

NLS Telephone Forum – 09-26-2018
(paraphrased)

Comment: (Richard Smith - NLS)

Hello everyone. Beautiful day here in Washington DC after all the rain we've had...It's been a rainy summer. We're moving forward – legislation has been passed. I think we have a full fiscal year funded. We in Washington are happy. Our "Capitols" have won the Stanley Cup – our hockey team last year – and we're starting up, and we have an undefeated football team here in Washington. So, everyone has smiles on their faces here at NLS. We do have some reports from people and I think we have 32 libraries on the line today. And for the reports, I'd like to start with...Meredith.

Comment: (Meredith Beckhardt - NLS)

This is Meredith in the Reference Section. I wanted to let everybody know that on Monday, October 1, it will be the start of our 2018 Readership and Circulation statistics – so please print out your statistics from your circulation system and, you'll have two weeks to do the survey. We'll have an Operations Alert coming out with more details, including a little "helpful hints" guide. The second thing I wanted to say is that Bob Jones from the Reference Section – tomorrow is his last day. I know that sometimes some of you email him on some particular issues, so just know that if you have anything to communicate – that you would normally communicate through him – please contact Vickie Collins or your NLS Consultant.

Comment: (Richard Smith - NLS)

Let's introduce ourselves here at NLS...

Comment: (Library Staff - NLS)

Meredith Beckhardt, Head of Reference; Vickie Collins, Network Services; Don Olson, Network Services; Judy Dixon, Consumer Relations; Margie Goergen-Rood, Quality Assurance; Shana Osborne, Equipment Control Officer; Hien Nguyen, Bibliographic Control; Michael Katzmann, Chief of the Materials Development Division; Neil Bernstein, R&D; Paula Bahmani, Education and Training; Kristen Fernekes, Head of Publications and Media; David Perrotta, Network Program Specialist; Steve Prine, Network Division; Jason Yasner, Deputy Director; Karen Keninger, Director; Mark Layman, Publications and Media Section; Victoria (unintelligible).

Comment: (Richard Smith - NLS)

...and Richard Smith, Chief of the Network Division. That's everyone here – full crowd. Another report I think we had, Vickie...

Comment: (Vickie Collins - NLS)

I just wanted to mention to Network Libraries – since we don't have anyone here from Collection Development – that NLScollections@nls.gov, is the email that can be used, and is monitored regularly for book recommendations. Generally, these would be things that have at least two positive reviews, but the important thing that I wanted to convey is that this is not an email for patrons. Patrons should contact their Network Libraries and then Network Libraries can then email that information, if appropriate to NLScollections@nls.gov.

Comment: (Shana Osborne - NLS)

Hi everyone. I have a quick update (concerning) your machine supplies. There has been a replenishment for styrofoam, and also the individual DTBM boxes. So, the Multi State Centers have received the shipments and have already started fulfilling backorders, so if you have not received yours yet, it should be on its way.

Comment: (Richard Smith - NLS)

Thank you. I did want to mention, we do have a group here – we're looking into NLS improving NLS communications with Network Libraries...and one of the venues is (the) Monthly Forum. So we'll be reviewing how we operate the Forum, and we may – in the next month – have a short survey to get some input from you, on what you would like to get out of the Monthly Forums. So, that's one thing we're looking into, and another one is...

Comment: (Mark Layman - NLS)

On the Move. This is the news bulletin that we've been sending out monthly by email to the Network Libraries. I think this next one will be our 14th since we started last summer. The purpose of this is just to share information about all the neat things that we're doing here at NLS. We would love to have you in the Network sharing your

suggestions and your questions with us. Let us know what's working with the newsletter and what's not. You can email me at mLAYMAN@loc.gov. Again, my name is Mark Layman.

Comment: (Karen Keninger - NLS)

I just wanted to let you all know – in case you haven't seen it – that the House has passed the Marrakesh legislation and it is now headed on its way to the President, and this is going to impact our system when it becomes law. You will be hearing from NLS about guidance with regard to how it's going to affect our network, so I would encourage you to watch that guidance – it won't come out until after it's signed. We will be looking into this in terms of how it will specifically impact NLS and our network.

Question: (Maria Socher - TN)

Hi everyone and thank you so much for the call today and the updates. I wanted to check and see if there was any news on the white cartridge rewrite project.

Answer: (Michael Katzmann - NLS)

We have a couple of Duplication-on-Demand libraries who are going to experiment with the repurposing of those white cartridges for Duplication-on-Demand...No one has started that as of today.

Comment: (Maria Socher - TN)

Is that something that we could have as an agenda item on the monthly calls going forward? I think that that will affect a lot of ordering and planning for other libraries too, so that may be a good thing for us to touch base on every month.

Question: (Ivan Johnson – CA8)

Hello. I have a question that has probably been answered a couple times but, my boss asked me to ask this: Do you have an ETA for the next firmware update for the DTBM?

Answer: (Michael Katzmann - NLS)

At the moment there is no plan for another firmware update. The last one was about a month ago. 2.1.15.

Question: (Ivan Johnson – CA8)

Oh. Okay so, where can I find that?

Answer: (Michael Katzmann - NLS)

I believe that's loaded on the website. We can get you that URL.

Answer: (Library Staff - NLS)

You can always log into BARD and there's a live link. It'll take you directly there.

Question: (Amy -Nickless - MO)

Hi everybody. I was just wondering about updates on the braille display project and, also on the Gutenberg project.

Answer: (Karen Keninger - NLS)

With regard to the braille display project, we are in the process of contracting for devices. I believe that that contract will hopefully be completed this fiscal year. But, we will probably not have delivery of the devices until sometime next summer or early fall. In the meantime, we will be planning for a pilot that will involve a number of libraries – to test the deployment process out before we go larger, so that's where we are right now. We're finishing up a contract.

Question: (Library Staff - NLS)

Amy, are you asking specifically in regard to Keystone's implementation of Gutenberg? Is that your question?

Answer: (Amy -Nickless - MO)

Yes.

Answer: (Library Staff - NLS)

We have provided them with a test system. We've taken some initial questions from them. We're awaiting an update, but our understanding from them is that they're in the process of evaluating how the Gutenberg system works and what they need to do to adapt KLAS to it. My guess is that that will be a process that will take at least a

few months, so it's not days away but it is something that they're actively engaged with. We are sort of due for an update from them, so when we have that information, we'll try to share that with you next month.

Answer: (Michael Katzmann - NLS)

The last information we had from KLAS was, the end of this year or early next year.

Comment: (Ava Smith - TX)

I don't have a question. I have an announcement: On behalf of the Southern and Western conferences of NLS libraries, we want to announce that our meeting will be in San Antonio on May 7th through 9th in 2019. I'm going to post an email to LBPH with costing information because we know people are probably already needing to be putting in travel authorization requests. I will say that we're going to be staying at the Drury Plaza Hotel on the Riverwalk. The nightly rate is 124.00 per single, to 154.00 per quad. I'm including taxes and parking and all of that stuff. Registration is going to be 150.00 per person – and we'll probably open that up in early 2019. If anybody has any questions they can shoot them through the email and I'll try to answer them.

Question: (Joshua Berkov - NC)

This is just a question about firmware updates for the DTBMs. I think Michael Katzmann said they weren't planning any further updates, but we had heard previously that there would be an update to allow for multiple-book cartridges...to have a feature where they would play one after the other... Is that still in the pipeline?

Answer: (Michael Katzmann - NLS)

So, that was introduced with the last firmware (update), so if you have – or if you download – 2.1.15, and it's installed on the player, if the cartridge has more than one book on it, when you get to the end of the book – first of all, it will end the book – then when you press the play/stop button, it will announce “press play/stop to go to the next book.” So it will go book-to-book on that version of the software – 2.1.15.

Question: (Amy Ravenholt - WA)

This is about the Gutenberg and KLAS. I was on the Advisory Committee phone call yesterday, and they said (that) one area of concern seems to be that Gutenberg doesn't tell KLAS which titles end up on which cartridge – and Keystone is trying to evaluate how important that is. Whether they proceed with Gutenberg the way it is, or is it vital to the customers that you be able to tell a patron what was on the cartridge you just sent out.

Answer: (Vickie Collins - NLS)

I would think it would be.

Answer: (Michael Katzmann - NLS)

KLAS has it the other way 'round. They tell Gutenberg what to put on the cartridge.

Comment: (Amy Ravenholt - WA)

I think there's some discussion that needs to happen. Actually, since we don't use Gutenberg, I can't really argue details. Thank you.

Question: (Maureen Dorosinski - FL)

I do have a question about this alleged firmware update for the Talking Book Machine. I'm looking on BARD for that link, and it's not there.

Question: (Library Staff - NLS)

Have you logged into BARD? Or are you still on the login screen, Maureen?

Answer: (Maureen Dorosinski - FL)

Well, I'm going to go there again. There's the login screen – I've logged in. And then, they say at the bottom here...“latest DTBM firmware and installation instructions” and then it says “current version is 2.1.14 – June 15, 2018.” It's 14 here. The latest firmware is 14 and it went up June 15.

Answer: (Library Staff - NLS)

What I'm guessing Maureen, is that perhaps what you're seeing is...that the text hasn't been updated but the firmware has.

Answer: (Michael Katzmann - NLS)

Or it's possible that it's loaded onto the website but not onto BARD. We'll check that and make sure that the latest one is on BARD as well.

Question: (Maureen Dorosinski - FL)

Ok, and just really quickly – could you give me the bullet points on how it works again? We'll basically have to send an upgrade cartridge to the patron – for them to put in their player – and then when they put the multiple book (cartridge) in, simply pushing (the) play/stop button will advance to the next book?

Answer: (Michael Katzmann - NLS)

When the software upgrade is applied to the player, they'll have to get a cartridge with that software upgrade on it. What will happen is: when the book ends, normally it will say "end of book." The patron then presses the "play/stop" button and it will say, "End of book. Press 'play/stop' to go to next book" if there's more than one book on the cartridge. If there's just a single book on the cartridge, just like it does now, it will say "end of book, press 'play/stop' to go to beginning of book" just to loop around. If you have a number of books on the cartridge, and you get to the last book, it will also loop around to the first book. It's simply an easier way to go book-to-book in a linear fashion, without having to enter the "bookshelf."

Comment: (Maureen Dorosinski - FL)

That's fantastic! That's fantastic. I probably speak for everybody in that, everybody is giddy. We are giddy for this improvement! So, thank you very much.

Comment: (Richard Smith - NLS)

We're all smiles that you're giddy.

Comment: (Michael Lang - KS)

Just to let you know, I did get on there. I downloaded that firmware. It is the "14." I downloaded it and installed it on my player and it is still the "14" version online.

Comment: (Richard Smith - NLS)

Thanks for the confirmation Mike...Well, we're moving ahead here at NLS and we'll do it for another month and then we'll get back with you – and expect a short survey about our monthly phone forum within that time. Other than that, I think that unless anyone else has a question, we'll adjourn. Thank you. Bye!