

NLS Telephone Forum – 02-24-2021
(paraphrased)

Comment: (Steve Prine – NLS)

Good afternoon. Welcome to the monthly NLS Open Forum call for February 2021. I'm going to turn it over to Mark Santangelo, Chief of the Patron and Network Engagement division.

Comment: (Mark Santangelo – NLS)

Thank you very much Steve. Hello everyone and welcome to our call. Today I have three items to mention...but before I do so, I did want to offer the opportunity for our NLS Director, Karen Keninger – if she has anything to share with the Network.

Comment: (Karen Keninger – NLS)

I don't have anything specific that probably won't be covered otherwise but, just to say "hello." I'll turn it back to Mark...

Comment: (Mark Santangelo – NLS)

I just want to have a quick reminder that there will be a free virtual concert featuring jazz pianist Matthew Whittaker – and that happens on Wednesday March 3 at 8:00pm. That's exactly one week from today. The concert will be broadcast on the Library of Congress' YouTube channel and there will be an interview with Whittaker conducted by Karen Keninger. Please share this information with your patrons and your staff and tune in yourself next week. Secondly, I wanted to mention that the deadlines for the "Library of the Year" award is this Friday, February 26. The award recognizes excellence, innovation and special achievement in providing library service and NLS regional and subregional libraries as well as the Advisory and Outreach centers are eligible to apply or to be nominated – and again, the deadline is this Friday. You can contact Pam Davenport or myself for more information. Before I get to the third item on my list – which has to do with the NLS eligibility requirements that have expanded – I did want to ask Don Olson if he has something to share. Hello Don? (silence). Well, if Don is not available, I'm going to pass it off to Meredith...

Comment: (Meredith Beckhardt – NLS)

Thanks...I wanted to remind everybody that the surveys are currently happening on the NLDB site – and if you have any problems getting access to the site or questions about the survey, please email me. My email is mbec@loc.gov. I also wanted to let everybody know that for the foreseeable future, we will not be doing the six-month Readership and Circulation survey. We will, of course keep doing the annual surveys in October for Readership and Circulation – and those reflect the federal fiscal year. We're going to keep those but for now, not the six-month surveys. The other thing I wanted to mention to everybody: I'm not sure if you're aware of it, but on our Network website, we have a list of Network-produced magazines. You can find them under the "Resources" tab, and then there is "Magazines" and then there is a link under Magazines called, "Magazines produced by Network libraries." I wanted to bring this up today because we need to work together on keeping this updated. I don't know what magazines your Network library might have added or deleted over the past – I think it's been about a year and a half since it was last put together – and so if you could kindly go through that list, if you are a library that has a recording studio and you record magazines – and let me know of any updates. It's a nice list. It's divided into two sections. One section is just magazine titles alphabetically – and then the bottom of the list is all of the magazines by library – and so if you are a Network library that does your own recording you might want to go to the bottom of the list and just look at your state and see all of the magazines I have for your state. And again, if you have any additions or deletions, please email me at mbec@loc.gov. Thank you.

Comment: (Don Olson – NLS)

This is not to address the topic that Mark brought up, but this actually has to do with download limits. Effective immediately, there is currently set a download limit on web BARD. Please mark this down to get the message to the folks that do tech support at your libraries. I'm sure everybody knows there have always been download limits with BARD Mobile...This encompasses both formats. We're talking about unique titles – meaning if I download one title and I download it again, it will not count against (my) account. The download limit is currently set at 500 – down from 10,000. Just for transparency, if you remember, an Ops Alert was sent out a

number of years ago and we had said that there would be a web BARD download limit of 1,000. There was a typo there. Depending on who you ask, this could be a good or not-so-good thing, and that is, it was up to 10,000. Someone actually put an extra zero there. So, to repeat, please get the message out to the folks who do tech support at the libraries, and let them know that if – by chance – patrons call in and say “geez, I’ve reached my download limit and I don’t understand” I would suggest that the tech support person should clarify which platform the patron is downloading from, whether it be from BARD Mobile or web BARD.

Comment: (Mark Santangelo – NLS)

Thank you, Don. And finally, as you’re aware, the NLS eligibility requirements have changed to include patrons who have reading disabilities. I trust you’ve seen the Operations Alert that was sent out on February 17 – a week ago today. I wanted to know if there are any questions or clarifications that we can address at this time.

Question: (John Mugford - NM)

I have a question for Don and a follow up to his comments. Is that numerical limits in relation to a time frame?

Answer: (Don Olson – NLS)

Yes. Thanks for asking. I did not clarify. Just like on BARD Mobile, it will be a rolling 30-day period. So, in other words, not a calendar 30-day period, but a rolling 30-day period, if that makes sense. So, if I download 10 today, 10 next week and 10 later, then 30 days from now, that original 10 will disappear – and people can download 10 more.

Question: (John Mugford - NM)

I think that’s relatively clear. So, when does the 30-day period usually begin?

Answer: (Don Olson – NLS)

As soon as a person downloads a book. So, if I download one this second, literally in 30 days, that download will free up.

Question: (Alicia Waters - RI)

Hi, yes, I was going to more or less ask that same question about the BARD Mobile but then, I also had a question about eligibility. I did get that Ops Alert. I see that the new language is there. When is that new application going to be posted on the NLS site – so that I can take that same body of text and put it into my application? I looked and I did see the information online, but the application is still showing the old application.

Answer: (Kristen Fernekes – NLS)

So, again, we did provide the text so that Network libraries would have the opportunity to take that text and incorporate it into any application that they’re creating... (lost connection).

Answer: (Steve Prine – NLS)

Alicia, she was saying that our application will be up fairly soon on the public website. Hopefully by tomorrow we expect to post an application on the Network Library Services website that you can use for the text.

Comment: (Alicia Waters - RI)

Yes, because there is just a little additional text that goes along with that. There’s a part where it talks about the domicile abroad and then there’s another thing that talks about temporary disabilities. I just wanted to make sure that I have the comprehensive change and that it’s mirroring what you all have. So, even though that’s useful – the text that you sent in the Ops Alert – I just wanted to make sure that everything that’s above it or below it...is the same. So, that’s why I was waiting for NLS to put up their application.

Comment: (Steve Prine - NLS)

Well, as I say, hopefully tomorrow but in the next week or so, we’ll have something up that you can look at.

Question: (Tyler Kottman - CO)

I have another question for Don about the limits. How does that affect BARD Express?

Answer: (Don Olson – NLS)

That will be the same – meaning the 500 limit will apply to the BARD Express download.

Question: (Tyler Kottman – CO)

So it's the same pool, basically?

Answer: (Don Olson – NLS)

Yes.

Question: (Kristin White – SC)

I have two questions: We're about to do new applications as well, so that wording will work out very well for us. I'm trying to figure out electronic signatures, now that we're allowed to do those. Can we use the Adobe electronic signature in our applications? Will that suffice?

Answer: (Karen Keninger – NLS)

You can use the Adobe Electronic Signature if you want to, but all you really have to do is just type in the name. That will be sufficient. You don't need to use Adobe.

Question: (Kristin White – SC)

Okay. And the second question is: now that the qualifiers have expanded, our State Library staff in different areas that travel around the state, and talk to different parent groups and so forth, would like to do so, and they'd like to demonstrate BARD. What is the best way to have them in the system under BARD? We've been trying to figure out (if) we should do another organization account. How should we handle that?

Comment: (Don Olson – NLS)

Sadly, I missed the first part of that question.

Question: (Kristin White – SC)

We are part of the State Library, and we have staff who have groups and organizations and parents that they know their kids will qualify for the program now or their clients will qualify for the program now. We're trying to figure out the legal way to get those staff in BARD so that they can demonstrate it to the people they work with.

Answer: (Don Olson – NLS)

Well, if you have a library account that they can log into, that will be just fine. There's nothing wrong with that.

Comment: (Kristin White – SC)

Okay, I wasn't sure if they could log into our library account because they were in the same agency but, not in the same department. They're not a part of (TBS)...

Comment: (Don Olson – NLS)

I would probably...institute another account for that – an institutional account. We could set up a demonstration account. I didn't realize these folks were not a part of your specific division.

Question: (Jill Rothstein – NY8)

Hi everyone. I have two questions for you: The first question is about the electronic signature on the application. I'm sorry if I missed it, but is there a specific language that you're suggesting we use to explain to people that that is now being accepted? Either on the website or on the application itself. I'd like to know about that. My second question is about Duplication-on-Demand training. We just had an amazing training with KLAS – with Katy – for our RAs, about learning how to use the Service Queues, the Tabs and a bunch of other things, so that we are competent and prepared for when we start Duplication-on-Demand. But, I have yet to hear back from anyone when I ask you all who is going to be training our clerks on how to do it. I'd love to find out how that works. Can we set up a similar situation – a one-hour Zoom where we can get a live demo and ask questions... When I asked on a listserv, I heard from a lot of other states that would want that as well.

Answer: (Paula Bahmani - NLS)

We are in the process of setting up a Gutenberg workshop, so you can look for more information on that coming soon.

Question: (Sarah Jacobson – TX)

I'm sorry to repeat, everyone but, Don can you provide again, the limits for web BARD, BARD Mobile and BARD Express?

Answer: (Don Olson - NLS)

Understandable. Okay let's start with BARD Mobile. That will remain the same at least for now. We have no current plans for changing that. It has always been, and it will continue to be today at 100. For BARD Express and for web BARD, the number is currently 500.

Question: (John Mugford - NM)

My question pertains to the broadening of the certifying authority professions – specifically regarding librarians and maybe more specifically, librarians on staff at regional libraries. What is thought to be the competency of librarians to determine disabilities?

Answer: (Steve Prine - NLS)

We've been looking at that internally and putting together some responses to that and other questions that we anticipated. What I guess we would say is that librarians have long been recognized as (being) eligible to certify applications (even) before the change in eligibility. They could certainly certify blindness, visual impairment, physical handicap, but they couldn't do reading disability. When it was changed, the wording now includes librarians as potential certifiers. It doesn't require librarians in our network, or public librarians, or school librarians, to certify. It merely recognizes that class as a group that can certify. The one thing that most of the other competent authorities that are now listed, have in common is that they have access to the applicant's medical records or educational records – and they're basing their certification on either testing records or medical records. So, we believe that it would be reasonable if you were asked as a librarian to certify that you would have access from the applicant to either medical or educational testing records on letterhead, verifying that the individual has a problem and can't read regular print. And given that, then it's your choice to certify or not. Librarians also have the option to basically refer an applicant to other competent authorities that are recognized for certification.

Question: (Jill Rothstein – NY8)

Hi all, (I didn't get) an answer to the other question – the electronic signature language?

Question: (Vickie Collins - NLS)

Jill, there is an FAQ on electronic signatures. So, that gives some additional clarification in terms of how they work. Do you have a specific question then, about electronic signatures?

Answer: (Jill Rothstein – NY8)

Yes. My question was: Do we have specific language that should go on the application itself – to explain to patrons filling out the application that electronic signatures are accepted and when and how.

Answer: (Vickie Collins - NLS)

It is on the application, but it is rather briefly stated that if the form is filled out completely – if all the certification information is provided – then it would be acceptable to have a typed electronic signature.

Question: (Alicia Waters - RI)

On the electronic signature and the application in Rhode Island, what we did on the last page was that we included a checkbox and next to the checkbox it says "check this box if you are using an electronic signature" and "all items must be complete." So, I know you require the name, the title or occupation, the organization, the city, state, zip, the phone number and, the email address plus a signature and the date. So, every single one of the fields has to be completed and then we have the thing that they check – and then they can use a script-type font or just type their name... As far as I know, that suffices... I'm assuming that is okay. Right?

Comment: (Kristen Fernekes – NLS)

I wanted to chime back in regarding the question that had come up about the applications and where they are. So, again to clarify, there is all of the text that will be part of our application. It's on the Network Library site presently. It is there now. We left it there as a text file specifically so that the Network libraries could pull that and then incorporate it into their own application. All of that language is final and correct. Within the coming weeks, we will have on the public site – basically the public application – that will be a PDF, fillable and accessible, that will go up on our public site. So, right now though, all of the text that is in the completely redone application that Vickie and her team worked on – that document is available on the Network Library site so that Network libraries can get and use that.

Question: (Alicia Waters - RI)

I have two questions that are unrelated to anything we've been discussing today: In the NLS Music Section, I have two patrons that are music buffs, and they read a lot. They want to read more about different composers, their history and so on. I noticed in the Music Section, there isn't a lot of material for more contemporary artists. There's a lot of the 1960s, 70s classics but there really isn't anything from 1980 to recent times – where somebody could get information about a contemporary artist or an artist from today. So, is there any way – or is NLS looking to add more titles in the Music Section. The other thing I wanted to ask you about is a title – whether it be on BARD or mailable or both – but I'm looking for "Disloyal" by Michael Cohen. I've had a number of patrons call, looking for this book. I checked in KLAS and I don't see that there's even a record for it yet.

Answer: (Juliette Appold – NLS)

Thanks for that suggestion. There are biographies – newer biographies – of contemporary composers. However, they will be in the general collection. When we make materials available, we really focus on instructional materials and materials that teach you about music, and...they may have music notation. When it's more biographical information, serving a larger interest group, we generally give that to the Collection Development section at NLS and, last year we added a couple of interesting titles. They may be available in the general collection, but that's it. Yes, we keep on looking to add more contemporary works to the collection. They may be more scores and materials that may be instructional or music appreciation.

Question: (Alicia Waters - RI)

I'm not finding that our patrons are generally looking for scores or even instructional material but a lot of them are looking for biographical information – autobiographical information – and they're looking for contemporary artists like Missy Elliot or Alicia Keys and they're not finding anything but the Beatles and stuff like that – back in the 60s and 70s or before that. So, they're looking for autobiographical or biographical information about the artists themselves – about the performers. And when I do look...I just do a search in the Music section and...I'm not hitting any biographical stuff

Answer: (Juliette Appold – NLS)

So, my recommendation is to a search across the complete collection of NLS – and then, if there are titles that really interest you, and we'll work together within the different sections at NLS and we'll prioritize them...that's what we do in the Music Section for scores and such. So please send them along – titles that you have identified that patrons want.

Answer: (Dominick Spinelli – NLS)

Regarding "Disloyal," I don't believe we have that in process, but I can't remember why. I feel like this was a title that when it was released, it wasn't available for us to acquire. I'll follow up with the Collection Development team on this title. If it's available to us, then it seems fitting to add to the collection. I think it was just one that initially only sold through limited vendors and we didn't have approval.

Comment: (Steve Prine – NLS)

Thanks everybody for participating and we look forward to talking to you next month – at the end of March – and be ready for Daylight Savings time. Thank you.