FAQ for Network Library MOCA Trial

1. How many titles can I download?

The data limit for each device is set to 1 Gigabyte, which translates into roughly 8 books as the average BARD book size is 140 Megabytes.

1. How long will the trial last?

The trial will last for two weeks from the receipt of the device or until the 1 Gigabyte data limit is reached.

1. Is telephone or email support being provided?

Until the kickoff meeting, please contact Steve Prine at spri@loc.gov or (202) 707-9245 or Vickie Collins at vcol@loc.gov or (202) 707-9301.

1. What feedback is expected and when and how will that information be gathered?

We would like to hear from you regarding the usability of the MOCA and the resources needed to support it. Issues related to the BARD Wish List and other concerns are also welcome.

We will enable an email forum to submit feedback, hold two Open Forum style calls, and send out an email survey at the end of the trial period.

1. Will step by step instructions for the BARD Wish List be included?

Yes, training information will be provided. More details on this will be given at the kickoff meeting.

1. Will MOCA information also be on the BARD Admin page?

Yes, it will be available on the BARD training page.

1. What is the provision if some libraries receive the MOCA and then decide not to participate in the pilot with patrons? Will the unit be returned or retained by the library?

MOCA devices should be returned to NLS if the library decides not to participate in the patron pilot. Return shipping labels will be included. If the library decides to participate in the patron pilot, they are encouraged to keep the device throughout pilot.