

NLS Telephone Forum – 04-24-2019
(paraphrased)

Comment: (Steve Prine - NLS)

Welcome everyone. Richard Smith is not with us today, so I am going to handle the call, and we'll go around the room here. I'm obviously Steve Prine, Assistant Chief of the Network Division, and on my left...

Comment: (Library Staff - NLS)

Dave Perrotta, Network Program Specialist; Jason Yasner, Deputy Director; Karen Keninger, Director; Don Olson, Network Services; Meredith Beckhardt, Reference; Judy Dixon, Consumer Relations; Vickie Collins, Network Services; MaryBeth Wise, Network Services; Kristen Fernekes, Head of Communications and Outreach; Andrew Skinner, Production Control; Shana Osborne, Equipment Control Officer; Michael Martys, Senior Advisor;

Question: (Steve Prine - NLS)

Thank you everybody. Does anyone have anything they'd like to report before we move into the Q&A session?

Answer: (Kristen Fernekes - NLS)

Fifty-five libraries have ordered customized posters that are presently in production and, because of the number of orders that we've received, I believe that we had promised those by the end of April, and it's looking like those are going to be a little bit later than that – around the beginning of May. Also, libraries who didn't order custom posters, will be able to get the generic ones a little bit later in May too, and those will be through the WOW system. (Just one other thing), I just wanted to thank all the libraries and all the help that we got in conducting the patron survey – the one that we're doing with Gallup. Because of everybody's assistance and cooperation and excellent response to patrons when they had questions, we've actually completed that survey a great deal earlier than we expected to and we'll actually wrap up three weeks sooner than we had hoped... And we'll be sharing information...in late June or early July.

Comment: (Karen Keninger - NLS)

I would like to say that I want to thank all of you in the Northern and Midlands Conference who came to my Open Forum in New York earlier this month. We always get a lot of good information and good insights from you all when you come to my forums and talk to me and talk to us about the things that are important to you, so those of you in the Western and Southern Conference – we're going to be in San Antonio and will have a forum there as well. I just want to encourage you to think about Marrakesh issues and anything else – and do come to the forum if you're at the conference so that we can share information and NLS can get insights from you and the things that you are concerned about and things that you're planning. All of that is really important to us as we move forward.

Comment: (Steve Prine - NLS)

I would just add to that that, thanks to Jill Rothstein in New York – and her staff – and Sue Chenault in Michigan for all the hard work they did in putting that conference together. It was an excellent conference. No pressure South and West! (laughter). And I would take a moment to say that yesterday we marked the passing of Kurt Cylke, who was Director here for 38 years – and saw NLS through two major transitions, from vinyl records to analog cassette (to) digital technology.

Comment: (David Perrotta - NLS)

Last week our Conference Chairs met, and reviewed the finalists presented to them by the judging panel – and they did select two winners. We're going to hold off their names until the celebration and awards luncheon on Thursday, May 16. That will be held here in Washington DC – and then there should be an Operations Alert and press release going out shortly after that, so stay tuned.

Comment: (Freya Anderson - AK)

Hi. So, this isn't really a question, but I just did want to throw out how much I really appreciated the conference in New York (or at least much of it) being available through Zoom. I was able to watch part of that and, that's certainly not one that I ever would have been able to go to. So, thank you.

Question: (Karen Keninger - NLS)

Do we know how many people participated via Zoom? If anyone is online that knows that, we'd be very interested.

Comment: (Sharon Ruda - IL)

I just wanted to comment that all my Reader Advisors and I and a couple other staff did attempt to listen in to the conference. It was really great that Jill made that available. At one time – as I was watching all the different people who were signing in – there were like, 68 people signed in, so, I don't know if those were individuals or if – like us – we had six people in a room...on one phone line. I thought it was fabulous that it was available and I really was encouraged that so many people took advantage of it. I'm looking forward to seeing all of you in San Antonio soon!

Question: (Hope Williams - NV)

Hi. I wanted to ask about the problem with the MOC returns getting credited to the patron's account. Has that been fixed? Or what's the status of that situation?

Answer: (Michael Martys - NLS)

I'll first give you a little background. Basically, what she's discussing is that the MOC system – which relies on a flow of cartridges out and in – had a problem where there appear to have been some cartridges that were returned but not properly credited. The origination of the problem – I believe – occurred two months ago when...there was a couple of times – if you might have been aware – when BARD itself was going offline for various maintenance activities. During that time, what was happening with BARD was that they were doing security updates to BARD and actually replacing some components. The MOC system is actually part of BARD. As you know (you must) log into BARD to get at the MOC reports and to get to the various MOC tools. When they were making those changes to BARD, we theorized that some of the returned reports that come from our contractors who process the MOC cartridges, were possibly lost, meaning BARD missed an update about something that was returned.

The reason why this did not show up until recently was because, when MOC sends out a cartridge to a patron, there's a number of weeks that have to expire before MOC would say that cartridge is delinquent. So, a number of those weeks went by. MOC started marking some cartridges as delinquent. The libraries began to notice that there were some people that were being delinquent that shouldn't have been. It was brought to our attention. We researched the problem and then over the last several days, we identified those records that were possibly missing, and corrected them. This was done about two days ago. What we're doing now is reaching out to the libraries to let us know how things are going. We're not going to say that everything is complete just yet – but that's the original genesis of the problem, what we did to fix it and where we are right now.

Question: (Erin Pawlus - AZ)

Speaking of MOC: As far as the emails we get to alert us to that – I'm not sure if any other libraries have this kind of setup, where the individuals who in charge of BARD generally are different than the people we have who do the magazines. It's my understanding that the emails for both go to one person. I didn't know if in the future we could separate that out so that we can have multiple contacts based on what it is in BARD that we're being alerted to.

Answer: (Michael Martys - NLS)

We can take that as a suggestion. We're actually working on the system now, and we can incorporate that into the system.

Comment: (Mary Jane Kayes – CA9)

We were going through some old stuff the other day and came across – well actually Robert was loading the “has hads” from BARD and, had to enter some records – discovered that some fairly old RCs had been converted – things like nutrition books that had been published 40 years ago. We thought that you had said you weren't going to do that stuff. We also thought we had remembered a list somewhere of what wasn't going to be done but we can't remember where the list (was). So, if there was a list, could you please let us know. If you change your policy on doing older things that seem out-of-date, let us know that too, please.

Comment: (Steve Prine - NLS)

We will follow up on that. If you actually have some book numbers though – if you would send them to my attention: spri@loc.gov I'll follow up with it internally.

Question: (Erin Pawlus - AZ)

Thank you, I remembered. So, we are a KLAS library and, we noticed on our “transfer in” patrons, that their birthdate is always set to January 1st. The year changes but the birthdate itself is January 1st. I had contacted Keystone, but they thought that it might be a PIMMS issue. So, I didn’t know if there are any fixes for that or if there could be in the future – so that we could get the actual birthdate – the complete one?

Answer: (Michael Martys - NLS)

From what I remember with PIMMS, (it) was not meant to have entire birthdates. It was only meant to have birth year. Because in the government, you try not to collect information if you don’t really need it – and what we really needed was birth year but not birth date. If you have birthdate, it’s considered PII and its extra security. So, my guess as to what is happening is that there is only the birth year in PIMMS and so what PIMMS is doing is that because it doesn’t have a day, it is just artificially using January 1 as the day. We would probably not want PIMMS to know the entire birthdate. It’s the kind of information we don’t have a real need for, and it would only cause extra security problems.

Comment: (Erin Pawlus - AZ)

Okay. Yeah, I get that it’s for privacy reasons. It’s just, when we contact the transferring patron we just have to always remember to find out what the actual birthdate is when we put them into our system.

Question: (Jane Glasby – CA9)

I’ve got people in the room here with me who were not in New York so, they’re asking if they could have kind of rundown on Marrakesh. My main question from my librarian Tom here, is: When can we start borrowing books from people? So, I wondered if Karen could give him a little nutshell.

Answer: (Karen Keninger - NLS)

Certainly. The United States will become an active member of the Marrakesh community on May 8. However, NLS has legislation which restricts our funding to residents of the United States and its territories, and because of that restriction on our funding, we are not going to be able to participate immediately. We have requested a change to our legislation, and when that change is enacted by Congress, then we will be able to participate. So, there’s going to be some lag from the perspective of NLS with regard to participation in Marrakesh.

Question: (Jane Glasby – CA9)

So, that sounds like we cannot lend books out, but does that restrict us from borrowing books in? And, as a Network library with other funding, can we make our own personal arrangements?

Answer: (Karen Keninger - NLS)

You are authorized entities – each one of you – and you can make whatever arrangements you and your leadership thinks are correct. It’s just that you can’t share NLS materials, but if you have locally-produced materials or want to bring materials in from somewhere else, that’s an option that you have.

Comment: (Michael Katzmann - NLS)

On a technical note, most of the libraries who would have accessible material, would either have it in ‘text-to-speech’ that would not play on our players, or it would be ‘Daisy 2.02’ format, which will play on our players – it will not play in the NLS app so, bear that in mind. What we do or what we will be doing is doing a transformation of the foreign material in that other format to an NLS-compatible format.

Comment: (Karen Keninger - NLS)

I will also add that we are members of the Accessible Books Consortium Global Library Project and we have done some limited exchange through that mechanism and, probably will be able to do a little bit through that as well.

No more questions in queue

Comment: (Steve Prine - NLS)

Okay, well, I think then we’ll wrap it up. The Southern and Western libraries – we look forward to seeing you in San Antonio next month, and John, if you’re on the call, we’ll have good thoughts for you tomorrow. Thank everybody for calling!