

NLS Telephone Forum – 1-29-2020
(paraphrased)

Comment: (Steve Prine - NLS)

Thank you. Good afternoon and welcome to the Monthly NLS Open (Telephone) Forum. We've got a few things to share with you before we begin the Question and Answer and so I'll turn it over to Karen Keninger, the director, first.

Comment: (Karen Keninger - NLS)

Hello everybody. It is, as usual, a delight to be in your virtual company, as it were. As some of you probably know – or probably most of you – Richard Smith retired. He was anxious to move down to Florida and have a more settled life, I guess. So, he is not here anymore. I am actually going to assume the duties of the Chief of the Network Division for a while. We will be doing a national search for a new Chief of the Network Division. I'm not sure how soon we will get that rolling, but soon. In the meantime, I'll be doing double-duty. I'm looking for many hats to wear so that people know what my name is today. Basically, that's what we're going to be doing for the interim, so I just wanted everybody to know that.

Comment: (MaryBeth Wise - NLS)

I'm happy to let you know that an Operations Alert is going to be coming out in the next few days, regarding the 2020 National Conference in Lincoln, Nebraska at the Graduate Hotel. We're very excited and we have a very robust agenda in the works. A draft agenda will be posted with information on how to register at the hotel at the conference rate – and on the conference site as well. If you have any questions, please email me at mwis@loc.gov.

Comment: (Steve Prine - NLS)

I have one more announcement: On January 17th, we sent out an Ops Alert for the "Library of the Year" award. The nominations are open until early March – March 6th – so, please think about it and prepare paperwork and send it in. We now actually have a date for the Awards Luncheon here in Washington. It's June 10th, which is a Wednesday, so if you're thinking about sending in paperwork, (mark) your calendar for that day. We look forward to getting your nominations by March.

Comment: (Don Olson - NLS)

On the previous call, I mentioned that there would be a few changes coming up on the BARD website, and I had asked people to look on the Practice BARD website to review those changes and get used to them. Things like that. Well, those changes are coming along much more slowly than we had anticipated, and it will probably be a couple more weeks until they are noticeable on BARD Practice. Those of you who I communicated with concerning getting your Practice BARD accounts reactivated, I suggest please don't let those accounts lapse because again, in a couple weeks we'll be wanting you to go onto the BARD Practice website and check out those changes. It will be a couple more weeks so, periodically if you would check out that website, that would be great.

Comment: (Meredith Beckhardt - NLS)

I wanted to mention a couple of things: The first thing I wanted to talk about was the "single sign-on" system. We're now able to have the system reach all libraries. There was a hiccup with eleven libraries toward the end of the year and everything has been resolved. I want to thank you all for having the patience in dealing with me as we resolved those issues. So now everybody should be able to get in with no problems. If you do need a password, please contact me. I also wanted to remind people that we do have extra fobs if you choose to go that method for your two-factor authentication. Just note that it's not available for people who use it with any kind of Internet Explorer browser or Microsoft Edge.

Also – along those lines – if somebody leaves your office and they were a fob user, I do need that returned to me. Since it's government property, I have a tracking system in place so, I would need those returned to me. Just a note to the supervisors at each library: As you have new staff coming on board – and even departing staff – please let me know, so that I can set them up with a single sign-on account, and reconcile all of our records if they're a departing staff member. I do recommend that you bookmark...our new Network Library Services website. Again, that's www.loc.gov/nls/network. Once you click on that, you can get to the single sign-on login page and get into the site from there.

The last thing I wanted to mention is our upcoming NLDB surveys. The next surveys coming up are staffing, budget, miscellaneous and collections. I don't have an exact date yet. Since this is the first time we're doing these surveys on our new NLDB system, we're still doing some testing, and I want to make sure everything is in place before you

start entering your numbers, but later in February I should be sending out an Operations Alert, giving you a date on when the survey will be open. This year we're going to have something a little different. Our new software allows us to add some custom questions, and we are going to have some questions about equipment from Shana Osborne so, I just want to alert you about that difference with this year's survey. Again, that was from the Miscellaneous survey. If you need to reach me, I'm at mbec@loc.gov.

Comment: (Steve Prine - NLS)

One last topic before we open for questions: NLS is getting close to having recall capacity for 2020, so early in February, we expect to begin sending boxes to libraries so they can begin sending books in for recall. There are going to be two cycles this year. The cycle that begins in February and runs through June, and the second cycle that will start probably in July and run through the end of the year. While you'll be given a number of books that you can return during the year, you'll only be provided boxes for half that amount in the first half of the year – and then the other half of the boxes in the second half of the year.

Comment: (David Perrotta - NLS)

I just wanted to provide a quick update on our deployment plans for Duplication-on-Demand for the first half of this calendar year. Those of you who are Keystone customers hopefully saw the announcement from Keystone yesterday, about the first ten KLAS libraries that we're going to deploy KLAS plus Gutenberg to. That will begin in February and run through June. We'll be doing two a month. Those libraries quickly are: OR1A, NV1A, MN1A, CA1C, IN1A, WA1A, UT1A, CA1A and NY1A and NY2A – so that will be (happening) through June. In coming weeks, we will be looking ahead to the second half of the year and planning out a schedule for those months. We already have inquiries or requests from a number of libraries that we know are interested in KLAS plus Gutenberg, but if you haven't contacted us and you are interested, please send a note to Steve and to me and we will put you on the list and I'm sure we'll have more updates as the weeks go by – but we have a pretty definite schedule for the first half of the year.

I just want to remind people that we're also providing supplies to the libraries that choose to use the Keystone Scribe system instead of the NLS Gutenberg system. We've discussed this before, I believe, but we're doing it on the same basis that we do for Gutenberg, which means that we provide half of the total cartridge and container need. We provide the entire need for labels – and we're also providing equipment that those libraries will need for unlocking white cartridges already in their collection. What we ask in return for this is, we need to hear confirmation from the library and from Keystone, that you have an authorized commitment to proceed with Scribe, and a scheduled implementation plan. We need you to confirm your agreement that you'll work to get to a zero copy allotment within 12 months of starting Dupe-on-Demand – and maybe most importantly we'll need at least a couple months lead time to provide those supplies, so if you are talking to Keystone about Scribe, make sure you have those pieces in place and then be in touch with me about that and we will get you scheduled. So we are going to be working through the year on KLAS plus Gutenberg as well as providing supplies to the Scribe libraries. I think this is probably going to take us into next year as well, but we look forward to working with all of you.

Question: (Ricardo Cisneros – CA9)

Hi, good morning. I just wanted to say that it's sunny out in San Francisco and I have a two-part question: Since we are in one of the libraries that is coming up for Gutenberg, will that be taken into account the number of items that we can do for XESS? My second question is that, if we're expected to recycle some of our cartridges for Gutenberg, is it safe to get ahead of the curve and start removing labels from the blue cases so when we get the Gutenberg, we can put (on) the new labels?

Answer: (David Perrotta - NLS)

I'm going to answer at least the second part of that question. It's definitely fine for you to start repurposing or recycling cartridges from your collection – and you're right that the first step is removing those labels, so as long as you're comfortable doing that at your library, there's no reason not to get started. I will be sending you folks – as well as well as the other libraries in this first batch – some tips and tricks for doing that. It's perfectly fine for you to get started on that. As to the question about recycling, I think maybe Steve is in the best position to answer that, but I will say that we expect any DoD library to provide at least half of its cartridge need by repurposing cartridges from your collection. You're welcome to use more cartridges from your collection if you're interested in doing that – but at a minimum we expect you to meet at least half of that total need. As to the question of how that relates to recycling, Steve, is that something you have an answer on?

Comment: (Steve Prine - NLS)

Not specifically, but we will definitely have followup conversations, because as you begin to look at what you're pulling out for reuse, that will obviously change the number of digital books that you'll need to get rid of, so I'll be in contact with you within the next week or so to have a conversation about that.

Question: (Ricardo Cisneros – CA9)

Great. And just a last thing – I have about 5 or 6 boxes of recall from last year. Is it okay to still send them out or should I wait for this year?

Answer: (Steve Prine - NLS)

Wait for this year. I'll follow up with you and get an exact number when we talk next week.

Question: (Michael Lang - KS)

I just wanted to check – since we're all here I know that Colorado had talked about creating some audio format census materials. I don't know if anybody from Colorado is on the call, but I just wondered if they had any updates on any of that. That's all.

Answer: (Kristen Fernekes - NLS)

I can chime in just a little bit. You may have seen an Operations Alert that went out that may offer some assistance. Its not the audio necessarily but I do want to say that the Census has produced a great deal more in the way of accessible materials this time around. There are a number of links included in the Operations Alert that just went out to you. Also, tomorrow there's an opportunity being provided by ALA for libraries...looking for ways to assist (their) patrons (with) questions about the census.

Question: (Jill Rothstein – NY8)

Hey everyone. I just wanted to follow up on that first question. I wanted to know if one of the tips and tricks that we should expect very soon on repurposing cartridges is: How to identify the right ones to use for that purpose.

Answer: (David Perrotta - NLS)

That is Tip and Trick number one, Jill. We have a bunch of information on that, and I think we'll probably post something to our listserv as well and try to encourage libraries that have already gone through this, to share some of their strategies – but we definitely have some info and that will be coming your way.

Comment: (Debbie Macleod – CO)

So, to answer the question about the census material, yes, indeed we were going to partner with the Census and get some of this recorded material that they didn't have – and then the person that we were working with disappeared and left the Census and we tried to contact the other person in Colorado who is working with the Census and, the whole thing fell apart. So, we did not in fact, do any recording unfortunately, for any of that material. So, that's the sad story about that. It's kind of disappointing.

Just as a comment (on recycling cartridges), we're not finding any "F"s in the collection much. We find "E"s and there are some "D"s. We are keeping a spreadsheet of the DB numbers for that, and what we found is that if DB-whatever is a "D" cartridge, all of the copies are on a D or an E, so they're all the same. So I'd be happy to share that with anybody – and we continue to update that – and so that should help you. You can just go find them. You don't have to open every single cartridge (box) and search, which is something we've been doing.

Comment: (Ricardo Cisneros – CA9)

Hi. I just wanted to add that, in San Francisco we cannot discover () of similar-capacity cartridges, so if you find an E or a D you can go back and forth around that shelf or those numbers and you will find (a) good batch of them – especially with the older cartridges. Regarding how we are marking them – we're a KLAS library so, I just look for a status that I wasn't using and I make all of them that status – so I made all of them WDR-OBS (withdrawn, obsolete) because I wasn't using that status for any of our regular activities.

Question: (Maureen Dorosinski – FL)

I have a question from a Reader Advisor who says a patron called and requested a replacement "multi-tape player" is what he called it – and his account shows a Combination machine sent in 2005 – and we're not sure – we're just curious as to what it was.

Answer: (Steve Prine - NLS)

It was a machine that basically played both cassette and flexible disc. Is the patron asking for a replacement?
(laughter)

Answer: (Maureen Dorosinsky – FL)

Um, yes (laughter).

Comment: (Steve Prine - NLS)

At the Multi State Center East, they may still have several in their inventory, but I can't guarantee it.

Comment: (Shana Osborne - NLS)

I'm pretty sure the only ones that we have, have been issued to the libraries for display.

Comment: (Maureen Dorosinski – FL)

He has a CT-1 on his account. He also...gets digital books, She's going to send him a digital player but he also requested this "multi-tape" player. It's a little confusing, but we wanted to know what a Combination machine was, just so we know – and now, we feel great about it. Thanks!

Comment: (Steve Prine - NLS)

Well...we will go ahead and close the call. We appreciate everyone's participation in the Network, and we look forward to talking to you next month.

Good luck Richard Smith in your next adventures!