

**Comment: (Steve Prine - NLS)**

Welcome to the NLS Monthly Open Forum call. It's a nice fall day here in Washington. The Washington Nationals are clinging to a wildcard slot for the playoffs. The Washington Redskins have a death-grip on last place in their division (laughter) so, it's business-as-usual. First, we'll go around. I'm Steve Prine, Assistant Chief of the Network Division...

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

Paula Bahmani, Education and Training Specialist; David Spett, NLS Data Analyst; Alice O'Reilly, Materials Development Division; Pamela Davenport, Network Consultant; Margie Goergen-Rood, Quality Assurance; Vickie Collins, Network Services; Hien Nguyen, Bibliographic Control Section; Meredith Beckhardt, Reference Section; Matt Field, Legislative Analyst; Michael Katzmann, Chief of the Materials Development Division; Mark Schwartz, Communications and Outreach.

**Comment: (Steve Prine - NLS)**

Okay and that's who we have around the table here. So, let's start off. We're going to turn it over to Meredith Beckhardt, Head of the Reference Section, for some comment.

**Comment: (Meredith Beckhardt - NLS)**

I'm real excited to talk to you about our upcoming Readership and Circulation survey – and also some more details about our single sign-on system. We've been talking about this for awhile now. For over six months, I've been working with each of you to get your email addresses – and prepping our system and have everybody...a login I.D. So, I wanted to give you some more details: We are awaiting our final clearance from LOC security to make this system available. The plan is, on October 2, I'll be sending you the announcements that the Readership and Circulation survey...is open. Before I talk more about the survey, let me just talk a little bit about the single sign-on system because we're going to launch this in two groupings. The first group of people that will receive their login I.D. and their password, are going to be those people that need to login to NLDB to do their survey. After everybody is sorted out and there are no problems, then we'll be releasing the remaining login I.D.s to the rest of the Network. So, that's one big announcement that I wanted to make. For those people that are entering statistics on the database – I just want to reiterate – for those people that signed up to get the fob token as their two-factor authentication – I just want to remind you NOT to use Internet Explorer. Chrome is a solid way to go, and later versions of Firefox are fine – so I wanted to make sure I passed that along to you.

All the details will be in this Operations Alert, but I just want to cover some general things here. After those people receive their single sign-on I.D.s – once you set up your permanent password – my instructions will have people go toward the new Network Library Services website. The very top link on that website is for NLDB. You'll just need to click on that URL, and you'll be in with NLDB. You'll need to put in your credentials for single sign-on but once you're in, you're in. I want people to think of this new Network Library Services website as a launchpad for – really – all of the future NLS systems. On the new website, we have links for BARD, and we have links for PICS and for everything that you're used to getting into. You don't need to keep bookmarking all the individual URLs. Just think of the new website as the launchpad and from there you can go where you need to go. Eventually down the road, all of them will be tied to the single sign-on system, so it will be really easy to pivot from one system to another. Of course, right now we only have the NLDB so, if you're going to PICS it will still be the old PICS system and you'll be putting in your current user I.D. for that – and the same for BARD. But hopefully soon, this will be a much easier way of navigating all of the NLS systems. Attached to the Operations Alert, I will have more instructions on how to navigate through everything – how to setup your new I.D. and password and use two-factor. We also have an FAQ that's attached, that should answer almost every question you have on this whole thing. Please stay tuned and be patient as we roll this out. Thanks.

**Comment: (Steve Prine - NLS)**

Thank you, Meredith. Our presenter number (two), also known as David Spett...

**Comment: (David Spett - NLS)**

As many of you saw, today's Operations Alert that went out this morning, NLS is beginning a pilot program that begins on Tuesday, October 1 – that's next week, at the start of a new fiscal year. The purpose of the pilot is to assess the viability of a larger list of certifying authorities for Reading Disabled patrons. The pilot will take place in Texas and Pennsylvania. NLS will also be testing a BARD-first policy for DTBM distribution. We will be collecting extensive data during the pilot, which will guide our decision making...for future expansion of service. We know that many of you are very interested in the first steps toward broader certifying authorities. We look forward to sharing interim findings at the National Conference of Librarians serving Blind and Print-Disabled individuals, next May. During the Q&A portion of the call, we'll be happy to answer any questions you may have regarding the pilot. You can also email them to us if you prefer. Thanks.

**Comment: (Michael Katzmann - NLS)**

There are some questions that came up on the listserv about BARD-only books and how they're represented in the catalog. I have the catalog right here. Hien will interrupt me if I'm saying anything wrong. We have been indicating in the catalog since February 2018, those titles that are BARD-only. The new titles that have come up, that we're not putting on Copy Allotment. In the catalog there are about 1800 titles listed. There are another 300 or so that were BARD-only before we started adding this catalog tag. Also, obviously, there are about 50,000-odd books that were converted from analog to digital, but most libraries did not receive a copy allotment or chose not to get those books. So apart from the 300 that people have been worried about that don't show BARD-only, there are about 50,000 that also are not BARD-only. We are going to go back – for those recent books let's say, 2 years ago, that were in this latest batch of BARD-only – we will go back into the catalog and add that BARD-only tag but, we will not be going back to the A-to-D books to add that tag.

**Question: (Catherine Durivage - MN)**

I'm calling about the Magazine-on-Cartridge program. We get our magazines from NAC and we've seen an uptick in calls from patrons about not getting their magazines – delivery issues – so I wanted to know what's going on. Anything you can share about the status of NAC?

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

We have been vetting several inquiries about that. Apparently, NAC is having personnel changes and there are some internal structure changes going on. They are trying their best to catch up. We hope that within the next month or so, things will be back on a normal schedule.

**Question: (Catherine Durivage - MN)**

Okay, so at this point we just raise quotas and mark items "lost."

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

Yes

**Question: (Danielle Miller - WA)**

Hello. I was wondering if you'll be sharing your new logo – if you'll be sharing that graphic, so we can use it on social media or wherever we might share the name change next week.

**Answer: (Mark Schwartz - NLS)**

Sure. So, it's helpful for you to request the logo and explain what you're going to use the logo for – whether it's going to be on a print document or whether it's going to be online. You can send your request for a logo with that information to Kristen Fernekes ([krfe@loc.gov](mailto:krfe@loc.gov)).

**Question: (Alicia Waters - RI)**

Hi. I am just wondering if the National Library Service is going to produce another kid's catalog. I'm interested in promoting the services to schools here in Rhode Island. The last kid's catalog we had is for 2014-15. When I've looked on the website, I see that they're older – and I know we don't have as many materials in the system for children as we do for adults. Is there possibly a new one in the works?

**Answer: (Karen Keninger - NLS)**

There is not one in the works at this point. We will take that under advisement but, we don't have one in the works at this point. There are sections within Talking Book Topics – I believe – where they're called out separately for children, and that's what we've got right now.

**Question: (Alicia Waters - RI)**

I went online and I looked at the Kids Zone information on the NLS site, and a lot of the information is outdated. I'm wondering if that information will be updated as well.

**Answer: (Karen Keninger - NLS)**

I think we can certainly take a look at that.

**Question: (Kim Charlson - MA)**

Hello everyone. I had a question after reading the notification in the Op Alert about...Braille Book Review. James Gleason and I thought about getting a BRF file and printing a copy to put at our front desk, so that there would be something there for people to look at when they dropped in. We noticed that the website has the HTML version of Braille Book Review, but there's no reference anywhere about the BRF file or where to find the BRF file. Of course, I knew that the BRF files were on BARD and could be downloaded, but there's no reference to that on the webpage where the HTML is located. I kind of thought that that was a missed opportunity and I wondered if there was a chance that maybe someone could consider putting some information about the downloadable BRF version of Braille Book Review, and a link to BARD or something, there where the HTML version is located on the NLS website.

**Answer: (Mark Schwartz - NLS)**

The BRF file should go up on October 1<sup>st</sup>. I include some information about our name change so, it should magically appear on the 1<sup>st</sup>.

**Comment: (Kim Charlson - MA)**

Okay well there's no BRF files there of any issues of Braille Book Review at all – ever – that I could find. There are older issues of the HTML – there are links to those, but there's nothing there that would point you to anything related to the BRF files – that would tell you about them or point you to them or anything.

**Answer: (Mark Schwartz - NLS)**

Thanks for that information Kim. I will look into it right now and see what I can do...

**Question: (Michael Lang - KS)**

Hello. I was just wondering if you could share what authorities you are piloting in that Texas and Pennsylvania group?

**Answer: (David Spett - NLS)**

Sure. Would you like the job descriptions – or job titles of who will be able to certify...? It's a long list that includes Reading Specialists, Psychologists. We can send that to you...

**Comment: (Michael Lang - KS)**

Okay. I was just curious if there were any education-specific titles

**Comment: (Karen Keninger - NLS)**

It will be on a general list that will apply to all applicants – not just to one particular group. And as David says, the Reading Specialist, the School Psychologist – those people are added, but the list that you're used to for the other certifying authorities will also be included for people with reading disabilities.

**Question: (Mike Marlin – CA9)**

A question for Michael Katzmann and/or Hien – about adding retroactively – at least for the last few years' worth of BARD-only records. Will that come out in future completed records on the PICS site? Or how will that be handled?

**Question: (Hien Nguyen - NLS)**

In the BARD-only titles, information is being added to the Voyager records. That information will be included in the MARC sets that we distribute each month... So, I think Mike is asking about retrospectively adding that information into all the records and how would the Network library receive those records. I will mark those records with some labels – in some way and then, in the end we can issue one set of MARC records, just for those records. Would that work for you?

**Answer:** (Mike Marlin – CA9)

That would be great. I'm thinking for other libraries because we've been going along this whole time and adding it ourselves – but I'm just thinking globally.

**Comment:** (Michael Katzmann - NLS)

It's up to you – whatever...system you're using – if it's KLAS – whether it takes notice of that BARD-only tag. When you report that into your library system, that BARD-only tag has to be recognized and then indicated in your system.

**Comment:** (Mike Marlin – CA9)

You're absolutely right. We would need to talk to our vendors about that.

**Comment:** (Hien Nguyen - NLS)

While I have this opportunity, I would like to let you know about the 50,000 converted records that Michael mentioned earlier – that they are only available for downloading from BARD. There is a note attached to the book number in those records – that they may only be downloadable from BARD. Something like that. So, if you want to identify those converted records – only available from BARD – you can search the Voyager catalog using that phrase – and you'll be able to group them together.

**Question:** (Tom Duffy – CA9)

I just had a clarification question about the expanded certification pilot in Texas and Pennsylvania. Does that mean that librarians can sign off for dyslexia?

**Answer:** (David Spett - NLS)

I'll read the list of certifying authorities that are permitted under the pilot. This is going to apply to Texas and Pennsylvania next week and the standards would not change in the other 48 states. "Competent authority" means Doctor of Medicine, osteopathy, ophthalmologists, optometrists, psychologists, registered nurses, therapists, and professional staff of hospitals, institutions, and public or welfare agencies such as social workers, case workers, counselors, rehabilitation teachers, certified reading specialists, and superintendents. In the absence of any of these, professional librarians may certify eligibility. Does that answer your question Tom?

**Answer:** (Tom Duffy – CA9)

I take that as a "yes"...thank you.

**Question:** (Rose Azuko – Access Services)

Good afternoon. My question is for Meredith. If we're trying to update our list of administrators and staff that would have access to the database, is it possible to get that done before the launch?

**Answer:** (Meredith Beckhardt - NLS)

I can email you who we have already signed up and you can compare that list then? And send me any updates. Is that what you mean? I can email you that list.

**Answer:** (Rose Azuko – Access Services)

Yes please. Thank you very much.

**Comment:** (Steve Prine - NLS)

Thanks everyone for participating in the call, and we look forward to talking to everyone again at the end of October.