

NLS Telephone Forum – 2-27-2019
(paraphrased)

Comment: (Richard Smith - NLS)

Good afternoon, everyone. We have 53 partners on the line – so we have a good attendance today. My name is Richard Smith. I'm Chief of the Network Division. We've got a pretty good crowd here in Washington DC. I'll be your host, but I'll pass it along for everyone to introduce themselves here, and to my right is...

Comment: (Library Staff - NLS)

David Perrotta, Network Program Specialist; Steve Prine, Network Division; Paula Bahmani, Education and Training Specialist; Michael Martys, Senior Advisor; Pamela Davenport, Network Section; Andrew Skinner, Production Control; Shana Osborne, Equipment Control Officer; Margie Goergen-Rood, Quality Assurance; Vickie Collins, Network Section; Judy Dixon, Consumer Relations; Don Olson, Network Services; Meredith Beckhardt, Reference; Karen Keninger, Director; Jason Yasner, Deputy Director; intern unintelligible; Mark Schwartz, Senior Writer.

Comment: (Richard Smith - NLS)

Okay. The people in the back – you've got to yell when you're back there so everyone can hear you. We have 53 people on the line. You've got to speak loudly. We'll go forward with some of our updates. Here in the room, we have Jason...

Comment: (Jason Yasner - NLS)

I'm filling in for Kristen Fernekes from the Communications and Outreach section. She's sadly home sick today but she wanted me to tell you all about updates for the Gallup Patron Survey that we're doing, so I'm going to read her message: "By now I'm sure that you've all had the opportunity to look over the Operations Alert that we sent out about the upcoming Gallup survey. The Operations Alert included information that we are encouraging you to share with your patrons, as well as information that will be useful to your library once the survey begins. We've seen that a few of you have shared the patron facing information in the newsletters and on your websites. We appreciate that. The Patron Survey is currently scheduled to begin on March 13th although invitations will be going out before then. We want to remind everybody that if you have questions, please feel free to contact your library consultant – or you can email Kristen at krfe@loc.gov. Thank you again for your help." And I'm done.

Comment: (Richard Smith - NLS)

Juliette...didn't make it down but basically Juliette wants to mention that she'll be posting two vacancies in the Music Section at NLS here and she'll put that out as an Operations Alert. They're two Music Reader Services positions. We just had two people transfer (from Music) to other sections here, so be on the alert for that.

Comment: (Andrew Skinner - NLS)

So, in Production Control – I know you're all itching to get rid of your cartridges, so once you get your boxes to be sent to York, Pennsylvania, feel free to send those as fast as you can. They're running a little low so they need your help in getting those cartridges to them – so if you could send those out expediently, we would appreciate it.

Comment: (Karen Keninger - NLS)

Regarding the Marrakesh Treaty which will go into effect in the United States in May, we are very interested in knowing what your questions and concerns are, with regard to that. We know that there are many aspects of the Treaty implementation that we're going to have to work through – as a network and as NLS, so what I'm going to do at the Network Conferences – the regional conferences in New York City and again in San Antonio – is to hold an open forum to give people an opportunity – to beg people to take the opportunity – to ask the questions that they have with regard to Marrakesh, so that we can put together some guidance that addresses your concerns, and that will also help us to think through all of the various aspects of this exciting but not very simple implementation project that we have ahead of us. So I just wanted to let you know that if you're going to the regional conferences, please look at the conference schedules and plan to bring questions and concerns to those open forums so that we can get that information and use it to put together that possible plan.

Comment: (Richard Smith - NLS)

I just want to mention...I looked at BARD today and I looked at locally-recorded books. We're now up to 6,000 locally-recorded books up on BARD. That's an impressive 7% of our national collection. We would like our Network partners to exploit our local books and get those local books out to the reader. So, I wanted to give you a 'tip of the month' so what's our tip of the month? I remember. How to create an easy, quick, local bibliography of local books:

You go to (the) BARD website on your computer. You go to the search page – the main page. On the search page you'll find a menu with subject headings. I think there's about 92 subject headings there. In the search box, you put in the prefix for local books...DBC. You put in "DBC" and one of the subject headings. For example, if you put in DBC and "cooking" you would get 57 titles of locally-produced books – listed in the subject headings. You would just cut and paste those titles out of there – put (them) in a Word document. You have a quick and easy bibliography of locally-produced cookbooks – and they have the links in there and they're ready to go. You can adjust that and reformat it to your liking but that's a quick and easy bibliography of locally-produced books.

If you put in 'travel' by chance, you would get 87 books on that subject – so you could find...locally-produced books of Pennsylvania, Michigan and Texas. You could put in 'biographies' with 'DBC' and you would get 818 subject headings with biographies and I'll bet you could find a lot of biographies of any subject in the United States – whether it's the Revolutionary War or the Civil War or any of those topics – and I think the one I like was the 'travel.' When you put in 'DBC' and 'travel' you get travel all around the country. I like Mark Lee – you get a gem – Mark Lee recorded a book, "Canoeing Down the Susquehanna River" so, you can listen to some of those gems. We would like you to get out there, use that mini-bibliography method to get locally-recorded audiobooks into your patron's hands – and we appreciate you supporting our collection.

Comment: (Judy Dixon - NLS)

We have over 1800 (locally-produced) braille books.

Comment: (Richard Smith - NLS)

Well, there you are. Judy mentioned the braille books at 1800 locally-produced BRF books.

Comment: (Judy Dixon - NLS)

Put in BRC and you can do the same thing.

Comment: (Richard Smith - NLS)

We're really thankful and grateful to the studios around the country supporting our collection with local books. You help us to fulfill the library's mission to engage, inspire and inform our readers – and we are grateful. And with that, Michelle, we'll open up the questions...

Question: (Deborah Stroup - MO)

My question is about the BARD upload site. When do you anticipate having the new site up? Right now, we're dead in the water. We cannot upload our books to BARD because the certificate hasn't been renewed for the Google site.

Answer: (Michael Martys - NLS)

Right now, we're kind of waiting on some contract action to occur before we can get a contractor to work on the site. I don't have a firm date on when that contract action is going to occur but I'm hoping it will be soon. We sort of share your frustration.

Comment: (Deborah Stroup - MO)

I'm sure you don't share my frustration. We've got almost 700 books on BARD and right now we're sitting with about 30 more ready to upload, that will not go through.

Comment: (Richard Smith - NLS)

Thanks for your call. 700 of the 6000 – of Wolfner Library.

Comment: (Deborah Stroup - MO)

I'm sorry. That's not a lot of help to me. I'm really frustrated with the whole situation right now. We were able to upload our books onto the new site. We had been uploading on it for 3 or 4 months – and then got shut down and, it won't go through our firewall evidently. We think that's what's happening – to go onto the Google site, so, I'd really appreciate your getting that up as soon as possible.

Comment: (Michael Martys - NLS)

Personally, I don't have a really great answer for you, in that I'm kind of behind the eight ball, waiting for some contract action to occur. I don't want to mislead you by giving you a false sense of a solution being imminent when it's not.

Question: (Deborah Stroup - MO)

Well, I understand. I guess what I don't understand is, why we were able to use the new site and then all of a sudden got shut out of it.

Answer: (Michael Martys - NLS)

There were technical issues with the new site and in hindsight it probably should not have been put into production when it was put into production. That's kind of the blunt answer. And now we have to repair that site - basically rebuild it. We have to have a contractor actually rebuild the site.

Question: (Maureen Dorosinski - FL)

I have a question that I know a couple of states on the listserv were asking – and I also have a comment: I have a way...to sneak into the old site and get something waiting to approve and posted. If anyone wants to email me, I think that probably we could share and sneak together – but I didn't say that because I didn't want to get anybody in trouble. The question is about the Copy Allotment. For example, book #93114 – I asked for 20 and the card I got back from Blackstone Audio says the number, and it's 6 of 6. So far, it's about 20 books in that number range from Blackstone Audio that say 6 of 6 instead of my full allotment. Today, something new - #93112 – numbers around that – I'm getting 1 of 1. And that's disheartening. So, I was just wondering if you had any answers on that – what we can do?

Answer: (Andrew Skinner - NLS)

We don't have a solution on that yet but we are working on one. We're working with Blackstone on getting the true Copy Allotment values. We've already gone back and checked with our software system to verify that the correct values were provided to Blackstone – and they were. It's not going to happen immediately, but we do have a solution that is going to backfill the correct request.

Comment: (Richard Smith - NLS)

Five years from now we'll all be wireless. That won't be a problem.

Comment: (Jill Rothstein – NY8)

I would like to tell everyone that we're planning a really lovely Northern-Midlands conference in New York City. We'd really appreciate it if you guys would register for it if you're going to register. I think we're asking everyone to register by March 8. We're expecting a cool keynote... and tactile graphics workshops with help for you guys and recording studio instruction and Duplication-on-Demand talks and visits to museums. So, it should be fun if it's not raining the whole time – and even if it is. I got my first request from another talking book library – hello Kansas – congratulations on fifty years – for a tactile, and we're sending that out today. If any of you guys need us to emboss tactiles, we're offering that, so...I think that's it for me.

Question: (Maureen Dorosinski - FL)

I was intrigued. I don't understand what Jill is offering – about embossing tactiles. I was wondering if she wouldn't mind just a brief couple sentences.

Answer: (Jill Rothstein – NY8)

Sure. Also, now I feel bad because I don't know if that was Kentucky or Kansas so, sorry if I got that wrong. Okay, so what we're doing is we have a tactile graphics embosser that will create raised paper bumps similar to braille but in forms of pictures and shapes. So, for instance you can send us your library logo and we will create it in raised, bumpy, touchable paper. We also have a "swell" form – but we're kind of learning about that right now – which will create fuzzier bumpy paper. We've done sports logos and floorplans and maps – and the Keith Haring paintings – just to make it kind of accessible by touch. A spatial representation of visual information. You can do textures with it or draw freehand or input any image from the web or, send me a file and if it's complicated we'll talk you through how to make a better design and then we will run it through our embosser and mail it to you. This is something we're doing for our community here and we're working with a lot of cultural institutions and city agencies and offering it to them, and offering workshops on how to use it – just to spread accessibility, but we're offering it to you guys too.

Comment: (Richard Smith - NLS)

Thanks Jill. You missed an opportunity. You should have said, "No, you have to come to our conference to find out how to use it."

Comment: (Jill Rothstein – NY8)

That's what I meant – yes (laughter).

Comment: (Richard Smith - NLS)

Well, a short month and a short call. We'll talk to you next month. Have a good day everyone!

