

Braille and Talking Book Library User Advisory Council
Saturday, July 28, 2018
10:30 AM to 3:00 PM
Draft Minutes

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

1. Meeting convened at 10:35 AM
Welcome and self-introductions
Attendance
Richard Rueda, Sacramento
Alan Smith, Concord
Hy Cohen, Stockton
Arthur Sophus, Stockton, representing Veterans
Lenore Presley, Sacramento, representing DeafBlind
Warren Cushman, San Lorenzo, representing CCB

BTBL Staff:

Mike Marlin, Director
Donna Scales, Readers Advisory Supervisor
Marian Broom, Circulation Supervisor

Phone Participants:

Janet Snow, Redding, representing NFBC - 12:08 offline
Roslyn McCoy, Mount Shasta representing Organic reading disabilities (dyslexia)
Margie Donovan, Folsom- 11:55 offline and afternoon for unspecified time.
Karen Parsegian, Sacramento

2. Approval of agenda
Agenda was unanimously approved (moved by Hy Cohen, seconded by Alan Smith.)
3. Approval of minutes of April 28, 2018 meeting.
Agenda was unanimously approved (moved by Hy Cohen, seconded by Lenore Presley.)
4. Remarks from the Chair
Save the date Saturday November 3, 2018 10 AM till 2 PM "Resource and Technology Fair" speakers include Mike Marlin and Cory from North state assistive technology. Door prizes and all are invited to have a good time. Many agencies are being invited to attend and/or present. More information will be supplied at our next October meeting. This annual event will grow and provide space for more vendors in the future.

5. BTBL Director's report, Mike Marlin

Butte County and surrounding counties we are once again having the An In-Sight-Full Day sponsored by the Lions Clubs. BTBL has participated in the past and we are hoping that someone could be an exhibitor again? It will be held on Friday, September 28th at the Enloe Hospital Conference Center in Chico from 10am - 2pm. Volunteers; Margie Donovan, Janet Snow, Roslyn McCoy

Mike Marlin attended, June 2018 NLS biennial national conference held in Nashville, Tennessee, approximately 150 attendees, 48 states in attendance. Theme of the conference was "Reaching beyond the Gold". The cultural welcome reception included bluegrass music.

- Braille eReaders (refreshable braille displays) must be low cost.
 - Orbit -<https://www.aph.org/orbit-reader-20/>
 - Braille me – <http://innovisiontech.co/brailleme/>

These braille displays have a lot to be desired and more research and development is needed before an acceptable display is massively produced. NLS has requested for proposals (RFP) for functional braille displays and is currently waiting to see what response is. Looking to contract approximately 35,000 units.

Discussion Downloadable materials

Having braille books stored at our library is extremely important, but there are a number of books that sit a long time before they are checked out and until there is refreshable braille or braille on-demand this must continue and Sacramento is extremely lucky to have the storage space. Currently there are 7 to 800 braille readers and represents approximately 10% of the user base.

- NLS can and will expand audio and braille content.
 - Discussion BARD
 - BARD is the fastest growing digital storage sector of the Library of Congress.
 - BARD 2.0 is being developed and will be far more robust.
 - Many audio publishers are providing books to NLS which is dramatically increasing available titles. NLS is then selecting books to mark up the book and make available to patrons.
 - NLS has restructured into three major divisions: Network division, Materials Development, and the Director's Office.
 - Wireless distribution is the future. The MOCA pilot will be extended for current participants through the end of the calendar year (2018). Wi-Fi/cellular delivery system will be rolled out in 3 to 5 years.
 - NLS is installing a supported Duplication on Demand hardware/software system to network libraries using the Web-READS database. Thus far all but six are outfitted with Duplication-on-Demand for circulation of talking

books to their readers. The remaining network 6 READS libraries are expected to have Duplication-on-Demand within one year.

- Patron-centric cartridges (PCC) will be advertised in the next newsletter.
- Application programming initiatives: BARD 2.0 under development and will allow data sharing across registered devices. For network staff, all NLS systems will only require one password for everything.
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- Marrakesh Treaty -House Judiciary Committee indicates that they will consider it after recess

6. Presentation from Vickie Collins, Head of Network Services Section, NLS Postal Liaison.

This topic deals with the US Postal Service and its, sometimes, improper handling and inconsistent delivery of NLS packages containing hardcopy books, or audio cartridge/cassettes.

1. If free matter for the blind is considered high priority or first-class mail, why does it take a week to ten days to reach the library? (We are able to track how fast each parcel arrives back to our library, by checking online, when it is taken off the list.) (a question for library staff: once a parcel reaches the library, how long does it take to process the book back on the shelf?) We got the answer to that question, one day.

Answer:

- they are aware of the mail taking a while and it made be due to health issues or economic.
- 135.7 HANDLING. Matter mailed free under the provisions of this section is not considered to be part of any particular class of mail and is not protected against postal inspection. For the exclusive purposes of determining appropriate standards and procedures for processing and delivery, and for handling if undeliverable, such matter will be treated as First-Class Mail.
- Their short answer is not all postal employees are adequately trained.
- Reporting problems usually resolve the issues quickly and additional training can be targeted to appropriate personnel.

1. Why do some books get lost and are never delivered, where do they go? The Postal Service loses far fewer pieces than their competitors, but since they don't have any competitors that is easy to accomplish. There is a mail recovery center in Atlanta Georgia where orphan pieces of mail show up. From there they send them someplace maybe not the right place but if they recognize NLS materials they do send them somewhere? Some of actually get sent back to Washington DC. and they make every effort possible to return the material to the appropriate library.

3. Why is clear packaging shipment tape used to hold a stack of small cassette or cartridge containers together? (We must remove tape carefully or it will destroy the address label.)

Answer: This type of issue is not acceptable. Document the problem with photographs and date of occurrence, let your reader advisor/library know about the issues.

4. How are the mail carriers trained in regards to the delivering and the priority of the free matter for the blind materials?

Answer: She doesn't know that information

5. If we deliver our free matter for the blind parcels to the post office in person and the employee who is serving us behind the counter refuses to accept our parcel, what action should we take? Yes, it happens, asked for the supervisor, and informed them that you understand what the International Mail Manual (IMM®) subchapter 270, that usually resolves the issue.

You can contact

CONSUMER ADVOCATE
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLZ SW RM 5821
WASHINGTON DC 20260- 2200

If you pay to mail material you can get a refund sometimes that's easier said than done.

Marian-she has experienced situations where outgoing mail is placed on the dock and then it is covered with other returning mail, so the patron never actually receives the books that were due to be sent out.

Warren Cushman- Who does the training? Vickie will ask and let Mike know.

Arthur Sophus- how many books shipped?

NLS exists to serve network libraries which in turn serves patrons.

Richard Rueda how fast can you get the new book out? 1000 – 2000 books a year. Approximately 500 braille books a year, but they have had a huge backlog. There are braille books on the BARD system and they were looking at releasing a portable braille reader to consumers. Looking at braille on demand will be part of the future of provided services.

They are looking at E Pub 4 and trying to utilize it to its greatest potential.

Richard thanked Vicki for her attendance to our meeting and all of the great work she is doing for the network libraries.

7. Presentation from John Gonzalez of the Internet Archive, San Francisco

INTERNET ARCHIVE PRESENTATION FOR CSL-BTBL MEETING ABOUT THE INTERNET ARCHIVE

WHO WE ARE:

The Internet Archive, a 501(c)(3) non-profit, is building a digital library of Internet sites and other cultural artifacts in digital form.

WHAT WE STORE

- 300 billion web pages
- 14 million books and texts
- 4 million audio recordings (including 160,000 live concerts)
- 3 million videos (including 1.4 million Television News programs)
- 1.5 million image items
- 100,000 software programs

WHAT WE PROVIDE

We are a library. We provide online access to our digital collection for free. Some collections are restricted (not publicly available), but we work hard to offer access as broadly as we can.

ACCESS FOR PATRONS WITH DISABILITIES

- Historically, we provide PDF, EPUB, and DAISY formats for unrestricted texts
- For restricted texts, we provided TEXT DAISY formats with NLS encryption
- Intention was to “fit in” with existing technology ecology but still respect restrictions to distribution.

STRENGTHS AND CHALLENGES OF MATERIAL ACCESSIBILITY

- Lots of material! 18 Million texts available
- Automated OCR and format generation
- Allows us to process books and texts at scale
- Does not allow for human review and remediation
- Sparse navigational information
- General site accessibility is not ideal

INTERNET ARCHIVE LOW VISION PROGRAM

Program for schools, universities, and libraries

Access to otherwise restricted books (~1.8 Million)

Access for students

- Access for DSS Offices (for further remediation as Authorized Entities)
- Qualifying Authorities sign up end users eligible for disability access
- Qualifying Authorities are librarians, DSS teams, and other service providers
- User requires an Internet Archive login (email address and “screen name”)
- Qualifying Authority confirms eligibility through a simple interface.
- End users find and access content as an “instant loan”
- In-browser viewing of content

- Ability to download of materials as EPUB or PDF
- Downloads of restricted materials carry Adobe DRM

WHERE WE NEED HELP

- Registering qualified individuals for access
- Fostering the circulation of materials
- Signing up new qualifying authorities: Libraries, Schools, other
- Remediation of existing materials.
- Feedback
- Interest of CSL and BTBL patrons in accessing IA materials
- Usefulness of the expanding to collections beyond NLS and BookShare scope
- Practicality of current approach to conferring access
- Usefulness of current formats for individuals with disabilities: Cognitive, Vision,

<https://librivox.org/>

E-PUB-

8. Committee Reports

* Recruitment / Selection Committee

- Meet and discussed strategies on future recruitment of council members.
- Currently we have one applicant that is being reviewed.

* Outreach Committee

- Margie did some outreach in the Folsom library, but no one showed up. This is being rescheduled. Directly contacting staff who are serving patrons may prove to be a better way of advertising in these events.
- Discussion concerning legislation outreach, but due to the lack of participation this event will need to be approached differently. Mike will contact Alex Vassar, CSL Communications Office who may have other suggestions for this type of event.

9. Old Business

* cartridge issues of concern-Alan Smith continue to have numerous problems with faulty cartridges.

* Library Name – discussion continues, but consideration to expense of changing names must be considered.

10. New Business

- Mike will not be able to attend the next schedule meeting, so requesting a change of date from October 20, 2018 to a proposed date of October 27, 2018

11. Member updates

Warren Cushman-
Richard Rueda-
Mike Marlin, Director- 8/7/18

12. Action Items

- September 28th at the Enloe Hospital Conference Center in Chico from 10am - 2pm. Volunteers: Margie Donovan, Janet Snow, Roslyn McCoy
- Alan Smith-Email. About funding education?
- Mike Marlin- Alex Vassar concerning legislator outreach event.
- Richard Rueda- Outreach TVI teachers outreach seeking board members.
- Warren Cushman- Light House for the blind outreach seeking board members.

13. Adjournment-Meeting adjourned at 2:45 PM