

**Braille and Talking Book Library User Advisory Council  
Minutes  
May 29, 2015**

**Attendees:**

**Members present:** Alan Smith, Kathleen Berman, Karen Parsegian, Roslyn McCoy, Elena Thomason, Claire LeDonne, Rio Popper (via conference call).

**Members absent:** Debee Armstrong, Mary Willows, Margie Donovan

**Staff:** Mike Marlin, BTBL Director: Mary Jane Kayes, Librarian.

Note taker: Claire LeDonne

**Introductions and Welcome:**

The fourth meeting (second of 2015) of the Braille and Talking Book Library User Advisory Council was called to order at 10:10 a.m. by President Alan Smith. All members introduced themselves.

**Approval of Agenda**

Item to add: presentation from NLS staff via conference phone. Alan discussed operation issue of “defective” cartridges that trigger DTBM to announce “cartridge error”. NLS Quality Assurance (QA) Assistant Head Margie Goergen-Rood will be joining us by phone to discuss this and other QA items such as announcement of “End of Book”.

The agenda was approved as presented – moved by Kathleen Berman and seconded by Karen Parsegian; motion passed.

**Approval of Minutes**

Claire LeDonne moved to approve the February 7, 2015 minutes and Kathleen Berman seconded. Motion passed.

**Report on Recently Concluded 2015 NLS Western Regional Conference in Sacramento, May 12-14**

Mike reported that BTBL hosted the 2015 Western conference; regional conferences occur in odd numbered years whereas national conferences meet in even-numbered years. All states except Hawaii and Alaska sent representatives. Conference went off without any major hitches; participants enjoyed the setting including library and surroundings such as California State Railroad Museum. The focus of the conference was NLS Standards, last updated in 2011, slated for revision in 2016. NLS patrons at large may be sought for participation in the next standards revision process. Guidelines for staffing levels perhaps are most controversial aspect of the current Standards and Guidelines, i.e. 1 RA for every 2000 patrons, 1 librarian for every 4000 patrons, etc. Definitions of the types of support staff make it difficult to standardize across the network.

Other highlights: peach cartridges with translucent containers being supplied by NLS to regional libraries – BTBL will receive many to utilize for filling in series

gaps and download only items for placement into collection, and with further research could be used for patron-centric cartridges, i.e. cartridges unique to patron's requests. Hindenburg Audio Book Creator (HABC) is new NLS-supported recording studio software. BTBL is looking into upgrading its studio by Fall 2015. NLS has revamped its audio equipment advisory committee into RTAG – Reading Technology Advisory Committee. Will meet every other year in D.C. alternating with Collection Development Advisory committee. Both committees involve network library staff and NLS consumers from around the country. BARD Mobile for Android will be released in June and BARD Mobile 1.1 hopefully in Fall 2015. Next version of standards will need to address AOC – Advisory Outreach Centers which are basically subregional libraries without a physical collection. PIMMS (Patron Information and Machine Management System) is slated for BTBL data conversion in 2016. It will mean real time data interaction between Regional libraries and NLS headquarters, eliminating the time consuming patron and machine reconciliation processes every year.

### **A brief Discussion of the NLS Move to UEB (Unified English Braille) in January 2016 ensued.**

Some braille contractions have been eliminated in order to be used to display diacritics. This could mean Braille titles may be even larger in volume. Some patrons feel BANA's adoption of UEB is a huge mistake. Mike offered to ask Consumer Relations Officer Judy Dixon back to discuss UEB.

### **Public Library Outreach Letter**

In March/April Alan and Mike's outreach letter was revised for State Librarian Greg Lucas to send to all 183 CA public library systems. Letter went out via Email and hard copy. It provides URL to the new People with Print Disabilities portal page where one can use drop down menu by county to find his/her NLS network library in California. 25 libraries responded that they had posted URL prominently on their web sites.

### **QA Margie Goergen-Rood Joins by Conference Call**

NLS Assistant Head of Production Control Margie Goergen-Rood joined us. Alan introduced "cartridge error" and "End of Book" announcements; asked Margie to describe general QA process. Producer sends a control copy of each cartridge to NLS QA department, for print, Braille, and 'innards' on flash drive. Producer then notified if green light and cartridges go out to network. Ok for anyone to contact [QAS@loc.gov](mailto:QAS@loc.gov) although first go through your network library. If cartridge is under warranty (see date on lower right hand corner of cartridge), warranty is one year out from that date. If book under warranty then producer will replace it. There are many variables so difficult to pinpoint why you receive a specific error. Defects are less than 1 percent of total cartridges shipped. User error can be the reason, i.e. machine. She suggested clearing the profile by pressing volume up, tone up, speed up and power button. With power off press all four buttons simultaneously.

This clears all bookmarks and resets machine. It may be better to do soft reset first by pressing and holding down power button for 10 seconds. Sometimes environmental conditions can affect materials, i.e. Postal machine radiation, dropped items, sometimes just a bad cartridge. Ok to contact Margie by Email: mgoe@loc.gov

### **Recap of New Legislators Tour on April 29**

No legislators showed up. Budget talks, other committee meetings may have interfered. Also, it may have been too late in morning at 9am, perhaps try for 8am next time? Greg Lucas suggests trying again but earlier in year, i.e. Jan. or Feb. 2016, and this time we should invite all legislature not just new legislators.

### **Demonstration of New Online Catalog by BTBL's Robert Freitas**

Using projector and screen, Robert demonstrated features of the new OPAC (Online Patron Access Catalog). Faceted search techniques are used. Old catalog is still available until August 31. Some problems/glitches will be fixed with KLAS update slated for July. URL for catalog: [btbl.library.ca.gov](http://btbl.library.ca.gov)  
BTBL staff agreed with BUAC members that low vision user concerns were not addressed very well by database vendor for this new catalog version. We will continue to advise KLAS to take low vision users into consideration as we move forward.

Lunch!

### **Selection Committee**

Members for this year will include Kathy Berman and Claire LeDonne (Margie Donovan as alternate). Applications review will begin in mid-November. Geographical and disability diversity need to be considered. Afterthought from Mike: ethnic diversity would be nice too. Also suggestion to announce BUAC application process on NFB Newslines local channel. Mike will see to that.

### **Outreach Committee**

Karen sent out an informal survey that covers a wide swath. She wants people to fill it out and she will create a master list of targeted groups, potential activities, etc. She is interested in our user demographics and psychographics (attitudes, etc.). Idea is to pull together our collective resources, gauge effectiveness of using local media, etc. Work on uniformity of messaging. Karen wants complete inventory of brochures, handouts, etc. Please turn in survey to Karen by June 15. Some brainstorming about ways to reach potential patrons ensued. The goal is SOP, standard operating procedure for conducting outreach that can be utilized by staff, patrons, and BUAC ambassadors alike. Also would be good to come up with master list of events throughout calendar year. Lastly, Karen advises contacting new Secretary of Veterans Affairs, a real "go getter" former CEO of Proctor & Gamble.

### **Recognition Committee report**

Roslyn is still trying to convene group for first steps. Mike is working on a BUAC Email listserv and may be able to create sub group email lists. Mary Jane checked to see if there are guidelines for postal carriers but couldn't really find any. Most libraries put article in newsletter and have form for nominators to fill out. She cited Idaho as an example; they've been doing that award for years. Roslyn: should we recognize patrons for their reading accomplishments? Recognize teachers? Centenarians still a real possibility but committee needs to plan strategically. Oldest and Youngest patron honors? October, national disability month, might be a good time of year for some of these possible awards. AT this point work toward October 2016? Ask legislators to give out 10 Squared award in the honoree's location? Or think about awards at city or county Boards of Directors televised live meetings? Committee will discuss and report back to Council.

### **NLS Staff Travel to Network Libraries**

Mike described the annual request libraries can make to NLS staff to show up at advisory meetings, volunteer celebrations, orientation/open houses, etc. It was decided that it is too soon to figure out for Federal Fiscal Year 2016. Mike is also thinking of inviting NLS Studio Production Head to come out when new recording software is installed at BTBL.

### **Next Meeting: August 29, 2015, 10AM**

#### **Agenda Building:**

- Mike will provide BUAC members with BTBL survey results (February 2015 survey).
- TTS/ eBooks? Report on NLS Futures Committee

#### **Announcements**

Mike reminded the members that reimbursement for transportation is to be sent to him the more information given on the itemized statement the better. Mike MUST sign the requests.

#### **Adjournment**

The meeting adjourned at approximately 2:45p.m.

**Minutes prepared by Mike Marlin.**