

## **06/25/19 KDAC Conference Call**

### ***Attendees:***

- John Phillos, Delaware Library Access Services, Chair
- Dianne Keadle, South Carolina State Library Talking Book Services
- Ricardo Cisneros, San Francisco Library for the Blind
- Cyndi Reimer, California Department of Education
- Donald Salvato, The Xavier Society for the Blind
- Erin Pawlus, KLAS Users' Group Secretary
- Katy Patrick, Keystone Systems
- Andrea Callicutt, Keystone Systems
- Kyle Honeycutt, Keystone Systems

### ***Gutenberg Update***

NLS has signed off on the integration work that Keystone has done with Gutenberg. It was approved right before the Users' Conference. It is available to customers, but this is dependent on NLS deploying Gutenberg systems to libraries. At the conference, David Perotta had said that NLS would roll out 2 per month for all libraries and prioritize libraries with critical space or other issues.

Keystone met with NLS last week and established the criteria for prioritizing libraries interested in Gutenberg implementation. The expectation is that the library will serve 100% of their patrons with duplication on demand within a year. The first KLAS libraries to receive Gutenberg will be Colorado (self-hosted) and Georgia (hosted).

### ***Scribe Accessibility Improvements***

The status indication for cartridge slots on Scribe is a strip of LED lights. It will be easy to customize colors based on color blindness or other reasons. For individuals who are blind, there are still accessibility issues that need to be addressed. They will move to supplement visual cues with auditory output.

When asked if they had considered tactile methods to determine which slot was complete, the Keystone representatives said that it would be a good opportunity for feedback ideas from the user community. Maybe there would be different tones when you insert or remove a cartridge. If there is an error, a voice could indicate "Slot one...error". Braille labels on the Scribe could be used to identify the slots by number.

They also have the web monitor, so they can do some testing on that to make sure it's screen reader accessible. Potentially it could be browsed with refreshable braille to check for status updates.

Katy and Kyle agreed that it would be good to get ideas, either from the discussion forum or from circulation staff in the libraries.

### ***Current Development Priorities***

- Scribe enhancements, including workflow for cartridge recycling model and accessibility improvements
- Additional work on Gutenberg – NLS wants some additional changes before it is sent to a lot of KLAS customers.
- Finish converting the web ordering interface into Bootstrap so the IRCs can convert to 7.7.
- Changes to equipment returns procedure that the National Deaf/Blind program needs to have implemented by August
- Onboarding customers live onto 7.7 as soon as possible. As they bring customers on, there needs to be new database update utilities for functions that support has been doing up until now.
- Integrating KLAS with an e-commerce package for a customer.

The committee members discussed duplication on demand on the Scribe, and wondered what would happen if the order is bigger than the capacity of the cartridge.

Keystone has been discussing this issue. For PCC mode, one of the benefits is that it can build the order to the size of the cartridge. Cartridge recycle mode does the opposite. At this time there are two possible solutions: either it stops with an error, or does as much as it can and puts the rest of the books back onto the service queue. Would either work better than the other, or it is preferred that each library decides which is better for their particular situation?

The group thought it would depend. For libraries like Delaware, it would be best to put as many books as will fit and ship it out. For other libraries, it might be more critical to have everything on the cartridge. Not all libraries have circulation and reader advisory staff in the same area, and the expectation when an order is made is that all the books in an order will go out. There may be follow-up questions from patrons if something is missing.

It is important to know what type of error it is. That way, staff can redo an order with a higher capacity cartridge if it doesn't all fit initially. An error like "insufficient cartridge capacity" would help. The committee didn't necessarily think that something like a blinking red light would be necessary, as long as the explanation of the solid red light is on the web.

For 7.7 training, Keystone is currently working down a list of the organizations who had expressed an interest in the preview database. They will receive a welcome packet with info about the update, a task list of things to test before scheduling full conversion, and a release list. The release list is now on the KLAS Users website as well.

It was suggested that the training module have a different color scheme than the live version so people don't accidentally mix them up while working. Keystone staff will look into it – they understand that logging into the wrong database would be a problem. For now, the naming scheme is slightly different and the icon itself will be different. It can also be hidden away and accessed from the start menu. However, it is a good idea to make it more obvious if a person needs to switch back and forth.

### ***Development Request on the Forums***

Before reviewing the request, the group discussed the forums and how to encourage participation. Not everyone has time to log into the KLAS Users' discussion forum. One suggestion was to create an online survey that can be forwarded to staff. There would probably be a higher response rate. The Choose Your Own Adventure session at the conference was used as an example; it was helpful to have a survey where you could also add your own ideas at the end.

Alternately, it was mentioned that while surveys are wonderful tools, they are usually asking about what we already know, whereas the forums are good for bringing up other options. The forums also archive everything, and it's searchable. Keystone can identify things that would be beneficial to multiple users, and other librarians can agree/disagree or chime in with other ways of doing those tasks.

On the discussion forum, there was a suggestion to add the ability to search by e-mail to find a patron. Sometimes there is no other information available in an e-mail to identify the patron. In a couple months after other development priorities are completed, would this be a good thing to explore?

Representatives from the libraries discussed current difficulties, such as the low percentage of patrons who have e-mail addresses and the fact that mystery e-mails typically come from a relative. The ability to search multiple e-mails would be necessary. Also, while queries can also be used, it is admittedly more advanced than a basic search.

It would be very helpful for IRC clients, which have an e-mail driven system. One example presented was sending newsletters every month. In California, they may distribute 1100 newsletters and receive 60 bounces. As they don't contain personal information, it is necessary to perform 60 queries to identify the users. It would save a lot of time to do a search, so the account can be deactivated while they wait for updated information.

### ***Committee Member Terms and Appointments***

3 of the current members have 1 year terms. They will need to determine who is interested in a second term and who will be stepping down. The officers, in combination

with the KDAC committee, can suggest people to invite for each type of library that needs a new representative.

From now on, all terms will be two years so that there is continuity each year. At least three members will continue on even if the other members step down at the end of their terms.

***Next Meeting Date***

Call scheduled for 7/23/19 at 1:30 PM Eastern