**New Hampshire - Duplication on Demand Panel 2019**

The YouTube videos are informative and interesting.

Here are a few examples:

<https://www.youtube.com/watch?v=63Q_668nwj8&list=PLRML-wIg0rJRoEz9TNU6pTjxLuC46jMxQ>

<https://www.youtube.com/watch?v=n571crulVcQ&list=PLRML-wIg0rJRoEz9TNU6pTjxLuC46jMxQ&index=2>

<https://www.youtube.com/watch?v=HK2HRxzKGio&list=PLRML-wIg0rJRoEz9TNU6pTjxLuC46jMxQ&index=3>

<https://www.youtube.com/watch?v=CGYdsMCAE0g&list=PLRML-wIg0rJRoEz9TNU6pTjxLuC46jMxQ&index=9>

YouTube video <https://youtu.be/63Q_668nwj8> describing the operation of DoD and a background paper describing what NLS will provide, and what will be expected of participating Web-READS libraries.

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**STEPS IN THE PROCESS:**

Plan for new equipment: alert IT that new equipment will be arriving and they need to check for firewalls that will impede process.

Practice in the sandbox. The more situations you can think of that may occur when you go live and you can test in the sandbox, the better. When we went “live” so many unique situations came up, I found myself repeating “we should have tried this in the sandbox.”

Plan ahead-of-time where you will store the pallets of cartridges and containers you will receive.

Each cartridge and container has to labeled. Labels are supplied by NLS.

Plan for a large work area/table tops for the equipment and printer, and space for the work to be performed. A staff member has to have an area to perform the work. We added an additional large table and there still is not sufficient room to comfortably work. Too crowded.

Be prepared to demonstrate to everyone who hears about this new process. Not just staff and patrons and caregivers; people from throughout your department, other state agencies, other partners in your community, etc., etc. You will be your best advocate and able to talk about this service to all who hear about what you are now doing in your library.

We needed to revise our welcome letter and other materials that tell a patron to “just turn the mail card over” to return books to the library.

**SUGGESTIONS:**

Duplication on Demand Gutenberg ListServe. Ask to be added right away:

[dodpilot+noreply@nlsbph.org](mailto:dodpilot+noreply@nlsbph.org)

The URL for the UAT system is

[https://pimmstest.nlstalkingbooks.org/WebReads/](https://urldefense.proofpoint.com/v2/url?u=https-3A__pimmstest.nlstalkingbooks.org_WebReads_&d=DwMFAg&c=vYl7KJMDeuM7F-Nqf_hfailBifPmyspo7hrJGlNN7nU&r=pNeZcO9JlcZDOOHCKSguGP6EIdK11gvzIqdWvySD8ng&m=zyPUP9AxGSGPrXMmeEhKB-JPonvlHPJoozp80STh_nU&s=cHARYE5fvmW1-VICBJqL6ENJ7W9OZa5NDtLZBYQ-ZPo&e=)

Let Tracy at DM know if you need a password reset for your account.

The scanners are very sensitive, so be careful when you are near them.

The most important day-to-day is the sharing of information among the Gutenberg libraries, NLS, and Data Management. When there is a problem, no matter how small, the problem should be posted on the listserve, then the solution needs to also be posted. Problems and solutions should be shared with everyone.

Mailcards: an excessive ridge in the center of the cards, caused by the perforation crease, will cause paper jams. If you cannot order cards from Litho, the NLS supplier, tell your print company to not aggressively perforate the card.