excellent. We have a few things to report this afternoon, and we'll start off with MaryBeth.

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

Well, we are gearing up for the National Conference – “Reaching Beyond the Gold” in Nashville, Tennessee. I want to remind everyone that the deadline for registering for the conference is May 12, and for the hotel – to get the conference rate – the deadline is May 15. I encourage you to register if you haven't done that so far. We have over 100 registered and we're two weeks out from the deadline – so we're doing really well and we're looking forward to seeing you in the Music City.

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

I just wanted to give a quick update on the MOCA pilot. We do have 113 MOCA devices in the hands of patron participants. We've been seeing some really good success with about two-thirds of participants. There has been a range of issues with about one-third, which include an inability to connect to the cellular network, empty wish lists – no titles to download, and, also some cartridge issues – mainly patrons who are pulling cartridges out of the MOCA device before it's finished transferring the book files – which causes the cartridge not to work. Don Olson has been doing a fantastic job providing tech support to participants, and resolving issues as they come up over the phone. Also, I wanted to remind libraries with MOCA participants to please keep your user wish lists stocked with titles, so that we can continue to collect data about patron behavior. Thank you!

**Comment: (John Brown - NLS)**

Quick update on batteries: We're expecting our next delivery of batteries by June 1<sup>st</sup>. That's going to be a little over 25,000 units. Once those are received, we will lift the 120-unit ordering limit and you'll be able to replenish your stock levels at will. Funding permitting, we hope to make one more order of batteries in FY18. I will know what funds are available around that same time in June – and we'll put through one more order at that time. We would expect that order to arrive by the end of the fiscal year – September 30.

Before June, we hope to put out some information about recycling. For those of you who have been in the program for a long time, we will be going back to the way things used to work, which is, sending batteries to this facility called INMETCO. It's not as easygoing as the old “Call2Recycle” method was. You'll have to sort your batteries – all one type in a box – either all DTBM batteries in a box or all C1 batteries in a box. You will have to know about how much that box weighs – and there is some paperwork that you will have to send back to NLS so that we can (keep an account) of it. All this information will be put into an Ops Alert. It will be sent out to you... In the meantime you can still use those Call2Recycle drop-off locations at various Home Depot locations and other community organizations like libraries around your city. So make use of that if your batteries are piling up.

**Comment: (Mark Layman - NLS)**

Just a quick update on the outreach campaign. The second three-week flight of our TV and radio commercials, ended April 15 and we continue to be really happy with the results. The campaign began February 26. We've done two flights of commercials, and in that time we've (had) more 10,000 calls go to Network Libraries. We really appreciate you all keeping up with the requests for information and getting these eligible callers signed up. The next flight begins May 14 and the campaign will run through the summer of 2019 – three weeks on and three weeks off. You may recall the public service announcements that we distributed in the summer of 2016. Those are continuing to

air in some markets. TV and radio stations hold onto those. They use them whenever they have some airtime to fill. We just heard last week that our TV PSA was rated in the top ten percent of all TV PSAs in the year 2017 – that came from Nielsen Media Research. So we're hitting people on TV and radio in a couple of different ways.

Talking Book Topics (the large print issue) is delayed. It's at the printer now – so we hope that will be distributed to patrons in a few weeks – so we think we've got the printing issues resolved moving forward. This one will still be a couple weeks before it's delivered. Speaking of TBT, we're going to be asking the Network Librarians to give us some feedback on how patrons are using TBT. Whether they use the large-print version or accessing information about new books by one of the other methods we offer, like audio or online or searchable PDF. There will be some more details about that in the "On the Move" bulletin that you all will receive in your emails tomorrow. So take a look at that and send us a little feedback. Kristen's email address is included in the On the Move bulletin and she'll be looking forward to hearing from you (about) how patrons are using TBT.

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

With that, we'll open it up for phone calls.

**Question:** (Hope Williams - NV)

I wanted to know how long the MOCA pilot was going to continue.

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

The pilot is scheduled to run through June. There is a possibility we might extend it – depending on available funds and the amount of data we've been able to collect.

**Question:** (Hope Williams - NV)

Okay. And would that be with the same patrons that are using it now, or would that be new ones? Same ones?

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

Same.

**Question:** (Ivan Johnson – CA8)

My question is probably one that you've heard a half-dozen times – my apologies if so. It's about white cartridge labels and the clear overlay labels. You guys had a supplier but presumably stopped providing them for free at some point. Will your supplier be able to supply the rest of us?

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

Everyone is looking puzzled. The answer is no. We're looking at the LBPH list on where other people are getting supplies. The contract was for...probably when I first got here – we gave out labels for those peach cartridges and then we stopped. You'll have to find a local distributor for those labels.

**Question:** (Ivan Johnson – CA8)

For the clear labels – I'm thinking that those aren't going to be as easy to procure. Is that right? Or maybe that's just my perception.

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

Yes. I don't know. We didn't have the clear labels when I got here four years ago. We (had them) and then we ran out. Just in Missouri, we got them from the Government Printing Office. But no we're not (supplying) local labels anymore for this. (On the) LBPH list, several people have said where they got them from – contractors.

**Question:** (Daniel Ramos - VA)

I have a question regarding MOCA. I have a couple of customers who are testing this device, and just for the last 3 days of testing, I don't see in the column of bytes transferred, the amount of bytes requested to complete the book download. What can we do? I talked to the customers – I'm in contact with them – and they've moved the device around in certain places at home, like they were instructed...One of the customers used one and another customer used three – but after that I said I'd choose books from the wish list. Those books are not completed. What can we do now, because (it has been) several days – I don't know what else to tell the customers except to move the device or making sure of where the plug was placed or ?

**Answer:** (Don Olson - NLS)

If you would please send me an email, with all of your patrons there, I'll get in contact with them and assess each situation

**Question:** (Daniel Ramos - VA)

So then, at this moment, is there any other thing that they can do? Or that I can tell them?

**Answer:** (Don Olson - NLS)

Well, it's hard to say, because we don't know exactly what they've done so far. We always take this on a case-by-case basis, so...

**Question:** (Daniel Ramos - VA)

Just a question: So there are other testers that are doing okay? Like they (place books on) the wish list and they get the books downloaded? Is that the case or am I (and my patrons) the only one who have problems downloading?

**Answer:** (Don Olson - NLS)

It's a relatively small handful who are having that degree of difficulty. To be honest with you, that's part of the project that's going to happen here. I think we all understand that there are going to be certain situations where a cellular connection may not work well, but that's part of the reason for this pilot project.

**Comment:** (Daniel Ramos - VA)

Well, at least the customers are really good. I mean, they know that it's a test and they can expect (things to be) successful all the time, so...

**Comment:** (Don Olson - NLS)

Send me the list and we'll see what we can do with them.

**Comment:** (Joshua Berkov - NC)

I wanted to piggyback on what Ivan was asking about the labels. Ivan, I sent a message to LBPH listserv just yesterday. I've got a vendor lined up for the white labels, not for the clear braille overlay labels. Email me back or call us here at NCLBPH and ask for Josh. We're looking for other libraries to get together to do an order because there is a one-time setup fee that we could split, to reduce the cost. Thank you!

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

I was wondering if we were going to be getting the braille containers in soon. I ordered some and, at the beginning of last month it said they were backordered and, (I was told) we only have seven left for some reason... apparently I only have seven cases, so I'm not sure if I can send out braille for the next few days. So I was just wondering if those new ones are coming soon.

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

I didn't know we were short, but we'll check into it. Thanks for alerting us to it.

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

Just to fill the time, our campaign – we know it's hitting really well because here in the Library of Congress – Taylor Street, we get a number of phone calls – I call it an “overflow.” Primarily the difficult phone calls where people might not speak their city or state correctly and it comes here as a default. Staff at the Network Division office and (various offices) are fielding these calls and bouncing them back to the correct Regional Library. So, we're hoping that everyone is seeing an increase in applications – and a positive effect from the campaign ads... So here at NLS we may do more of that in the future...

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

We're putting together some Summer Reading program action and, if there's another term beside “prizes” that you've used... as a state agency we might want to shy away from offering “prizes” to patrons or clients, so is there another way

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

(You may want to consult) the LBPH list and get your peers to answer. You know, we use “award” here – “Library of the Year Award.” That might be one way to do it. I'll bet you that one of the 46 participants on this phone call can send you an answer.

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

Have a good rest of the month and we'll talk to you in May.



