

NLS Telephone Forum – 1-30-2019
(paraphrased)

Comment: (Richard Smith - NLS)

Welcome everyone. Here in Washington DC, we continue (during) the shutdown, so we all came to work for one day – and then the next day is (good) enough to have a partial day...we're under a "weather alert" and may have another one tomorrow. I know some of the libraries in the Midwest are not going to be with us. We know Michigan and Illinois will not be in session today...we decided "let's get this call on" (and) done for the month and wait for February where it's going to be beautiful and warm. So that's what we're going to do. In the meantime, we'll go around the table. I'm Richard Smith, Chief of the Network Division here at NLS, and to my left is...

Comment: (Library Staff - NLS)

Vickie Collins, Network Services; Meredith Beckhardt, Reference; Juliette Appold, Music Section; Kristen Fernekes, Communications and Outreach Section; MaryBeth Wise, Network Services; Shana Osborne, Equipment Control Officer; Andrew Skinner, Production Control; Donna Koh, Overseas Librarian; Hien Nguyen, Bibliographic Control; Margie Goergen-Rood, Quality Assurance; Jason Yasner, Deputy Director; Steve Prine, Network Division; David Perrotta, Network Program Specialist; Paula Bahmani, Education and Training; Lloyd Rasmussen, Engineering Section; Karen Keninger, Director; Michael Martys, Senior Advisor; Pamela Davenport, Network Services.

Comment: (Richard Smith - NLS)

So, we've got a nice crowd here. I think that we're going to start with a short agenda we have before we open the questions. One was personnel changes, and I think in the Network Division, we had two – and they would be...

Comment: (Vickie Collins - NLS)

We have with us, our new Overseas Librarian, Donna Koh

Comment: (Richard Smith - NLS)

You robbed her from the Music Section, Vickie. Donna from the Music Section is now Overseas Librarian.

Comment: (Vickie Collins - NLS)

In Reference, we have Katie Radda, also who was formerly with the Music Section.

Comment: (Juliette Appold - NLS)

Which leads me to say that two of our Reader Services Librarians in the Music Section, have accepted...positions within NLS – to serve as Overseas Librarian and General Reference Librarian. So, our current staff is short a little bit, but it's doing a great job prioritizing the work for our patrons. However, we ARE short in staff so if you have any questions, please let us know. You can email us at nism@loc.gov or call us – Music Section – at 1-800-424-8567.

Comment: (Richard Smith - NLS)

Thank you. So, right now you're singing the blues but don't worry, it will come around. David?...

Comment: (David Perrotta - NLS)

Just a quick update on the Library of the Year award for last year, 2018: I hope everyone got to see our Operations Alert that went out last Friday. That's number 19-06. Basically, the process is going to be the same as it has been in recent years. We have nominations open until the deadline of Friday, March 8. Those can be submitted directly to me – and those are in the Operations Alert. As in the past, the nominations will be reviewed by a panel that consists of representatives from American Council of the Blind, the Blinded Veterans Association, National Federation of the Blind, plus two representatives that we'll select from public libraries. And then that group will select a list of two finalists in each category: Regional Library of the Year and, Subregional or AOC of the Year – and pass those finalists on to our Network Conference Chairs for final selection, and they will then recommend winners to our Director. So, as I said, we're accepting nominations until March 8. The deliberations will be held during the month of March, and I just got confirmation the other day that our Awards Ceremony will be held here in Washington at the Library on Thursday, May 16. Anyone who didn't get this Ops Alert please send me an email and I'll make sure you get the information.

Comment: (Kristen Fernekes - NLS)

I just wanted to mention – several of you have responded – we were able to send out a quick message on the listserv a couple weeks back, to just get a feel for how many people might be attending ALA here in Washington DC this coming summer. We wanted to do that because NLS has recently been enhancing our partnership with another division within the Library of Congress – which is the Veteran’s History Project. We’re working on several things with them to help us consider our outreach to veterans on a national level. So, we had come up with an idea that we wanted to offer a workshop here, that would take place in the Jefferson Building around the time of ALA – that would be specifically for our Network Librarians. The (representative) from the Veteran’s History Project would talk a little bit about collecting veteran interviews, which is a huge part of their collection. We thought that it would be a nice tie-in with the work that we do, and the fantastic work that many of you are doing to reach out to veterans. I just wanted to mention that. We’re sending out more information and collecting numbers on the folks who might be interested. I wanted to put that on everybody’s radar and let you know that we’ll have more information about that coming up in the next month or so.

Comment: (Shana Osborne - NLS)

Good afternoon everyone. Everyone should have received – on Friday – the Operations Alert #19-07, which is about a digital machine inventory survey. That survey was issued basically so that the MLAs can complete an inventory of your...digital machines, and then report them by answering the 10 questions that were provided in the survey. I received a couple of responses already – but I need everyone to answer the survey questions, after you have run your report as of January 31 – which is tomorrow – by the close of business. So, you’re going to run your circulation report by the close of business tomorrow, and then you’re going to review those numbers when you come in the very next day or later that evening, against your stock totals – your current inventory – and then answer the 10 questions that were provided in the survey. I’m happy to take any questions later on regarding this. A few people have contacted me – so just let me know if you have any questions. There is also a correction: Question 10, when it asks about low serial numbers – the DS1 number should be “0064602.” There was a typo. I do apologize about that.

Comment: (Richard Smith - NLS)

Now, I left a space here for the Chairs – if they want a representative to call in – about the Regional Conference Guide. We’ll give you three minutes for each Regional Conference to give a call and just mention the date and time. Oh, I’m sorry – we’ve got to open the line. Never mind. You can do it during the question and answer.

Comment: (Kristen Fernekes - NLS)

In our December call - and also in November’s “On the Move,” I mentioned that we are going to be conducting – with the help of Gallup – a nationwide survey of current and potential patrons, coming up in the next few months. I wanted to give you all a little bit more information on that. The primary goal of that survey is to determine reader’s access to – and ability to use – technology. We’re very excited about the prospect of getting some of this information because we believe that it will help us with all of the work that we’re doing to move forward with a variety of projects to enhance and expand the program. So I wanted to give you a little more detail – and again, more to come but, the survey is going to take place in two phases, with the current patron survey beginning first. That component of the survey will be conducted between early March of this year and mid-April, with a target of getting responses – we have (response targets) for different groups, depending on a variety of delineators.

Our intention is to start out by inviting 10,000 current patrons to participate in the survey. In the coming weeks, we will be sending all of the Network Libraries a rundown of how the survey is going to work, including survey topics, FAQs – in case you get questions about it once we start the surveys – and language that we would like for everyone to use in newsletters or any other type of electronic outreach, social media websites, so on and so forth – just to reinforce with patrons of yours that may be asked to participate. Again, there’s going to be a little bit more information that’s going to be sent to you in “On the Move” which is coming out this afternoon but expect additional background information of the type that I just referred to here in the coming weeks. If anyone has any questions, I want you to feel free to contact me by email, which is krf@loc.gov.

Comment: (Donna Koh - NLS)

I’d like to let you know that – Overseas Services – one of the first libraries to use the WebREADS/Gutenberg system providing Duplication-on-Demand for patrons. It is an excellent system that is efficient and quick. The Multi State Center West is also continuing by contract to provide audio and braille books for overseas patrons living abroad. If you have patrons moving overseas I would appreciate it if you would refer that to NLS’ Overseas Program. Each eligible reader must have a U.S. passport or U.S. birth certificate. If you have any questions, please direct them to overseas@loc.gov.

Question: (Joshua Berkov - NC)

I just had a question about the Collection Development Advisory Group, and whether there's been any concrete plans for meetings this spring? I've emailed the question...and they said they're still planning on something for May, but I was just wondering if any one of you knows anything more specific at this point? If it hasn't already been done, we probably need to get some sort of announcement in the next Talking Book Topics so that we can start collecting recommendations from patrons.

Answer: (Alice O'Reilly - NLS)

We have set the date for the Collection Development Advisory Committee meeting...May 22, 23, 24. I think we're still waiting for recommendations from the west. I think everyone (is) in their second year of their two-year cycle, so if you were on it last year, you're on it this year. So we're going to be having that...so whatever work you need to do in your library to prepare, we'd appreciate it. Let me know. My email is abak@loc.gov, or you can send it to the NLS Collections and I don't get it that way. So we should be sending out shortly the travel recommendations and authorizations...we're working on our agenda so, anything I can do to help librarians or reader advisors or anyone who's attending the meeting – make that an easy trip, I'd be happy to do that. Let me know on an email if you have anything specific and then we'll maybe start sending out some more group emails so that we can document everybody's intention.

Question: (Gordon Reddick - CT)

Yes, good day. We're doing a Copy Allotment. They (sent) us a message we've never seen before – and I'd just like to see what it means. It says, "a negative condition exists for one or more quotas. Please correct this condition to lock selections (...) updates have not been locked." In all my years here, I've never seen that message. What does it mean?

Answer: (Andrew Skinner - NLS)

We've actually received another message on that and we're looking into that matter. We're a little confused as well actually, so we're looking into that to see what's going on.

Question: (Gordon Reddick - CT)

Okay. So, the Copy Allotment will be held in abeyance until we get this sorted out?

Answer: (Andrew Skinner - NLS)

I would recommend that you follow up with an email message to make sure that we know what your specific issue is because I don't know if it's the exact same one...

Question: (Gordon Reddick - CT)

Okay. Leave a message to whom?

Answer: (Andrew Skinner - NLS)

Andrew Skinner – ansk@loc.gov.

Comment: (Ava Smith - TX)

I just wanted to alert everybody that tomorrow afternoon I'll be putting out an email with information (about) registering for the Southern and Western Conferences – meeting in San Antonio in May, so be on the lookout for that. There were a couple things though that I did want to bring to everyone's attention. This contract for the hotel was settled about a year and a half ago, and the government rate at that time was \$124 per night for a single person. The rates in effect are for the current government rates, which have gone up \$2, so the nightly rate for a single person will be \$126. We're also going to have an author dinner on the Wednesday night of May 8. We'll have a Mexican food buffet and our author is Lisa Fain, who is known as "The Homesick Texan." We will have cookbooks for her to autograph. Keep that in mind when you register.

Question: (Jill Rothstein – NY8)

I have a conference announcement and then a question. The Northern-Midlands Conference will be taking place April 8-10 in New York. We have a page up on the LBPH Wiki, under the Regional Conferences – that has all kinds of information, including hotels and a sample...agenda, and links to registration. My question is: Whether you guys have any updates or a new timeline for KLAS coming out with Duplication-on-Demand compatible program for Gutenberg, etc.

Answer: (David Perrotta - NLS)

We recently got installed at NLS, our own instance of a new version of KLAS – 7.7 – which has been updated to integrate Gutenberg – and we’re in the process of testing that out here, with an eye toward the Network library in Tennessee being the first library to actually use it, so I think it’s still a little too early to say how far along they are toward successful integration – but they’re far enough along that they’re ready for us to test it out. Our hope is that in the coming month – in February – that we can get this started in Tennessee, and I think that will be a real ‘test case’ for this and if all goes well with them, then we will put some further information out there about what kind of schedule we’ll be able to support for bringing on other KLAS libraries. Just briefly, that will depend in part on capacity at Keystone, as well as our capacity here, and there’ll be some other factors that we’ll be taking into account – including the urgency and need for it at a given Network Library. I think we’re close to being able to provide you with additional information. I would say within the course of the next 4-6 weeks hopefully we’ll put some additional details out in public.

Comment: (Richard Smith - NLS)

Well, that might be it...a short meeting here in January – with the weather so cold. We’ll wait a half-minute and we’ll wrap it up. I see everyone here is putting on their coats, ready to go out in the cold to get home – especially Marge! Thank you for the questions and we’ll talk to you next month. Have a fantastic February. Bye!

