

Braille and Talking Book Library User Advisory Council
Saturday, October 27, 2018
10:30 AM to 3:00 PM
Final minutes

Location: Braille & Talking Book Library, 900 N Street, Sacramento, CA 95814

1. Welcome and introductions
(no introduction was included in this recording)
Richard Rueda, Sacramento
Alan Smith, Concord
Margie Donovan, Folsom
Karen Parsegian, Sacramento
Warren Cushman, San Lorenzo
Gayle Miller, Winton
Osvaldo Martinez, Merced

Phone attendance:

Roslyn McCoy (for a brief time), Mount Shasta
Arthur Sophus, Stockton

BTBL Staff:

Mike Marlin, Director
Donna Scales, Readers Advisory Supervisor
Mary Jane Kayes, Librarian

Absent:

Lenore Presley, Sacramento

2. Approval of agenda
 - A. Agenda was unanimously approved (moved by Margie Donovan, seconded by (unidentified person))
3. Approval of minutes of July 28, 2018 meeting.
 - A. Minutes were approved unanimously.
4. Remarks from the Chair
 - a. Acknowledgment for a good year and dedication by individuals that have made this Council successful.
 - b. Update on forthcoming Assistive Technology Resources Fair Sacramento event scheduled for November 3 at Society for the Blind
5. BTBL Director's report, Mike Marlin

- a. BTBL 101
- b. Business hours
- c. Feel free to contact Mike he is open to feedback and suggestions.
- d. Marrakesh agreement has been signed by US President¶. US engagement in this agreement will start sometime in early 2019.
- e. Working out details on how the Marrakesh Treaty will be handled with the complications of language barriers.
- f. Clarification on the history and terms of members serving on the BTBL Advisory Council.
- g. California Library Association will be in Northern California November 9-11, 2019 in Santa Clara. Mike Marlin and Braille Institute Library Director Reed Strege Will present a 45-minute session entitled "Best in New Tech for Blind and Otherwise Print Disabled Patrons."
- h. Newsletter format discussion re getting patrons to actually read it
- i. Legislator's engagement discussion; newsletters, snack time at the capital, and December 3 swearing into office gala.
- j. The library is funded by state and federal dollars
- k. Bookshare – pilot project. We need more data to make decisions about the future. *Mike will email information about book share to the entire Council. Margie reported problems with signing up. BTBL Library staff can assist with those issues.
- l. Library has a callout to volunteer narrators and especially monitors and reviewers.
- m. 475 books read for the summer reading program

6. Committee Reports

* Recruitment / Selection Committee – 2019 committee members Chair Alan Smith, Janet Snow, Warren Cushman.

* Outreach Committee-2019 committee members Roslyn McCoy, Janet Snow, and Gayle Miller

Margie held an outreach event at fulsome community center and emailed Mary Jane with the results. Janet and Roslyn attended the Insightful Day in Chico, California. The event was small, but those that picked up applications seemed very enthusiastic. Gayle Miller has volunteered to be on this committee.

7. Elections for 2019 Calendar Year and 2019-20 terms

* Chair, Vice-Chair, Secretary

A. Nomination for chair: Warren Cushman nominated Richard Rueda who agreed to serve and there were no further nominations, so Richard was elected Chair.

B. Nomination for Vice chair: Alan Smith nominated Roslyn McCoy for Vice-Chair, seconded by Margie Donovan, no further nominations were made, so Roslyn McCoy was elected vice chair.

C. Request for nominations for Secretary: no nominations, but incoming new members will be approached about volunteering for the role. Election tabled until next meeting.

D. Reelecting members to BUAC: Margie Donovan moved to reelect Alan Smith and Roslyn McCoy for an additional 2-year term with seconding from other unidentified members. Reelection was unanimous.

8. Old Business- defective cartridge issue.

DB Quality Assurance/Quality Control Discussion based on written responses received from NLS Quality Assurance Head Margie Goergen-Rood:

October 23:

Hello Mike,

Here are some thoughts for Mr. Smith's discussion question.

We do currently insist on a defect-free product. That being said, it doesn't always happen. Placing a zero tolerance rule on products is cost prohibitive and would require a 100% review by QAS. Our Quality Assurance reviews are 10% of the narrated books as we need to inspect over 5000 audio books in a 12-month period.

If a defective cartridge is under warranty, then it needs to go back through the normal warranty procedures to be replaced by the duplicator. On my qas@loc.gov address, I receive daily emails from the libraries letting me know that cartridges have cartridge errors, indicate "End of Book" at the beginning of the recording, refuse to advance within the recording and other issues. With the one-year warranty replacement policy, these defective cartridges can be replaced by the producer/duplicator.

Why do these cartridges go bad? There are a variety of reasons for cartridges becoming defective—user error, download error, environmental factors, age of the cartridge, duplicator errors, the list goes on and on.

We have millions of cartridges out in the field and in evaluating all the defective cartridges of which we are aware, we ascertained that compared to the total number of cartridges, we have less than a 1% failure rate.

This is not to say, that Mr. Smith's issues are being ignored due to the volume of cartridges in the field. Quite the contrary. When we hear of issues concerning specific titles, we immediately re-inspect the recording from BARD to determine if we are seeing the same error. If cartridges have systemic errors that we can duplicate and confirm, the whole distribution of that title will be recalled for replacement.

The more information we receive from the patron/library as to the error detected--book number, time where the error occurred--the more we can pinpoint if there is a consistent error.

In the example that Mr. Smith mentioned, DB67484, this recording was created in 2010, almost 9 years ago. The shelf life of cartridges was not estimated to last much beyond 5 years. If this was downloaded from

BARD by the library, certainly the cartridge would be a more recent issue.
□Be assured that we will try to troubleshoot any issue that we can identify.
Mike, I am not sure this is what Mr. Smith is looking for but I do know that we have over the years made a number of studies to determine why cartridges go bad in the field. The studies have not turned up any sustainable conclusions or results. Often the data we receive is not able to be repeated—where did the book error occur? Did it happen in the same place each time? Was it intermittent?

I hope that some of this information is helpful to you and Mr. Smith. Certainly his concerns are also our concerns and NLS will always strive to give the highest quality product achievable to our patrons.

All the best,

Margie Goergen-Rood

Margie Goergen-Rood

Head, Quality Assurance Section

National Library Service for the Blind

& Physically Handicapped

The Library of Congress

1291 Taylor Street, NW

Washington, DC 20542

mgoe@loc.gov

Duplication on-demand may resolve these issues!

Revising the PCC. Instructions is suggested, since cartridges are now the standard rather than cassette tapes.

This information is covered in the fall 2018 newsletter:

<http://library.ca.gov/btbl/newsletter/>

9. NEW BUSINESS

- A. Discussions around ways to provide braille on USB sticks or SD cards so the patron does not need to download or receive hardcopies of braille books. *Mike will research if this is viable and can be done through Free Matter subsidy.
- B. Establishing meeting dates for 2019-1/26 moved to 2/2/2019, 4/27/2019, third and fourth meetings of 2019 to be scheduled at February 2 meeting

10. Member Announcements/Updates

- Warren's update: he will be attending a CLUA (California Library Users of America) conference call and will be a liaison with that organization for the BTBL Council. CCB convention has been rescheduled to June 2019 in Fresno.
- Mike has invited everyone to the volunteer recognition holiday party/luncheon on December 13, 2018 at 12 o'clock noon. Travel funding is not available.

A fond farewell and certificates were presented to Margie and Karen for their service and dedication to the BTBL User Advisory Council from its inception in May, 2014 through the end of calendar year 2018.

11. Action Items Review

- *Mike will research if mailing digital braille files on SD cards or other flash memory devices is legal through the Free Matter for the Blind program.
- *Mike will email information about book share to the entire Council.
- *Richard will get future meeting dates out to all of the Council members.

12. Adjournment

The meeting adjourned at 2:30 PM

*Future agenda item secretarial nominations.

- Discussion about mailing braille digital files, is it legal and or doable:
- Secretary nominations:
- Outreach chair volunteer:
- Studio coordinator Chris as a guest speaker:
- Broadcasting/Streaming/Remote Audience Participation of BUAC Meetings