

Section 1

BARD Patron Web Pages

1.1 Introduction

This section of the Braille and Audio Reading Download (BARD) Network Library Handbook presents sample web pages and links of the system used by eligible program patrons to enroll in the BARD system, access and download digital materials, and change information about their accounts. Many of these web pages will also be used by network library staff in the course of normal operations, e.g., for downloading books, and the other web pages are features with which library staff should be familiar in order to understand all of the possible patron interactions with the system. Section 2 of the handbook describes the features available to network library staff to facilitate administration of patron accounts.

This handbook was not developed as a tutorial for network library staff, but rather as a reference document for the BARD system release of April 30, 2009. A training program for BARD functions performed by network library staff will be completed shortly and made available to all network agencies.

The appendices in this handbook contain samples of all E-mail messages generated by the BARD system, which it sends to patrons, libraries, and vendors of third-party Digital Talking Book (DTB) players as required. Appendix A.1 contains a general description of these BARD-generated E-mails, including the protocols and nomenclature used, and the various types of E-mails are cited in the handbook where appropriate.

Screen 1.2: Log-in

National Library Service for the Blind and Physically Handicapped Downloadable Books and Magazines

BARD: Braille and Audio Reading Download

Potential users

Access to the BARD web site is restricted to eligible readers. You will need a login ID and password to access it. If you do not have them, review the criteria for participation by reading the [BARD application instructions](#) and, if you qualify, request an account.

Please log in

E-mail Address:

Password:

[Recover your BARD password here](#)

1.2 Log-in

Patrons will access the BARD system via the Internet using the Universal Resource Locator (URL) <https://nlsbard.loc.gov>. This URL will take the user to the BARD Log-in web page, which is shown in Screen 1.2, and is identical to that used for library staff log-in. This screen is “branded” with the name of the patron’s network library unless the patron is applying for a BARD account or using BARD for the first time from a new computer.

Patrons must first enroll for use of the BARD system, and be approved by library staff, prior to being granted access. The initial step in the enrollment process is performed by the patron selecting the [BARD application instructions](#) link, which takes the patron to the web page with BARD Application Instructions.

Screen 1.3.A: BARD Application Instructions

BARD application instructions

This application is intended for use only by patrons in good standing of The Alaska State Library Talking Book Center. Fill out this form if you are a registered user or have already contacted the library and were instructed to do so. If you are not currently receiving service from The Alaska State Library Talking Book Center, please contact them at (907) 269-6575 statewide or tbc@alaska.gov.

Fill out this application completely. Library staff will check your information against their records. If you are approved to participate you will receive an e-mail message with sign-on information. If there is a problem you will receive a message explaining the problem.

If you are planning to use a purchased digital talking-book player, you must register it once you have access to the BARD site.

Please note that the information you provide will be shared with the National Library Service, Library of Congress, and with the manufacturer of your purchased digital talking-book player (if necessary). For more details, please read our [privacy policy](#).

[Link to BARD application](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

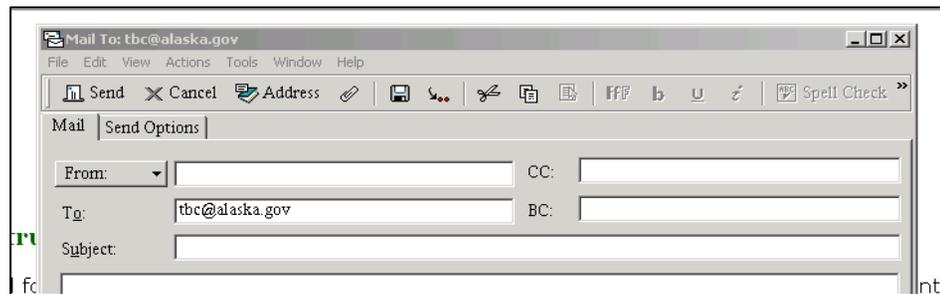
[The Alaska State Library Talking Book Center home page](#)

[BARD main page](#)

1.3 BARD Application Instructions

The instructions for completing a BARD application are shown in Screen 1.3.A. A link for technical support to be provided by network library staff via telephone and/or E-mail is shown in the first paragraph (in this example tbc@alaska.gov) and again at the bottom of the screen. Screen 1.3.B shows an example of how this technical support E-mail screen might appear. At the bottom of the page is also a link to the website of the appropriate library (in this example [The Alaska State Library Talking Book Center home page](#)).

Screen 1.3.B: Patron Download Support E-mail Screen



Screen 1.3.C: Privacy Statement

Privacy statement

The Alaska State Library Talking Book Center strives to provide the best possible experience for its web-site users. This site uses special software to collect statistics that are used to ensure proper functionality and to identify system performance issues. To help achieve this goal, the following information is collected and stored:

- The name of the domain from which you access the Internet
- The Internet Protocol address of the computer you are using
- The date and time you access the library's site
- The pages you visit
- The Internet address of the web site from which you linked directly to our site
- Characteristics of your system configuration including browser type, operating system, monitor resolution, and connection speed
- Aggregated data concerning searching and usage characteristics

If you sign-up for this service you will be required to provide personal information, (such as your name, mailing, and e-mail addresses). This information will only be used to verify your eligibility and to notify authorized purchased digital talking-book player manufacturers of your enrollment and active participation. This personal information is conveyed to a secure server, using secure, encrypted technology, and is collected in a database on the server. Only The Alaska State Library Talking Book Center and the National Library Service for the Blind and Physically Handicapped (NLS), Library of Congress, have access to this personal information, and that access is also through secure, encrypted technology. You should not assume that these data will be deleted at any time in the future, though NLS reserves the right to do so. Should you establish service with a different library in the NLS network (because of a relocation for example), your data will be shared with your new library.

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

[BARD main page](#)

If the [privacy policy](#) link in Screen 1.3.B is selected, the user is taken to Screen 1.3.C, which shows the Privacy Statement for using the BARD system. This is part of the application instructions, but presented in a separate web page for emphasis.

Screen 1.4.A: Application (Library Selection)

BARD: Braille and Audio Reading Download
Application

Please select the library you are affiliated with:

AK - The Alaska State Library Talking Book Center (in Anchorage, AK)

Submit

Reset

For support, please e-mail NLSDownload@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

1.4 Application

If the [Link to BARD application](#) is selected in Screen 1.3.B, the patron is taken to Screen 1.4.A, which is the first screen encountered to obtain the actual BARD application form. In this screen, a patron selects from a drop-down menu the library to which he or she belongs (the list will include both regional and subregional libraries if appropriate). If the BARD system is being accessed for the first time from a particular computer, the branding will be for NLS and not a network agency. However, if a public computer is being used, or if someone else has logged into BARD before from the particular computer, then the branding will be for the network agency rather than for NLS.

Screen 1.4.B: Application (Form)

BARD: Braille and Audio Reading by Download

Application

Please enter the following information:

First name:

Middle initial:

Last name:

Address:

Second address line:

City:

State:

ZIP code:

Your library: [The Alaska State Library Talking Book Center \(Anchorage, AK\)](#)

E-mail address:

Confirm e-mail address:

Please select the type of player you will be using:

When a library is selected in Screen 1.4.A, the patron is taken to the actual BARD application form, shown in Screen 1.4.B. The patron completes the application by filling-in the blank data fields and selecting the Submit button to submit the application for use of the BARD system. It is very important that the patron's E-mail address be entered correctly, because it is also used as the BARD Log-in ID (the BARD system also identifies a patron using another unique ID which does not change over time even if the patron's E-mail address changes). The library which the patron selected in Screen 1.4.A is automatically filled-in by the system in Screen 1.4.B.

Screen 1.4.C: Acknowledgement of Application Receipt

Your request has been entered into our database.

Thank you for your interest. You will receive an e-mail message shortly with confirming your application.
You will receive an e-mail message when your application is processed.

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

Upon completing the information in the Application and selecting the Submit button in Screen 1.4.B, the message shown in Screen 1.4.C appears to the patron acknowledging receipt of the application. The BARD system then generates an E-mail which is sent to the patron E-mail address specified in the application informing them of the same, an example of which is shown in Appendix A.2. If the BARD application is approved, the system-generated E-mail messages shown in Appendices A.3 and A.4 are sent to the patron, and the E-mail message shown in Appendix A.5 is sent to the patron's library. If the BARD application is rejected, the system-generated E-mail message shown in Appendix A.6 is sent to the patron, and the E-mail message shown in Appendix A.7 is sent to the patron's library.

Screen 1.5.A: Recover Your Lost Password (User ID)

Recover your lost password

To recover a lost password for the BARD web site, enter your BARD log-in ID in the space below. A new temporary password will be sent to the e-mail address that you use to log in to this service.

Please enter your BARD log-in ID:

For support, please e-mail NLSDownload@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[Back to BARD main page](#)

1.5 Recover Your Password

If patrons have lost or forgotten their passwords, they can use the [Recover your BARD password here](#) link on the Log-in web page, which will take them to Screen 1.5.A. If a known BARD User ID (E-mail address) is entered, the system will take the patron to Screen 1.5.B., in which the patron must respond with the correct answer to his/her own private question (which is displayed on the screen). When the Submit button is selected, a new temporary password is sent to the patron by the BARD system, an example of which is shown in Appendix A.8, to enable him/her to reset a new (permanent) password and use the system again.

Screen 1.5.B: Recover Your Lost Password (Question and Answer)

Recover your lost password

To recover a lost password for the BARD web site, enter your BARD log-in ID in the space below. A new temporary password will be sent to the e-mail address that you use to log in to this service.

Please answer the following question to prove that you are anhe@loc.gov

Question: **What is my grandmothers maden name?**

Answer:

For support, please e-mail NLSDownload@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[Back to BARD main page](#)

Screen 1.6: User Pledge

1.6 User Pledge

BARD user pledge

Participants must agree to our pledge:

National Library Service for the Blind and Physically Handicapped Download Agreement

I understand and agree to the following:

The texts embodied in the braille and recorded materials supplied by the National Library Service for the Blind and Physically Handicapped, Library of Congress are reproduced and distributed in specialized formats exclusively for use by blind and other persons with disabilities under the authority of 17 U.S.C. section 121 or with permission of the copyright owner(s). Any further reproduction or distribution of the braille or recorded materials may constitute infringement of copyright.

Use of NLS-produced materials is limited to eligible NLS readers and institutions. Access to the NLS Braille and Audio Reading Download web site outside the United States, except by eligible American citizens, is not permitted. Downloaded files or any files generated from them may not be distributed or sold under any circumstances. Transferring original or modified files to anyone is prohibited. User IDs and passwords may not be shared with anyone. The Library of Congress actively monitors the NLS system to protect against this, which includes maintaining records of the identity of persons downloading materials from this web site.

Readers engaging in or facilitating further reproduction or distribution of NLS-produced materials may have their privileges under the National Library Service program suspended or revoked, may be required to surrender the federal property in their possession, and may be subject to other penalties, including criminal penalties, afforded under federal law.

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

[BARD main page](#)

[Log out](#)

Screen 1.6 shows the User Pledge for use of the BARD system, which is sent to all users the first time that they log-in to the system, and periodically thereafter. Users must select the I Agree button in order to gain access to the system.

Screen 1.7: BARD Main Page

BARD main page

FIND BOOKS

[Recently added books](#) - a list of books added in the last thirty days

[Most popular books](#) - a list of the most popular books in the last ninety days

Search the collection:
Enter any search terms and then select the Go button.

Browse by author's last names
Lists books alphabetically by author's last name

Browse by book title
Lists books alphabetically by title

Browse by subject
Lists books alphabetically by subject

FIND MAGAZINES

These links provide ways to search for a magazine or browse the magazine collection

[Recently added magazine issues](#) - listed alphabetically

Magazines by title:
All available issues

ADDITIONAL LINKS

[Update account settings](#) - change account settings, including password and e-mail address. Authorize a new player you have purchased.

[Help](#) - instructions and answers to frequently asked questions

1.7 BARD Main Page

The BARD Main Page is shown in Screen 1.7, which is the web page to which patrons are taken after they successfully log-in to the system. Various links are provided under the major functional headings of Find Books, Find Magazines, and Additional Links, which are described below.

Screen 1.8.A: Recently Added Books

BARD books sorted by date of addition to web site during last 30 days

Displaying items 1 through 250 of 416

[First page](#) [Last page](#) [Start over](#)

April 17, 2009

Ferris Wheel! George Ferris and His Amazing Invention

Sneed, Dani. Read by Carol Dines. Reading time 1 hour 27 minutes.
Science

Biography of George Ferris (1859-1896), the American engineer who built a gigantic passenger-carrying wheel for the 1893 World's Fair in Chicago. Describes his education and work experience prior to dreaming up the first Ferris wheel. Discusses construction difficulties, the ride's popularity, and Ferris's financial collapse. For grades 3-6. 2008.

[Download Ferris Wheel! George Ferris and His Amazing Invention, DB67830](#)

The Keepsake

Gerritsen, Tess. Read by Martha Harmon Pardee. Reading time 9 hours 15 minutes.
Suspense

Boston medical examiner Maura Isles and homicide detective Jane Rizzoli team up to investigate modern-day murder victims preserved with ancient Egyptian techniques. Just as Isles and Rizzoli realize that a young archaeologist figures prominently in the case, the archaeologist disappears. Violence, strong language, and some descriptions of sex. 2008.

[Download The Keepsake, DB67723](#)

Multiple Blessings: Surviving to Thriving with Twins and Sextuplets

Gosselin, Jon. Read by Gabriella Cavallero. Reading time 5 hours 58 minutes.
Family

Kate Gosselin, known from the reality television show [Jon and Kate Plus 8](#), describes having sextuplets after previous fertility treatment resulted in twin girls. Details Kate and Jon's decision not to reduce the number of fetuses, her uncomfortable pregnancy, living with a film crew, and parenting eight children. Bestseller. 2008.

[Download Multiple Blessings: Surviving to Thriving with Twins and Sextuplets, DB67712](#)

1.8 Find Books

If the [Recently added books](#) link is selected from the Find Books portion of the BARD Main Page, the user is taken to Screen 1.8.A, from which information on the books (including title, author, narrator, reading time, subject and annotation) can be read and/or the digital books can be downloaded (via the Download links).

Screen 1.8.B: Most Popular Books

Most popular BARD downloads in the last 90 days

Fiction

Sail

Patterson, James. Read by Erin Jones. Reading time 7 hours 7 minutes.
Suspense

Widow Katherine Dunne and her former brother-in-law take her troubled kids, teens Carrie and Mark and ten-year-old Ernie, on a yacht vacation to reconnect as a family. A natural disaster pulls them together--but then an even greater catastrophe occurs. Violence, strong language, and some explicit descriptions of sex. Bestseller. 2008.
[Download Sail, DB67084](#)

Tailspin: An FBI Thriller

Coulter, Catherine. Read by Alice Rosengard. Reading time 14 hours 24 minutes.
Suspense

Rachael awakens just as she is thrown off a pier and left for dead. Fleeing to her Kentucky hometown, she witnesses the crash landing of a small plane. She helps the pilot but must hide her identity when she learns he is FBI agent Jack Crowne. Some violence and some strong language. Bestseller. 2008.
[Download Tailspin: An FBI Thriller, DB67030](#)

Sundays at Tiffany's

Patterson, James. Read by Susan McInerney. Reading time 5 hours 49 minutes.
Romance

Thirtysomething Jane is reunited with a sweet, funny, and handsome man from her past named Michael who happens to be her imaginary friend from childhood. But not even Michael knows the real reason they have been brought together. Some explicit descriptions of sex and some strong language. Bestseller. 2008.
[Download Sundays at Tiffany's, DB67037](#)

If the [Most popular books](#) link is selected from the Find Books portion of the BARD Main Page, the user is taken to Screen 1.8.B, from which information on the books (including title, author, narrator, reading time, subject and annotation) can be read and/or the digital books downloaded (via the Download links). The titles displayed are the most popular titles offered by the BARD system in the last 90 days, and are grouped by Fiction and Non-Fiction.

Screen 1.8.C: Search Collection by Keyword(s) (top of screen)

BARD books containing keyword: **WWII**

42 records will be displayed: [5 in the Title](#), [0 in the Author](#), [0 in the Subject](#), [37 in the Annotation](#), [0 in the Book Number](#), and [0 in the Narrator](#)

Displaying Items [1](#) through [42](#)
[Start over](#)

In the title (5 books)

Brothers in Arms: The Epic Story of the 761st Tank Battalion, **WWII's** Forgotten Heroes

Abdul-Jabbar, Kareem. Read by Gregory Gorton. Reading time 10 hours 45 minutes.
 World History

Basketball great Abdul-Jabbar and journalist Walton chronicle the training, battlefield, and postwar experiences of the first African American armored unit to fight in World War II alongside white troops. Authors describe the soldiers' 183 days on the French and German fronts and their struggles with racial prejudice. 2004.

[Download Brothers in Arms: The Epic Story of the 761st Tank Battalion, WWII's Forgotten Heroes, DB58545](#)

The Dead of Winter: How Battlefield Investigators, **WWII** Veterans, and Forensic Scientists Solved the Mystery of the Bulge's Lost Soldiers

Warnock, Bill. Read by Bill Wallace. Reading time 14 hours 14 minutes.
 World History

Recounts efforts of a volunteer team to locate, identify, and recover the remains of U.S. soldiers killed in the Battle of the Bulge, Germany's last-ditch offensive against Allied forces in Belgium in December 1944. Describes excavations in the 1980s and 1990s and includes personal accounts of servicemen. Violence. 2005.

[Download The Dead of Winter: How Battlefield Investigators, WWII Veterans, and Forensic Scientists Solved the Mystery of the Bulge's Lost Soldiers, DB63155](#)

The Jew with the Iron Cross: A Record of Survival in **WWII** Russia

Rauch, Georg. Read by Ken Kliban. Reading time 8 hours 48 minutes.
 World History

Memoir of a soldier who was drafted into the German army during World War II despite being one-quarter Jewish. Details his service, opposition to the Nazi cause, imprisonment in a Russian POW camp, and recruitment as a Russian spy. 2006.

[Download The Jew with the Iron Cross: A Record of Survival in WWII Russia, DB64521](#)

The Search the Collection field in the BARD Main Page allows the user to enter any search terms and, by hitting the Go button, a query is performed and the output records are displayed in Screen 1.8.C. Information on the books matching the query keyword(s) shown can be read and/or the digital books downloaded by selecting the book download link for the specific title.

At the top of Screen 1.8.C are six index links. These are internal links to relevant portions of the search results. These index links show the number of matches between books in the collection and the user-specified search criteria for the following six attributes of the book: Title, Author, Subject, Annotation, Book Number, and Narrator. In this example, there were five matches between the search criteria and Book Titles, 37 matches between search criteria and Annotations, and no matches for Author, Subject, Book Number or Narrator.

Screen 1.8.C: Search Collection by Keyword(s) (bottom of screen)

Companion volume to the PBS documentary about the memorial chronicles its design and construction. Includes summaries of WWII land, sea, and air campaigns and discusses war production, women's roles and the home front, and accounts of veterans including senators Dole and Inouye, Audie Murphy, and Warren Spahn. 2004.

[Download The World War II Memorial: A Grateful Nation Remembers, DB59034](#)

The Yiddish Policemen's Union

Chabon, Michael. Read by Richard Davidson. Reading time 16 hours 40 minutes.
Mystery and Detective

Post-WWII Alaska. A drug-addicted chess prodigy is murdered in a cheap hotel in what has become the Jewish homeland since the collapse of fledgling Israel. Divorced, alcoholic police detective Meyer Landsman uncovers links to a plot to reclaim the Jewish state. Strong language and some descriptions of sex. Bestseller. 2007.

[Download The Yiddish Policemen's Union, DB64502](#)

In the book number (0 books)

In the narrator (0 books)

[Start over](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

Screen 1.8.D: Books Sorted by Author

BARD books sorted by author beginning with the letter A

Displaying items 1 through 100 of 627
[First page](#) [Next page](#) [Last page](#) [Start over](#)

A

Aardema, Verna

Borreguita and the Coyote: A Tale from Ayutla, Mexico

Aardema, Verna. Read by Suzanne Toren. Reading time 9 minutes.
 Folktales

Borreguita (which means "little lamb") is taken by her owner to feast in a field of lush, red clover. She is approached by a coyote who has lunch on his mind. But the clever lamb outwits the coyote in this triumph of mind over muscle. A Mexican folktale. For grades K-3 and older readers.

[Download Borreguita and the Coyote: A Tale from Ayutla, Mexico, DB35163](#)

Aaron, Henry

I Had a Hammer: The Hank Aaron Story

Aaron, Henry. Read by Ray Foushee. Reading time 12 hours 2 minutes.
 Sports and Recreation

Hank Aaron had little to do with his name's appearing first in the [Baseball Encyclopedia](#), but he had everything to do with hitting more home runs than Babe Ruth--a feat that was voted the greatest moment in baseball history. He reveals his thoughts about setting baseball records and about his struggle to endure the abuse that African-Americans were subjected to in predominantly white leagues.

[Download I Had a Hammer: The Hank Aaron Story, DB33003](#)

Three other collection browsing features are also available on the BARD Main Page for finding books based upon author's last name, title, or subject. Using drop-down menus for the first letter of the author's name or the title, a specific drop-down menu for subjects, and the Go button, output tables are produced by the system in a manner identical to that used for the keyword search. If the Browse by Author's Last Name, Browse by Book Title, or Browse by Subject feature is used, the query will result in tables similar to those shown in Screens 1.8.D, 1.8.E, and 1.8.F, respectively.

Screen 1.8.E: Books Sorted by Title

BARD books sorted by title beginning with the letter A

Displaying items 1 through 100 of 890

[First page](#) [Next page](#) [Page 1](#) [Last page](#) [Start over](#)**A****"A Problem from Hell": America and the Age of Genocide**

Power, Samantha. Read by Kerry Cundiff. Reading time 24 hours 56 minutes.
U.S. History

Former war correspondent analyzes the U.S. response to major genocides of the twentieth century. Using the Armenian murders in 1915, the Holocaust, and Saddam Hussein's destruction of the Kurds in the 1980s as examples, Power demonstrates the failure of political leaders to intervene against global atrocities. Pulitzer Prize. 2002.

[Download "A Problem from Hell": America and the Age of Genocide, DB56325](#)

Aaron Copland: The Life and Work of an Uncommon Man

Pollack, Howard. Read by Gordon Gould. Reading time 27 hours 37 minutes.
Music

Biography of the twentieth-century American composer by a professor of music. Portrays a Jewish, discreetly homosexual New Yorker, whose popularity and fame grew in the 1940s, 1950s, and 1960s for his success with ballets, film scores, and symphonic works. Discusses his musical versatility and high standards of craftsmanship.

[Download Aaron Copland: The Life and Work of an Uncommon Man, DB49034](#)

Abandoned: Jennie McGrady Mystery, Book 12

Rushford, Patricia H. Read by Catherine Byers. Reading time 5 hours 44 minutes.
Religious Fiction

Jennie McGrady's classmate, Annie Phillips, suspects someone is stalking her and asks Jennie for help. Later, a malicious article in the school paper reports that Annie was abandoned in a trash can as a baby--and Annie disappears. Jennie wonders if recent pro-life advocates' murders are connected. For grades 6-9. 1999.

[Download Abandoned: Jennie McGrady Mystery, Book 12, DB60506](#)

Screen 1.8.F: Books Sorted by Subject

BARD nonfiction books sorted by subject

Displaying items 1 through 250 of 5809

[First page](#) [Next page](#) [Last page](#) [Start over](#)

Adventure

Alone: The Classic Polar Adventure

Byrd, Richard E. Read by Bill Wallace. Reading time 9 hours 16 minutes.
Adventure

The account of the explorer's dangerous and dramatic five months' isolation at an observation base in Antarctica.

[Download Alone: The Classic Polar Adventure, DB41488](#)

Barrow's Boys

Fleming, Fergus. Read by Alexander Strain. Reading time 17 hours 23 minutes.
Adventure

Discusses the history of nineteenth-century British exploration of the world's uncharted regions and the key organizer, John Barrow, Second Secretary to the Admiralty for over forty years. Barrow sent expeditions--costly in both expenditures and lives--to Africa, northern Australia, and Antarctica and in search of the Northwest Passage. 1998.

[Download Barrow's Boys, DB63049](#)

Dragon Hunter: Roy Chapman Andrews and the Central Asiatic Expeditions

Gallenkamp, Charles. Read by Jake Williams. Reading time 14 hours 57 minutes.
Adventure

Biography of the adventurous American who pioneered explorations of the Mongolian Gobi Desert between 1922 and 1930. Discusses the expeditions' hardships as they traveled by automobile and camel across barren areas, "hampered by war, politics, and bandits." Describes the amazing fossils discovered by Andrews's team and the celebrity he subsequently enjoyed. 2001.

[Download Dragon Hunter: Roy Chapman Andrews and the Central Asiatic Expeditions, DB60876](#)

Screen 1.9.A: Recently Added Magazines

BARD recently added magazine issues

Displaying items 1 through 45 of 45
[Start over](#)

Analog

[Download Analog April, 2009](#)

Asimov's Science Fiction

[Download Asimov's Science Fiction April, 2009](#)

Atlantic Monthly

[Download Atlantic Monthly March, 2009](#)

Bon Appetit

[Download Bon Appetit April, 2009](#)

Buenhogar

[Download Buenhogar March, 2009](#)

Choice Magazine Listening

[Download Choice Magazine Listening March, 2009](#)

1.9 Find Magazines

If the [Recently added magazine issues](#) link is selected from the Find Magazines portion of the BARD Main Page, the user is taken to Screen 1.9.A, which displays the most recently published issue of each periodical that is available on the BARD system. The issues shown are usually, but not necessarily, the most recent issues that have been added to the BARD system. Users may download the issues displayed using the Download links shown. The listing is sorted in alphabetical order by magazine title.

Screen 1.9.B: Magazines, Most Recent Twelve Months

BARD magazine: Health and Nutrition - most recent twelve months

Displaying items 1 through 9 of 9
[Start over](#)

Health and Nutrition

[Download Health and Nutrition February, 2009](#)
[Download Health and Nutrition January, 2009](#)
[Download Health and Nutrition December, 2008](#)
[Download Health and Nutrition November, 2008](#)
[Download Health and Nutrition October, 2008](#)
[Download Health and Nutrition September, 2008](#)
[Download Health and Nutrition August, 2008](#)
[Download Health and Nutrition July, 2008](#)
[Download Health and Nutrition June, 2008](#)

[Older issues of Health and Nutrition](#)

[Start over](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)
[BARD main page](#)
[Log out](#)
[BARD administration home page](#)

If the Magazines by Title browse feature are selected from the Find Magazines portion of the BARD Main Page via the drop-down menu which lists specific titles, the user is taken to Screen 1.9.B. For the selected magazine title, Download links for all issues one year old or less are displayed in chronological descending order, which the user may use to download specific issues of the magazine. If issues of the magazine older than one year are needed, the bottom-most link “Older issues of...” must be selected.

Screen 1.10.A: Update Account Settings

Update account settings

Current settings for rnor@loc.gov

Select this link to [change your password](#)

Select this link to [change your e-mail address](#)

Select this link to [add a purchased player](#)

Maximum number of books to be displayed on one page:

Password Instructions

In order to recover a lost password, please enter a question below, along with a secret answer.

Should you forget your password, we will ask you your question. If you answer it correctly, we will send you a new password via e-mail. The answer must match exactly.

If you do not wish to use this option, simply leave the question blank. However, you will have to contact your librarian to recover your password.

Your question:

Your secret answer:

[Back to BARD main page](#)

For support, please e-mail NLSDownload@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

1.10 Update Account Settings

By selecting the [Update account settings](#) link in the Additional Links portion of the BARD Main Page, the patron will be taken to Screen 1.10.A on which several account maintenance functions are provided. These functions are described further below.

Screen 1.10.B: Change BARD Password

Change your BARD password

Your password must contain--

- at least eight characters
- at least one letter
- at least one number
- no repeated characters

In addition your new password--

- cannot contain a common word
- cannot be your previous password
- cannot be your first or last name

Please enter a new password

Please enter it again

[Back to BARD main page](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

Using the [change your password](#) link on Screen 1.10.A, the patron will be taken to Screen 1.10.B, which enables the changing of a password by the patron. The criteria for a password are described, and the patron must enter the password twice for verification. The restriction “no repeated characters” means that the password cannot contain the same characters in adjacent positions, but the character can be used multiple times if the positions are not adjacent. The Change Password button is finally selected to actually change the password.

Screen 1.10.C: Change BARD Password Confirmation

SUCCESS - Change your BARD password

You have successfully changed your password.
You may use that new password to login.

[Back to update account settings](#)

[Back to BARD main page](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

When the password has been successfully changed, the message shown in Screen 1.10.C will be displayed to the patron. The BARD-generated E-mail message shown in Appendix A.9 will also be sent by the system to the patron when the password is changed.

Screen 1.10.D: Change BARD E-mail

Change your BARD user ID and e-mail address

Note: Changing your e-mail address will also change your user ID.

Immediately after submitting your change, a verification e-mail message will be sent to your old and new e-mail addresses. Following that, a new temporary password will be created for you and then sent to your new e-mail address in a separate e-mail message. This is done for security reasons.

To continue to use the BARD web site, you will need to log in using your temporary password.

It is extremely important that you type in your new e-mail address correctly and that the e-mail address can receive messages without problems.

Please enter your new e-mail address

Please enter it again

[Back to BARD main page](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

[BARD main page](#)

[Log out](#)

Using the [change your e-mail address](#) link on Screen 1.10.A, the patron will be taken to Screen 1.10.D, which enables the changing of a patron's E-mail address, which is also the User ID for BARD. The patron must enter the new E-mail address twice for verification. The Change E-Mail Address button is finally selected to actually change the E-mail address.

The BARD-generated E-mail messages shown in Appendices A.10 and A.11 will also be sent by the system to the patron's old and new E-mail addresses, respectively, when the E-mail address/User ID is changed.

Network library staff will be able to access patrons' transaction records in order to assist patrons, but will not be able to access patron-specified passwords.

Screen 1.10.E: Add a Purchased Player

Purchased players

To register a new player, your name and address that is on file must be correct.
Please enter your name and address.

E-mail address: asha@loc.gov

First name:

Middle Initial:

Last name:

Address:

Second address line:

City:

State:

ZIP code:

Please select the type of player you will be using:

Using the [add a purchased player](#) link on Screen 1.10.A; the patron will be taken to Screen 1.10.E. While the function is called “add a purchased player,” the patron actually uses this screen to request from his/her network agency approval for a key (i.e., decryption code for NLS-provided materials) for a new purchased player. At the bottom of the screen is a drop-down menu including each possible type of third-party playback machine, which the patron uses to specify the model of the requested unit. The BARD system then generates and sends to the patron the E-mail message shown in Appendix A.12.

If the request for adding a purchased player is approved, the system-generated E-mail message shown in Appendix A.13 is sent to the player manufacturer, and the E-mail message shown in Appendix A.14 is sent to the patron. If the request is rejected, the system-generated E-mail message shown in Appendix A.15 is sent to the patron.

Screen 1.11.A: BARD Support Links

BARD support links

[Instructions](#)

[Frequently Asked Questions \(FAQ\)](#)

[BARD main page](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

By selecting the [Help](#) link in the Additional Links portion of the BARD Main Page, the patron will be taken to Screen 1.11.A. On this screen the patron may select the [Instructions](#) or [Frequently Asked Questions \(FAQ\)](#) link, both of which are described further below, go back to the BARD Main Page using the link provided, or use the library E-mail address or web site links for assistance.

Screen 1.11.B: Instructions

Instructions

Welcome!

Welcome to BARD, Braille and Audio Reading Download, from the The Alaska State Library Talking Book Center.

Quick links

Web site: <https://www.nlstalkingbooks.org/dtb/v3/AK1A/index.html>

Help:

On the Web:

[Support](#)

[Frequently Asked Questions \(FAQ\)](#)

Telephone:

(907) 269-6575 statewide

E-mail:

tbc@alaska.gov

Index to this document

[Participation](#)

[Using the BARD web site](#)

[How to download a book or magazine](#)

[Update account settings](#)

[BARD-Support and BARD-Discuss mailing lists](#)

[Privacy](#)

[Troubleshooting](#)

[Cancelling your BARD account](#)

1.11 Instructions

If the [Instructions](#) link in Screen 1.11.A is selected, the pages of information shown in Screen 1.11.B will be displayed, which provide comprehensive information on the BARD system and its use by program patrons. Several Help links are provided, as are links to specific portions of the instructions.

Screen 1.11.B: Instructions (continued)**Using the web BARD site****Logging in**

The address for the BARD web site is <https://www.nlstalkingbooks.org/dtb/v3/AK1A/index.html>. The site has been tested with Internet Explorer and Firefox web browsers. If you are using a different browser or accessibility, please report them. We are especially concerned with accessibility..

Once at the web site, you will be asked for your user ID and password. Your user ID is your e-mail address. Your user ID and password are case-sensitive, so be sure to enter them exactly as they were sent to you.

The first time you log in you will be required to choose a new password. You will also be given the opportunity to set a question and secret answer that can be used later to recover a lost or forgotten password.

To recover a lost or forgotten password yourself, direct your web browser to and fill in the form. You will receive an e-mail message with a new, temporary password. That password will be a one-time-use password. You will need to choose a new one when you first log in.

If you have not set a question and secret answer, you will need to send an e-mail to tbc@alaska.gov asking for your password to be reset. You will receive an e-mail message with a temporary password.

Do not share your user ID and password with anybody.

Pledge information

When you first enter your user ID and password, a BARD user pledge will appear. You must select "I agree" in order to use the web site. Should you inadvertently select: "I do not agree" you will be given the opportunity to reconsider and the pledge will appear again.

The BARD user pledge will appear any time you change your user ID or password, and will also appear periodically to remind users of BARD practices and copyright laws.

Screen 1.11.B: Instructions (continued)

The BARD main page

Once you have successfully logged in, you will be presented with the BARD main page, which is also its main menu. This page contains links to the books and magazines and to some other helpful pages.

Following the BARD main page's heading there are five links to access books available for download.

Recently added books: The first link, called "Recently added books," lists the books by the date on which they were added to the collection, with newer additions appearing at the top. Once you are familiar with the list of available books, you will most likely use this link to access books listed in the new book announcement message or to see what books were added since the last time you browsed the list.

Search the collection: The next item on the main page is an entry field labeled "Search the collection." This is the best way to find a specific book in the collection. Entering a search term in this field and then selecting the "Go" button that follows it will search for the term in the author, narrator, subject, annotation, and book number of all of the books. You will be presented with a list of these results.

- To search by author or narrator, type the last name or full name in the search box
- To search by title, type the entire or partial title into the search box
- To search by subject, type the subject into the search box
- To search by annotation, type one or more keywords into the search box
- To search by book number, type the five-digit book number into the search box - do not include the "DB," "RC," or "BR" prefix.

Browsing options: Following the "Search the collection" link are three drop-down lists (sometimes called "combo boxes") that allow you to browse through the books in the collection.

The "Browse by author's last name" and "Browse by title" options allow you to browse through the book listings ordered by the first letter of the author's last name or through the book listings ordered by the first letter of the title (the first word in a title after the article - "the," "a," and "an" - will be the word representing the letter you have selected). Choose a letter from the drop-down list and then select the "Go" button that follows the list to go to that section of the book listings.

The "Browse by subject" option lists all available books grouped by a subject. To browse the books in a particular subject, choose the subject from the list and then select the "Go" button that follows the list.

Note that these lists do not work in combination, so you cannot search for, say, titles beginning with N on the subject of "The West."

Magazines: Following the links to the browsing options are two options to list magazine entries. The "Recently added magazine issues" option connects to a list of the most recent issues of each available magazine.

The "Magazines by title," option is followed by a drop-down box listing all of the available magazines. Selecting one of these and then the "Go" button that follows it will take you to a list of the available issues for that magazine.

Screen 1.11.B: Instructions (continued)

Navigating the book lists

The book and magazine lists have been designed to be easily navigable both with screen readers and visually. Each entry includes the book's title, author, subject, narrator, a description, and a link to download the book. The download link is always the last item in each entry.

On all pages, book titles are listed at heading level 4. JAWS users can jump from title to title by pressing the 4 key, and Window-Eyes users can press the key sequence 4-H.

Similarly, heading level 3 is used for each page's main grouping. On the Books by Author page, the author names are at level 3. On the Books by Subject page, the subjects are at level 3. And on Recently Added Books page, the dates are at level 3. (Books by Title has no level 3 headings, because titles are always at level 4.) JAWS users can jump from one to the next by pressing the 3 key, and Window-Eyes users can press the key sequence 3-H.

Index letters, where available, are at level 2. On the Books by Author and Books by Title pages, there is an index letter for each letter of the alphabet. JAWS users can jump from section to section by pressing the 2 key, and Window-Eyes users can press the key sequence 2-H.

In summary: Index letters are at level 2, the main grouping is at level 3, and individual titles are at level 4.

How to download a book or magazine

After you have found the item you wish to download, use the download link to initiate transfer of the item to your computer. During the download process you will be given the opportunity to save the file to a specified location. Where to save the file is your decision. To help with finding the files later, each book file starts with the letters DB and contains as much of the author's name and title as is possible. All files end in .zip.

Transferring a downloaded file to your player

The file you download from the web site is a single .zip file. Once the download is complete, use the software of your choice to unzip the contents of the .zip file onto a blank cartridge. You can also unzip to your hard drive, and then transfer the files to a blank cartridge, which may then be inserted into your digital talking-book player.

Navigational features of the downloaded books

The number and placement of navigational markers in the books themselves (e.g., chapter boundaries) will vary according to the type of book, its production date, and the book's anticipated use. The books do not carry the text of the print book, only a narrated version that adheres to the print book's contents as closely as possible.

Screen 1.11.B: Instructions (continued)**Update account settings****Changing your password**

Use the "Update account settings" link on the BARD main page. Select "Change your password."
A form will be displayed into which you may enter a new password. You will need to enter it twice to confirm it. The two entries must match exactly.

Your new password should be at least six characters in length and contain at least one lower case letter and at least one number.

Once your new password is accepted, you will receive an e-mail message confirming that you have changed your password.

Changing your e-mail address

Use the "Update account settings" link on the BARD main page. Select "Change your e-mail address."

A form will be displayed into which you can enter a new e-mail address. You must enter it twice to confirm it. The two entries must match exactly.

Your new e-mail address becomes your user ID. A new temporary password will be sent to this address, so make sure you use an e-mail address to which you have immediate access.

BARD will accept only one e-mail address per patron. You must log in again with your temporary password to create a permanent password.

Enable a purchased player (not for digital talking-book players borrowed from your library)

If you have purchased a digital talking-book player, you must enable it for use with the BARD download and NLS DBs. Use the "Update account settings" link on the BARD main page. Select "Add a new player" and then fill out the form on the resulting page. Notifications will be sent to your player's manufacturer to authorize the manufacturer to enable your player for use with NLS materials.

Additional settings

On the "Update account settings" page you have the option to set the number of books per page displayed as a result of searches. You also have the option to set a question and secret answer for password maintenance.

Screen 1.11.B: Instructions (continued)**BARD-Support and BARD-Discuss mailing lists**

All program participants have the option of subscribing to two e-mail-based discussion lists called BARD-Support and BARD-Discuss. These are closed, two-way lists, so only subscribers can post messages to them. The lists are unmoderated, so all postings will go directly to all participants.

BARD-Support is for technical support for users of the NLS BARD service. Support may be offered by NLS or by other users. Support topics are limited to the NLS BARD service, its content, and its use. No other topics are permitted.

NLS monitors this list and will contribute answers whenever possible. Particularly useful or informative postings may be reused as entries on the FAQ section of the BARD web site.

BARD-Discuss is for the open discussion of all topics related to the NLS BARD service. All postings must conform to common etiquette. Topics and individuals may be removed at the discretion of the list manager.

If you would like to subscribe or unsubscribe, send a message including your full name to NLSDownload@loc.gov.

Privacy

The NLS Privacy Policy for the BARD web site can be found [here](#).

Screen 1.12.A: Frequently Asked Questions (Links)

BARD: Frequently Asked Questions

- [The BARD web site](#)
 - [How do I change my password?](#)
 - [What do I do if I lost my password?](#)
 - [May I change my user ID? May I change my e-mail address?](#)
- [The books and magazines](#)
 - [What books are available?](#)
 - [Why are some books from a series missing? Why are some magazine issues missing?](#)
 - [What do I do if I find a problem in a book or magazine?](#)
 - [What is available in BARD that I cannot get from my NLS library?](#)
 - [Can you add a specific title?](#)
 - [How long will magazine issues be kept on the site?](#)
- [Finding books](#)
 - [How do I find a book to read?](#)
 - [How do I search by narrator or book number?](#)
 - [Why can't I search by a combination of factors?](#)
- [Downloading books](#)
 - [Where did my downloaded book go?](#)
 - [Can I put more than one book on a cartridge?](#)
 - [How do I move a book from my computer to my cartridge?](#)
 - [How do I get cartridges?](#)
- [Reading books](#)
 - [My player says I'm not authorized to read this book. What does that mean?](#)
 - [Can I play NLS books from BARD on my computer?](#)
 - [Can I download a book onto a cartridge that already has a book on it?](#)
- [BARD-Support and BARD-Discuss mailing lists](#)
 - [How do I subscribe to these mailing lists?](#)
 - [What can I talk about on the lists?](#)
 - [How do I unsubscribe from the mailing lists?](#)
 - [Can you temporarily suspend my subscription to the mailing lists?](#)

1.12 Frequently Asked Questions (FAQ)

By selecting the [Help](#) link in the Additional Links portion of the BARD Main Page, the patron will be taken to Screen 1.11.A shown earlier. If the [Frequently Asked Questions \(FAQ\)](#) link is selected in Screen 1.11.A, the links shown in Screen 1.12.A will be displayed, which provide a comprehensive range of questions and answers regarding the BARD system and its use by program patrons. Patrons can jump to either the major headings or to specific questions and answers; all of the contents are located on a single web page. The contents of the FAQ answers are shown in Screen 1.12.B.

It is noted that NLS intends to change the FAQ portion of the BARD website over time as new questions are asked and answers are provided, so the questions and answers in this document may not reflect exactly what is current on the BARD website. Library staff should, therefore, familiarize themselves with new questions and answers as they are added to the BARD website.

Screen 1.12.B: FAQ Answers to Questions**The BARD web site****Q: How do I change my password?**

A: Use the [change BARD password page](#).

On this page you may enter a new password. You must enter it twice to confirm it. The two entries must match exactly.

Your new password should be at least eight characters in length and contain at least one lower case letter and at least one number.

Once your new password is accepted, you will receive a confirmation e-mail.

Q: What do I do if I lost my password?

A: To recover a lost or forgotten password yourself, direct your web browser to the [recover your lost password](#) and fill in the form. You will receive an e-mail message with a new, temporary password. That password will be a one-time-use password. A new one will have to be chosen when you first log in.

If you have not previously set a question and secret answer, you will need to send an e-mail to contact your library and ask for your password to be reset. You will receive an e-mail message with a temporary password.

Q: May I change my user ID? May I change my e-mail address?

A: Your user ID is your e-mail address. To change it, use the [change BARD user ID and password page](#).

On this page you may enter a new e-mail address. You must enter it twice to confirm it. The two entries must match exactly.

Your new e-mail address becomes your user ID. A new temporary password will be sent to this address, so make sure you use an e-mail address to which you have immediate access.

Screen 1.12.B: FAQ Answers to Questions (continued)**The books and magazines****Q: What books are available?**

A: Every new digital talking book that has met NLS quality standards. Some older books are still being converted into digital talking books.

Q: Why are some books from a series missing? Why are some magazine issues missing?

A: Production schedules can cause inadvertent delays.

Q: What do I do if I find a problem in a book or magazine?

A: Please report the problem -- including the title, author, and "DB" five-digit number of the book -- to NLSdownload@loc.gov. Your digital talking-book player can tell you the elapsed time into the book of your current reading position. If possible, please include this information in your problem report. Including the five-digit number in your message's subject line is also very helpful.

Q: What is available in BARD that I cannot get from my NLS library?

A: Nothing. There are no materials available for download that are not also available from your library on another medium.

Q: Can you add a specific title?

A: Recommendations should be made directly to your NLS library.

Q: How long will magazine issues be kept on the site?

A: Indefinitely.

Screen 1.12.B: FAQ Answers to Questions (continued)**Finding books**

Q: How do I find a book to read?

A: The easiest way to find a book is to go to the [BARD main page](#) and use the "Search the collection" option.

Q: How do I search by narrator or book number?

A: Go to the [BARD main page](#).

Q: Why can't I search by a combination of factors?

BARD does not have this capability.

Screen 1.12.B: FAQ Answers to Questions (continued)**Downloading books**

Q: Where did my downloaded book or magazine go?

A: Please contact your NLS library for assistance.

Q: Can I put more than one book on a cartridge?

A: No.

Q: How do I move a book from my computer to a cartridge?

A: First, open the .zip file you downloaded to your computer. If you are using Windows XP, Windows Vista, or Mac OS X, this function is built-in.

Select all of the files by pressing "control" and "A" simultaneously. Copy the files to the clipboard by pressing the "control" and "C" keys simultaneously. Press the "control" and "V" keys to paste the files onto your cartridge into the appropriate directory. On a Macintosh, use the "command" key instead of the "control" key.

Q: How do I get cartridges?

A: Contact your NLS library.

Screen 1.12.B: FAQ Answers to Questions (continued)

Reading books

Q: My player says I'm not authorized to read this book. What does that mean?

A: Contact your NLS library for assistance.

Q: Can I play NLS books from BARD on my computer?

No.

Q: Can I download a book onto a cartridge that already has a book on it?

A: No. Contact your NLS library to find out how to erase a cartridge.

Screen 1.12.B: FAQ Answers to Questions (continued)

BARD-Support and BARD-Discuss mailing lists

Q: How do I subscribe to these mailing lists?

A: Please send a message to NLSDownload@loc.gov stating which lists you wish to subscribe to.

Q: What can I talk about on the lists?

A: BARD-Support is intended for support discussions only. Use BARD-Support to post questions about the BARD service, its content, and its use. NLS will monitor this list closely in order to provide timely support, but subscribers are also welcome to provide answers to support questions if known.

For all other topics, including reading systems, use BARD-Discuss. Subscribers posting non-support messages to BARD-Support will have their posting privileges suspended for a period of time.

Q: How do I unsubscribe from the mailing lists?

A: Please send a message to NLSDownload@loc.gov stating you wish to unsubscribe.

Q: Can you temporarily suspend my subscription to the mailing lists?

A: Yes. Please send a message to NLSDownload@loc.gov when you want your subscription suspended. You will have to send another message to have your subscription turned back on.

For support, please e-mail Download-support@perkins.org or telephone (617) 972-7240 or (800) 852-3133

[The Perkins Braille & Talking Book Library home page](#)

[BARD main page](#)

Screen 1.13: Log Out

You have successfully logged out

[Use this link to log in again](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

1.13 Log Out

When a patron ends his or her BARD session using the [Log out](#) link found at the bottom of most BARD web pages, the message shown in Screen 1.13 is displayed. A link to log-in again is provided on this screen, as well as the two technical support links for the patron's library.

Section 2

Library Administration

2.1 Introduction

This section of the BARD Network Library Handbook describes features available to network library staff to facilitate administration of patron accounts. Use of these administrative features by library staff enables eligible program patrons to access and use the BARD system for downloading digital books and magazines. This section presents examples of the web pages and links available on the BARD system for use by network library staff for the performance of administrative functions.

Section 2 was not developed as a tutorial, but rather as a reference document for use by network library staff to use the BARD system release of April 30, 2009. A training program for BARD administration functions performed by network library staff will be completed shortly and made available to all network agencies.

This handbook also presents examples of the web pages and links available on the BARD system for use by program patrons. Many of these web pages will also be used by network library staff in the course of normal operations, e.g., for downloading books, and the other patron web pages are features with which library staff should be familiar in order to understand all of the possible patron interactions with the system. For administrative functions, additional information appears at the bottom of these web pages that does not appear at the bottom of patron web pages (e.g., reference Screen 2.4). Rather than also repeating these examples and descriptions in this section, they are instead included in Section 1 only and cited by reference.

The appendices in this handbook contain samples of all E-mail messages generated by the BARD system, which it sends to patrons, libraries, and vendors of third-party Digital Talking Book (DTB) players as required. Appendix A.1 contains a general description of these E-mails, including the protocols and nomenclature used, and the various types of BARD-generated E-mails are cited in the handbook where appropriate.

2.1.1 Roles of NLS, CMLS, and Network Libraries in BARD System Operations

NLS will operate and maintain the BARD system, using its own staff and/or contractor support as necessary, which will include maintaining and augmenting the collection of materials available in digital format from the system, maintaining and augmenting the system's infrastructure (hardware, software, telecommunications capabilities, security capabilities, etc.) as required, and providing technical support to network library staff for use of the system. NLS will also operate and maintain, via contractor, the Comprehensive Mailing List System (CMLS), which will serve as a verification database that will either allow a patron to access the BARD system or deny access based upon the patron's CMLS ID. Network libraries will enroll their patrons for use of the BARD system, and maintain patron accounts as necessary, if the following three conditions are met: (1) the reader is an existing patron of the network library; (2) the reader is a patron in good standing; and (3) the patron's record appears in CMLS with a current, valid CMLS ID.

2.1.2 Roles of Network Library Approvers, Reviewers, and Administrators in BARD System Operations

There will be a 3-tier hierarchy of authority and privilege levels in network library staff for BARD System operations. These three authority and privilege levels, listed in order of increasing authority and privilege, are described below along with the duties and capabilities required for each level.

(1) BARD Library Approver (also referred to as Verifier): This person can enter CMLS IDs for patrons on BARD applications, examine BARD applications and recommend that they be accepted or rejected, examine BARD patron data which can be used to troubleshoot BARD patron problems, and make limited changes to BARD patron data if permissions allow such as resetting passwords, changing E-mail addresses and disabling accounts. This person should be detail-oriented, an accurate typist, able to lookup patron data in the library's automation system, and very comfortable using the Internet to perform tasks.

(2) BARD Library Reviewer: This person must have all the capabilities of an Approver, but also both possess the judgment required to make the final determination on BARD applications (which result in patrons either being accepted or rejected for use of the BARD System) and possess the authority within the library's organization to make such determinations. Although the Reviewer can be the same person as the Approver, it is recommended that they be different people if possible.

(3) BARD Library Administrator: This person must have all the capabilities of a Reviewer, but also both possess the managerial skills required to designate library staff as either Approvers or Reviewers, and possess the authority within the library's organization to make such designations. NLS recommends that there be only one person at this level in a network library, and that Regional Libraries which use Subregional Libraries may want the Administrator to reside only at the Regional Library.

Screen 2.2: BARD Log in Web Page

Alaska State Library Talking Book Center

BARD: Braille and Audio Reading Download

Potential users

Access to the BARD web site is restricted to eligible readers. You will need a login ID and password to access it. If you do not have them, review the criteria for participation by reading the [BARD application instructions](#) and, if you qualify, request an account.

Please log in

E-mail Address:

Password:

Login

[Recover your BARD password here](#)

For support, please e-mail tbc@alaska.gov or telephone (907) 269-6575 statewide

[The Alaska State Library Talking Book Center home page](#)

2.2 BARD Log in

Network library staff will access the BARD system via the Internet using the URL <https://nlsbard.loc.gov>. This URL will take the user to the BARD Log-in web page, which is shown in Screen 2.2.

In addition to enabling the user to log in to the BARD system, this screen also enables a first-time user to access the application instructions and begin the process of gaining access to BARD (the link [BARD application instructions](#)), or enables an existing user to recover a lost password (the link [Recover your BARD password here](#)). Both of these features are described in Section 1, and it is assumed for this section that the network library staff user neither needs to complete an application (and obtain a password) nor retrieve a lost password. At the bottom of the Log-in screen are two support links, the first of which can send an E-mail to library staff who provide technical support (in this example, tbc@alaska.gov), and the second of which is the library's Internet web site (in this example, [The Alaska State Library Talking Book Center home page](#)).

The user enters his or her E-mail address, which also serves as the BARD Log-in ID, into the E-mail Address field, and his or her password into the Password field. Note that the password is case-sensitive. If the correct combination that is recognized by the system is entered and the Login button is selected, the user will then be taken to the BARD Main Page.

Screen 2.3: BARD Main Page

BARD main page

FIND BOOKS

[Recently added books](#) - a list of books added in the last thirty days

[Most popular books](#) - a list of the most popular books in the last ninety days

Search the collection:
 Enter any search terms and then select the Go button.

Browse by author's last names
 Lists books alphabetically by author's last name

Browse by book title
 Lists books alphabetically by title

Browse by subject
 Lists books alphabetically by subject

FIND MAGAZINES

These links provide ways to search for a magazine or browse the magazine collection

[Recently added magazine issues](#) - listed alphabetically

Magazines by title:
 All available issues

ADDITIONAL LINKS

[Update account settings](#) - change account settings, including password and e-mail address. Authorize a new player you have purchased.

[Help](#) - instructions and answers to frequently asked questions

For support, please e-mail NLSsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

2.3 BARD Main Page

The BARD Main Page is shown in Screen 2.3, and enables the user to search the NLS collection for books and magazines (and ultimately access them) and to update patron accounts using a self-service rather than library-based support approach and, if necessary, seek support for use of the BARD system via Help links. This web page, and the features to which it links, are shown in Screen 1.7 of this document.

While both patrons and library staff will use the same features on the BARD Main Page screen for searching and accessing materials and/or for obtaining technical support, library staff will use other more comprehensive administrative features to manage patron accounts than those used by patrons via the [Update account settings](#) link shown near the bottom of the page. Library staff will instead use the [BARD administration home page](#) link at the very bottom of the screen to take them to the more comprehensive ensemble of management features available on the BARD Administration Home Page. The BARD Administration Home Page can also be accessed directly from the Log-in web page, and the BARD Main Page thus circumvented, if the user logs in via a browser bookmark pointed directly to the BARD Administration Home Page.

Screen 2.4: BARD Administration Home Page (top of page)

BARD administration home page

Approval pages

Account requests as of August 14, 2009 09:42 am

- [Awaiting application verification : 10](#)
- [Awaiting purchased player approval : 14](#)
- [Awaiting library transfer approval : 1](#)
- [Awaiting review : 1](#)
 - [Awaiting review - allow download : 0](#)
 - [Awaiting review - allow purchased player : 0](#)
 - [Awaiting review - allow library transfer : 0](#)
 - [Awaiting review - more review : 1](#)
 - [Awaiting review - reject: see comment : 0](#)

Account management

- [U Existing accounts](#)
- [N Account request records](#)
- [T Transaction records](#)
- [E E-mail log records](#)

Patron pages

- [The BARD main page](#)
- [NLS application instructions page](#)
- [NLS instructions page](#)
- [NLS login page](#)
- [NLS support page](#)
- [NLS FAQ page](#)
- [NLS privacy policy page](#)
- [Send a test email to a patron](#)

2.4 BARD Administration Home Page

The BARD Administration Home Page, shown in Screen 2.4, is the web page which provides network agency staff with all the functionality necessary to manage patron accounts. The features offered are divided into four major functional groupings: (1) Approval Pages, in which various approval and review actions are formally managed; (2) Account Management, which allows rapid queries of account information and rapid jumping to various screens; (3) Patron Pages, which are the BARD web pages that a patron uses, and additionally an E-mail test function; and, (4) Statistics, which provides several types of both detailed and aggregated statistics for the library at which the user is located and for individual patrons at that library.

Each of these four broad functional areas, and all of their components, are presented in the balance of this section except for the components of the Patron Pages. All of the Patron Pages components, except that for [Send a test email to a patron](#), are presented in Section 1.

Screen 2.4: BARD Administration Home Page (bottom of page)

Statistics

- [Monthly reports](#)

Your information:

You are logged in as [mgoe@loc.gov](#). Your library code is: [AK1A](#)
Your privilege level is: [Library verifier/approver](#)

[mgoe@loc.gov](#) has privilege to:

- Verify/Approve applications for the following libraries: [AK1A](#)
- Edit and change patron data for the following libraries: [AK1A](#)
- View statistics for the following libraries: [AK1A](#)

For support, please e-mail NLsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

The information displayed in the Your Information portion at the bottom of the BARD Administration Home Page is also displayed at the bottom of most administrative web pages in the system. For a given library staff user, library, privilege level, and work session on the BARD system, all the information shown in the Your Information portion will be identical on all screens on which it is displayed. Therefore, this information is not repeated in the screens that follow in this section unless it has been grouped into a single image with data from the subject screen.

Screen 2.5: Approval Pages

Approval pages

Account requests as of August 19, 2009 07:47 am

- [Awaiting application verification : 10](#)
- [Awaiting purchased player approval : 14](#)
- [Awaiting library transfer approval : 1](#)
- [Awaiting review : 1](#)
 - [Awaiting review - allow download : 0](#)
 - [Awaiting review - allow purchased player : 0](#)
 - [Awaiting review - allow library transfer : 0](#)
 - [Awaiting review - more review : 1](#)
 - [Awaiting review - reject: see comment : 0](#)

2.5 Approval Pages

A sample of the Approval Pages portion of the BARD Administration Home Page is shown in Screen 2.5, which is displayed at the top of the web page, and which also displays the current date and time for the account requests in the system. Selecting a link below that message takes the user to the respective component. Examples of each component of the Approval Pages portion of the BARD Administration Home Page are presented below. While the BARD system allows more than one person to work on an application simultaneously, it is highly recommended that libraries allow only one person to work on one application at a time. Furthermore, while multiple users can simultaneously access a record in the system, only one user can update the record during the session.

Screen 2.5.1: Awaiting Application Verification – Patron Application (Index)

Patron application: Awaiting verification

Saving account request data for mail@mail.com (patron BARD ID: 1006522)

There are 11 accounts to process with the criteria: **Awaiting application verification**
 Time now: May 21, 2009 02:17 pm

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by	Last modified date
newtar@orange.net	AK1A	Mohammad	Powell	Awaiting application verification	Allow download	mmartys@loc.gov	April 22, 2009 11:54
tovmol@purple.net	AK1A	Ashley	Atkinson	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
leftul@green.edu	AK1A	Madeleine	Hensley	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
vabhuh@green.edu	AK1A	Edwin	Williamson	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
wobgat@blue.org	AK1A	Orion	Kaloni	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
fobsys@rose.com	AK1A	Isiah	Randall	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
tuhbaz@purple.net	AK1A	Meghan	Briggs	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
dezven@black.org	AK1A	Brianna	O'Brien	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
moxpew@gray.net	AK1A	Max	Wilkinson	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
zuzjaw@green.edu	AK1A	Kaleb	Adkins	Awaiting application verification	New	mmartys@loc.gov	April 22, 2009 11:54
sarah@alaskatel.com	AK1A	Sarah	Peanutbutter	Awaiting application verification	New	mgoe@loc.gov	May 21, 2009 02:15

Refresh

Back

2.5.1 Awaiting Application Verification

When the link [Awaiting application verification](#) is selected, the user is taken to Screen 2.5.1, which contains a listing, or index, of all patron records in the first step in BARD application processing, i.e., initial applications for use of BARD have been received from existing library patrons and are awaiting verification by the staff of that library (patrons must already be enrolled in the free library program prior to being enrolled in BARD). Upon submission of an application, BARD sends the patron the E-mail shown in Appendix A.2, and puts the patron request in this queue. The records are listed in First-In First-Out (FIFO) order with the oldest records, i.e., the records having been the longest time in the queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Application Verification, while they could have one of several Dispositions (most of the records will have the Disposition “New” for some time to come). By selecting a given record via the Log-in ID (patron E-mail) field, the user is then taken to the individual application record for that patron in the queue.

Screen 2.5.2: Patron Application: Awaiting Verification

Patron application: Awaiting verification

Patron information:

Cricket Peanutbutter

093 Super Street

Somewhere AK 98653

E-mail address: hikros@green.edu

Purchased player(s):

Patron library code:

Patron CMLS ID:

Comment to patron:

Application: **New**

Recommendation: New More review Allow download Reject: See comment

Current status: **Awaiting application verification**

New status: Awaiting application verification Awaiting review Reviewed

Patron BARD ID: **1008912** Created by: hikros@green.edu (not verified) on **July 9, 2009 04:09 pm**
 Last modified by: **unknown** on **July 15, 2009 09:20 am**

2.5.2 Patron Application: Awaiting Verification

When a user selects an individual record from Screen 2.5.1 using the Log-in ID, the BARD system displays the associated patron application (individual) record, as shown in Screen 2.5.2. Library staff who perform the application approval/verification function must examine the information displayed, verify that the individual is a valid, existing patron of the library, and enter the Comprehensive Mailing List System (CMLS) ID in the field indicated (which the patron does not provide, and is the major validating step in the verification process used by the library).

The Approver must then select one of the buttons for Recommendation (More Review, Allow Download or Reject) and one of the buttons for New Status (Awaiting Application Verification or Awaiting Review). There is also a Comments field in the record, which will be sent to the patron only if the application is rejected, but is also useful for library staff notes. The BARD system initially assigns a BARD ID (a number which never changes, as distinct from the E-mail address used as the Log-in ID), which is shown at the bottom of the screen, as well as Created By and Last Modified By information.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Approver. The user is then taken back to the index of applications awaiting verification (Screen 2.5.1), the record just processed will be deducted from the queue and added to the queue of records awaiting Review (if the status has been changed), and a message will appear at the top of the listing saying “saving record (for the subject patron)” or, alternatively, an error message(s).

Screen 2.5.3: Awaiting Purchased Player Approval (Index)

Awaiting purchased player approval

There are 3 accounts to process with the criteria: Awaiting purchased player approval

Time now: May 8, 2009 06:45 a.m.

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by
nangyl@white.com	AK1A	Gabriela	Dennis	Awaiting purchased player approval	New	mmartys@loc.gov
sosgos@rose.com	AK1A	Paula	Sutton	Awaiting purchased player approval	New	nber@loc.gov
ingrid07@loc.gov	AK1A	ingrid07first	ingrid07last	Awaiting purchased player approval	New	ingrid07@loc.gov

2.5.3 Awaiting Purchased Player Approval (Index)

When the link [Awaiting purchased player approval](#) is selected, the user is taken to Screen 2.5.3, which contains an index of all patron records that have the status of awaiting approval for use of a third-party digital playback machine which they have purchased (as opposed to a library-provided machine) by the staff of that library. Upon submission of a request from a patron, BARD sends the patron the E-mail shown in Appendix A.12, and puts the patron request in this queue. The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Purchased Player Approval, and most of the records will have the Disposition “New” for some time to come. By selecting a given patron record via the Log-in ID (patron E-mail address) field, the user is then taken to the individual application record for that patron in the queue to make the recommendation for purchased player approval.

Screen 2.5.4: Awaiting Purchased Player Approval (Individual Record)

Awaiting purchased player approval

Patron information:

Hunter Thursday

581 Willow Tree St.

Somewhere , AK 98653

E-mail address: sadsan@gray.net

NOTE: APPROVED READER HAS REQUESTED ADDITION OF NEW PLAYER(S)
 Current player(s): **APH Braille Plus Mobile Manager:1;Humanware Victor Reader Stream:1**
 Requested player(s): **HIMS BookSense:1**

Patron library code: **ID1A**

Patron CMLS ID:

Comment to patron:

Application: **New**

Recommendation: **New** More review Allow player approval Reject: See comment

Current status: **Awaiting purchased player approval**

New status: **Awaiting purchased player approval** Awaiting review Reviewed

Patron BARD ID: **1000188** Created by: **sadsan@gray.net (not verified)** on **September 9, 2007 04:46 pm**

Last modified by: **unknown** on **July 15, 2009 09:12 am**

2.5.4 Awaiting Purchased Player Approval (Individual Record)

When a user selects an individual record from the Awaiting Purchased Player Approval Index (Screen 2.5.3) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown in Screen 2.5.4. Library staff that performs the purchased player approval function must review the information displayed and make an initial determination. At this stage, the individual is already determined by the system to be a valid, existing patron of the library, and the address and CMLS ID fields in the patron record are filled-out by the system. More than one Purchased Player may be used by a patron and entered in the system, but the players must be added to the system one-at-a-time.

The Approver must then select one of the buttons for Recommendation and one of the buttons for New Status. There is also a Comments field in the record, which will be sent to the patron only if this action is ultimately rejected. The system also shows, at the bottom of the screen, Created By and Last Modified By information.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Approver. The user is then taken back to the index of records for patrons awaiting purchased player approval (Screen 2.5.3), the record just processed will be deducted from the queue, and a message will appear at the top of the listing saying “accepting (or rejecting) new player request (for the subject patron).”

Screen 2.5.5: Awaiting Library Transfer Approval (Index)

Awaiting library transfer approval

There is 1 account to process with the criteria: Awaiting library transfer approval

Time now: April 22, 2009 01:24 pm

Login ID	Library Code	Firstname	Lastname	Status	Disposition	Last modified by	Last modified date
bafsu@green.edu	AK1A	Corbin	Valentine	Awaiting library transfer approval	New	mmartys@loc.gov	April 22, 2009 10:40 am

2.5.5 Awaiting Library Transfer Approval (Index)

When the link [Awaiting library transfer approval](#) is selected, the user is taken to Screen 2.5.5, which contains a listing of all patron records that have the status of awaiting approval by the staff of the subject library (the “gaining library”) for a transfer of patrons from other libraries (the “losing” libraries, which initiated the transfers, and not shown on this particular screen). The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Library Transfer Approval. By selecting a given patron record via the Log-in ID (patron E-mail) field, the user is then taken to the individual record for that patron in the queue to make the recommendation for library transfer approval.

Screen 2.5.6: Awaiting Library Transfer Approval (Individual Record)

Awaiting library transfer approval

Patron information:

Max Lee

690 Impulsive St.

Jackson AK

E-mail address: bancuk@rose.com

Purchased player(s): [Library loaner](#)

NOTE: APPROVED READER HAS REQUESTED TRANSFER

Patron library code:

Patron CMLS ID:

Comment to patron:

Application: [New](#)

Recommendation: [New](#) [More review](#) [Allow transfer](#)

Current status: [Awaiting library transfer approval](#)

New status: [Awaiting library transfer approval](#) [Awaiting review](#) [Reviewed](#)

Patron BARD ID: **1001910** Created by: billyray@nctv.com (not verified) on [February 11, 2008 04:51 pm](#)
 Last modified by: anhe@loc.gov on [May 22, 2009 09:53 am](#)

2.5.6 Awaiting Library Transfer Approval (Individual Record)

When a user selects an individual record from the Awaiting Library Transfer Approval index (Screen 2.5.5) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown in Screen 2.5.6. Library staff at the gaining library that performs the library transfer approval function must review the information displayed and make a recommendation. At this stage, the individual is purported to be a valid, existing patron of the losing library else the processing would not have reached this point. However, if the losing library were to send a transfer to the wrong gaining library, or if a patron never showed up at the gaining library, then the application for transfer would be rejected. If the patron has a third-party player, the player's key will continue to work at the gaining library. It is noted that BARD does not perform all processing that is necessary to transfer a patron from one network library to another, rather only that necessary for the patron to access and use the BARD system. Please also note that the CMLS ID must be filled in before it can be approved.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Approver. The user is then taken back to the index of records for patrons awaiting library transfer approval (Screen 2.5.5), the record just processed will be deducted from the queue if the status changed and go into the queue of actions awaiting Review, and a message will appear at the top of the listing saying "accepting (or rejecting) library transfer request (for the subject patron)."

Screen 2.5.7: Awaiting Review (Index)

Awaiting review

There are 5 accounts to process with the criteria: **Awaiting review**
 Time now: May 11, 2009 07:54 am

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by	Last modified date
keqhit@yellow.net	AK1A	Maci	Logan	Awaiting review	Allow player approval	mmartys@loc.gov	April 22, 2009 10:39 am
locnoc@blue.org	AK1A	Jalen	Giles	Awaiting review	More review	mgoe@loc.gov	April 22, 2009 11:57 am
hyznuf@green.edu	AK1A	Cristina	Rojas	Awaiting review	Reject: See comment	mmartys@loc.gov	April 22, 2009 11:55 am
ingrid01@loc.gov	AK1A	Ingrid01first	Ingrid01last	Awaiting review	Allow download	mmartys@loc.gov	April 22, 2009 09:54 am
gregp@alaskatel.com	AK1A	Greg	Public	Awaiting review	Allow download	nber@loc.gov	April 24, 2009 10:26 am

Refresh

Back

2.5.7 Awaiting Review (Index)

When the link [Awaiting review](#) is selected from the BARD Administration Home Page, the user is taken to Screen 2.5.7, which contains a listing of all patron records that have the status of awaiting review by the staff of that library for all types of transactions that require review, which is the second step in the BARD administration process. The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Review, although they could have one of several different dispositions. By selecting a given patron record via the Log-in ID (patron E-mail address) field, the user is then taken to the individual record for that patron in the queue to make the final determination for the review.

Screen 2.5.8: Awaiting Review (Individual Record)

Patron application: more review - allow; reject

Patron information:

 ,
 E-mail address: wstrw@jaybird.net

Purchased player(s):

Patron library code:

Patron CMLS ID:

Comment to patron:

Application: **More review**

Recommendation: New More review Allow download Reject: See comment

Current status: **Awaiting review**

New status: Awaiting application verification Awaiting review Reviewed

Patron BARD ID: **1008926** Created by: wstrw@jaybird.net (not verified) on **August 14, 2009 08:57 am**
 Last modified by: rnor@loc.gov on **August 19, 2009 08:24 am**

2.5.8 Awaiting Review (Individual Record)

When a user selects an individual record from the Awaiting Review index (Screen 2.5.7) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown in Screen 2.5.8. Library staff that performs the review function must examine the information displayed and make a final determination on the action. At this stage, a recommendation has been made by the Approver/Verifier, which is displayed on the screen, for the action pending the concurrence of the Reviewer.

The Reviewer must then select one of the buttons for Recommendation and one of the buttons for New Status. There is also a Comments field in the record, which will be sent to the patron only if the requested action is rejected.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Reviewer. The user is then taken back to the index of records for patrons awaiting review (Screen 2.5.7), the record just processed will be deducted from the queue if the status changed, else it will remain in the queue, and a message will appear at the top of the listing summarizing the action taken for and the current status of the most recently processed record.

**Screen 2.5.9: Patron Application Action: Allow; Reject: More Review
– Allow Download (Index)**

Patron application: awaiting download - allow; reject; more review

There are 2 accounts to process with the criteria: **Awaiting review** **Allow download**

Time now: May 8, 2009 06:49 a.m.

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by	Last modified date
ingrid01@loc.gov	AK1A	ingrid01first	ingrid01last	Awaiting review	Allow download	mmartys@loc.gov	April 22, 2009 09:54 a.m.
greg@alaskatel.com	AK1A	Greg	Public	Awaiting review	Allow download	nber@loc.gov	April 24, 2009 10:26 a.m.

Refresh

Back

2.5.9 Patron Application Action: Allow; Reject; More Review (Allow Download – Index)

When the link [Awaiting review – allow download](#) is selected from the BARD Administration Home Page, the user is taken to Screen 2.5.9, which contains a listing of all patron records that have the status of Awaiting Review/Allow Download (a subset of the total actions awaiting review) and require review by library staff, which is the second step in the BARD administration process. The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status (Awaiting Review) and disposition (Allow Download). By selecting a given patron record via the Log-in ID (patron E-mail address) field, the user is then taken to the individual record for that patron in the queue to make the final determination for the review.

**Screen 2.5.10: Patron Application Action: Allow; Reject; More Review
– Allow Download (Individual Record)**

Patron application: awaiting download - allow; reject; more review

Patron information:

 ,
 E-mail address: gregp@alaskatel.com

Purchased player(s):

Patron library code:

Patron CMLS ID:

Comment to patron:

Application: [Allow download](#)
 Recommendation: New More review Allow download Reject: See comment

Current status: [Awaiting review](#)
 New status: Awaiting application verification Awaiting review Reviewed

Patron BARD ID: [1006519](#) Created by: gregp@alaskatel.com (not verified) on [April 24, 2009 10:14 am](#)
 Last modified by: nber@loc.gov on [April 24, 2009 10:26 am](#)

2.5.10 Patron Application Action: Allow; Reject; More Review (Allow Download – Individual Record)

When a user selects an individual record from the Awaiting Review/Allow Download index (Screen 2.5.9) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown in Screen 2.5.10. Library staff that performs the review function must examine the information displayed and make a final determination on the action. At this stage, the individual has already been determined by an Approver to be a valid, existing patron of the library, and a recommendation has been made approving the action pending the concurrence of the Reviewer.

The Reviewer must then select one of the buttons for Recommendation and one of the buttons for New Status. There is also a Comments field in the record, which will be sent to the patron only if the action is rejected.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Reviewer. The user is then taken back to the index of records for patrons Awaiting Review/Allow Download, the record just processed will be deducted from the queue if the status changed, else it will remain in the queue, and a message will appear at the top of the listing summarizing the action taken for and the current status of the most recently processed record.

If download is approved by the Reviewer, the Application approved and Welcome BARD-generated E-mails messages shown in Appendices A.3 and A.4, respectively, are sent to the patron, and the E-mail message shown in Appendix A.5 is sent to the library.

Screen 2.5.11: Patron Application Action: Allow; Reject: More Review – Allow Player Approval (Index)

Patron application: awaiting purchased player approval - allow; reject more review

There is 1 account to process with the criteria: **Awaiting review** **Allow player approval**

Time now: May 22, 2009 09:39 am

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by	Last modified date
keqhit@yellow.net	AK1A	Maci	Logan	Awaiting review	Allow player approval	mmartys@loc.gov	April 22, 2009 10:39 am

Refresh

Back

Your information:

You are logged in as [mmor@loc.gov](#). Your library code is: [AK1A](#)
Your privilege level is: [Library reviewer](#)

[mmor@loc.gov](#) has privilege to:

- Verify, Approve and Process applications for the following libraries: [AK1A](#)
- Edit and change patron data for the following libraries: [AK1A](#)
- View statistics for the following libraries: [AK1A](#)

For support, please e-mail NLsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

2.5.11 Patron Application Action: Allow; Reject; More Review (Allow Player Approval – Index)

When the link [Awaiting review – allow purchased player](#) is selected from the BARD Administration Home Page, the user is taken to Screen 2.5.11, which contains a listing of all patron records that have the status of Awaiting Review/Allow Player Approval and require review by library staff, which is the second step in the BARD administration process. The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Review/Allow Player Approval. By selecting a given patron record via the Log-in ID (patron E-mail) field, the user is then taken to the individual record for that patron in the queue to make the determination for the review.

Screen 2.5.12: Patron Application Action: Allow; Reject: More Review – Allow Player Approval (Individual Record)

Awaiting purchased player approval

Patron information:

Ingrid C Catfight
 007496 Blues Street

 Crackerjacks, AK 12345
 E-mail address: ingrid07@loc.gov

NOTE: APPROVED READER HAS REQUESTED ADDITION OF NEW PLAYER(S)

Current player(s):
 Requested player(s): [LevelStar Icon:1;Humanware Victor Reader Stream:1](#)

Patron library code: [AK1A](#)
 Patron CMLS ID: 13
 Comment to patron:

Application: [New](#)
 Recommendation: [New](#) [More review](#) [Allow player approval](#) [Reject: See comment](#)

Current status: [Awaiting purchased player approval](#)
 New status: [Awaiting purchased player approval](#) [Awaiting review](#) [Reviewed](#)

Patron BARD ID: [1006514](#) Created by: ingrid07@loc.gov (not verified) on [April 22, 2009 09:21 am](#)
 Last modified by: ingrid07@loc.gov on [April 22, 2009 10:37 am](#)

2.5.12 Patron Application Action: Allow; Reject; More Review (Allow Player Approval – Individual Record)

When a user selects an individual record from the Awaiting Review/Allow Player Approval index (Screen 2.5.11) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown in Screen 2.5.12. Library staff that performs the review function must examine the information displayed and make a final determination on the action. At this stage, the individual has already been determined by an Approver to be a valid, existing patron of the library, and a recommendation has been made for the action pending the concurrence of the Reviewer.

The Reviewer must then select one of the buttons for Recommendation and one of the buttons for New Status. There is also a Comments field in the record, which will be sent to the patron if the action is rejected.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Reviewer. The user is then taken back to the index of records for patrons Awaiting Review/Allow Player Approval, the record just processed will be deducted from the queue if the status changed, else it will remain in the queue, and a message will appear at the top of the listing summarizing the action taken for and the current status of the most recently processed record.

If addition of the new player is approved by the Reviewer (by selecting Allow Player Approval (recommendation) and Reviewed (status) on the screen), the BARD-generated E-mail message shown in Appendix A.13 is sent automatically to the purchased player manufacturer authorizing it to send the patron the key, and the E-mail message shown in Appendix A.14 is sent automatically to the patron informing him or her of the approval.

Screen 2.5.13: Transfer Action: Allow; Reject: More Review – Awaiting Review/Allow Transfer (Index)

Patron application: awaiting transfer - allow; more review

There is 1 account to process with the criteria: **Awaiting review** **Allow transfer**
Time now: May 22, 2009 09:44 am

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by	Last modified date
badxit@white.com	AK1A	Precious	George	Awaiting review	Allow transfer	rnor@loc.gov	May 21, 2009 03:29 pm

Refresh

Back

Your information:

You are logged in as rnor@loc.gov. Your library code is: **AK1A**
 Your privilege level is: **Library reviewer**

rnor@loc.gov has privilege to:

- Verify, Approve and Process applications for the following libraries: **AK1A**
- Edit and change patron data for the following libraries: **AK1A**
- View statistics for the following libraries: **AK1A**

For support, please e-mail NLsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

2.5.13 Transfer Action: Allow; Reject; More Review (Awaiting Review/Allow Transfer – Index)

When the link [Awaiting review – allow library transfer](#) is selected from the BARD Administration Home Page, the user is taken to Screen 2.5.13, which contains a listing of all patron records that have the status of Awaiting Review/Allow Transfer and require review by library staff, which is the second step in the BARD administration process. The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Review/Allow Transfer. By selecting a given patron record via the Log-in ID (patron E-mail address) field, the user is then taken to the individual record for that patron in the queue to make the determination for the review.

Screen 2.5.14: Transfer Action: Allow; Reject: More Review – Awaiting Review/Allow Transfer (Individual Record)

Awaiting library transfer approval

Patron information:

Max [] Lee []
 690 Impulsive St.
 []
 Jackson, AK 39074
 E-mail address: bancuk@rose.com

Purchased player(s): [Library loaner](#)

NOTE: APPROVED READER HAS REQUESTED TRANSFER

Patron library code:

Patron CMLS ID:

Comment to patron:

Application: New

Recommendation: New More review Allow transfer

Current status: Awaiting library transfer approval

New status: Awaiting library transfer approval Awaiting review Reviewed

Patron BARD ID: 1001910 Created by: billyray@nctv.com (not verified) on February 11, 2008 04:51 pm
 Last modified by: anhe@loc.gov on May 22, 2009 09:53 am

2.5.14 Transfer Action: Allow; Reject; More Review (Awaiting Review/Allow Transfer – Individual Record)

When a user selects an individual record from the Awaiting Review/Allow Transfer index (Screen 2.5.13) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown in Screen 2.5.14. Library staff that performs the review function must examine the information displayed and make a final determination on the action. At this stage, the individual has already been determined by an Approver to be a valid, existing patron of the library, and a recommendation has been made for the action pending the concurrence of the Reviewer.

The Reviewer must then select one of the buttons for Recommendation and one of the buttons for New Status; if Allow Transfer and Reviewed are selected, respectively, then the patron is actually transferred. There is also a Comments field in the record which will be sent to the patron only if the action is rejected.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Reviewer. The user is then taken back to the index of records for patrons awaiting review/allow transfer (Screen 2.5.13), the record just processed will be deducted from the queue if the status changed, else it will remain in the queue, and a message will appear at the top of the listing summarizing the action taken for and the current status of the most recently processed record.

Screen 2.5.15: Awaiting Review/More Review (Index)

Patron application: more review - allow; reject

There is 1 account to process with the criteria: Awaiting review More review

Time now: May 8, 2009 06:57 a.m.

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by	Last modified date
locnoc@blue.org	AK1A	Jalen	Giles	Awaiting review	More review	mgcoe@loc.gov	April 22, 2009 11:57 a.m.

2.5.15 Awaiting Review/More Review (Index)

When the link [Awaiting review – more review](#) is selected from the BARD Administration Home Page, the user is taken to Screen 2.5.15, which contains a listing of all patron records that have the status of Awaiting Review/More Review and require further review by library staff in the second step in the BARD administration process (i.e., review). Records attain this status and disposition if an Approver determines that insufficient information exists to make a decision on the action. The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Review/More Review. By selecting a given patron record via the Log-in ID (patron E-mail address) field, the user is then taken to the individual record for that patron in the queue to make the determination for the review.

Screen 2.5.16: Awaiting Review/More review (Individual Record)

Awaiting review

Patron information:

E-mail address: gregp@alaskatel.com

Purchased player(s):

Patron library code:

Patron CMLS ID:

Comment to patron:

Application: **Allow download**

Recommendation:
 New
 More review
 Allow download
 Reject: See comment

Current status: **Awaiting review**

New status:
 Awaiting application verification
 Awaiting review
 Reviewed

Patron BARD ID: **1006519** Created by: gregp@alaskatel.com (not verified) on **April 24, 2009 10:14 am**
 Last modified by: nber@loc.gov on **April 24, 2009 10:26 am**

2.5.16 Awaiting Review/More Review (Individual Record)

When a user selects an individual record from the Awaiting Review/More Review index (Screen 2.5.15) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown below in Screen 2.5.16. Library staff that performs the review function must examine the information displayed, perform additional review and make a final determination on the action. At this stage, the individual has already been determined by an Approver to be a valid, existing patron of the library, and the Approver has also indicated the need for further review before making a recommendation.

The Reviewer must then select one of the buttons for Recommendation and one of the buttons for New Status for the request. There is also a Comments field in the record, which will be sent to the patron only if the action is rejected.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Reviewer. The user is then taken back to the index of records for Awaiting Review/More Review (Screen 2.5.15), the record just processed will be deducted from the queue if the status changed, else it will remain in the queue, and a message will appear at the top of the listing summarizing the action taken for and the current status of the most recently processed record.

Screen 2.5.17: Awaiting Review: Accept or Reject (Index)

Patron application: awaiting review: accept or reject

There is 1 account to process with the criteria: Awaiting review Reject: See comment

Time now: May 8, 2009 06:58 a.m.

Log-in ID	Library code	First name	Last name	Status	Disposition	Last modified by	Last modified date
hyznuf@green.edu	AK1A	Cristina	Rojas	Awaiting review	Reject: See comment	mmartys@loc.gov	April 22, 2009 11:55 a.m.

Refresh

Back

2.5.17 Awaiting Review: Accept or Reject (Index)

When the link [Awaiting review – reject: see comment](#) is selected from the BARD Administration Home Page; the user is taken to Screen 2.5.17, which contains a listing of all patron records that have the status of Awaiting Review/Reject and require review by library staff in the second step in the BARD administration process. The records are listed in this index in FIFO order with the oldest records, i.e., the record having been the longest time in this queue, appearing at the top. The user, however, can select any record desired for further processing. A total count of the number of records in the queue is also shown at the top of the display.

Various data elements/fields are displayed for each record, the key field being the patron Log-in ID, which is located in the leftmost column. All records in the queue have the same status, i.e., Awaiting Review/Reject. By selecting a given patron record via the Log-in ID (patron E-mail address) field, the user is then taken to the individual record for that patron in the queue to make the determination for the review.

Screen 2.5.18: Awaiting Review: Accept or Reject (Individual Record)

Patron application: awaiting review: accept or reject

Patron information:

,

E-mail address: hyznuf@green.edu

Purchased player(s): [Humanware Victor Reader Stream](#)

Patron library code:

Patron CMLS ID:

Comment to patron:

Application: Reject: See comment

Recommendation: New More review Allow download Reject: See comment

Current status: Awaiting review

New status: Awaiting application verification Awaiting review Reviewed

Patron BARD ID: 1006492 Created by: howardp@k12tn.net (not verified) on March 2, 2009 03:33 pm
 Last modified by: mmartys@loc.gov on April 22, 2009 11:55 am

2.5.18 Awaiting Review: Accept or Reject (Individual Record)

When a user selects an individual record from the Awaiting Review/Reject index (Screen 2.5.17) using the Log-in ID, the BARD system displays the associated patron (individual) record, as shown in Screen 2.5.18. Library staff that performs the review function must examine the information displayed and make a final determination on the action. At this stage, the individual may or may not have already been determined by an Approver to be a valid, existing patron of the library, and a recommendation (rejection) has been made for the specific action pending the concurrence of the Reviewer.

The Reviewer must then select one of the buttons for Recommendation and one of the buttons for New Status. There is also a Comments field in the record, which will be sent to the patron only if the action is rejected, explaining the reason for rejection.

After completion of all data entries, the user must select the Submit button in order for the system to accept the entries and decisions made by the Reviewer. The user is then taken back to the index of records for Awaiting Review/Reject, the record just processed will be deducted from the queue if the status changed, else it will remain in the queue, and a message will appear at the top of the listing summarizing the action taken for and the current status of the most recently processed record.

Appendices A.6 and A.7 show the BARD-generated E-mails sent to the patron and library for an application rejection, respectively, and Appendix A.15 shows the E-mail sent to the patron for rejection of a purchased player request.

Screen 2.6: Account Management**2.6 Account Management**

Account Management

- [U Existing accounts](#)
- [N Account request records](#)
- [T Transaction records](#)
- [E E-mail log records](#)

The Account Management portion of the BARD Administration Home Page is shown in Screen 2.6, which is displayed in the middle of the web page. Selecting one of the four links below the Account Management title takes the user to the respective component.

Each of the four links is also available via an icon: U stands for User Account, N stands for new request records, T stands for Transaction records in the BARD system, and E stands for E-mail log records. Examples of each of these four components of the Account Management web pages of the BARD Administration Home Page are presented below.

Generally speaking, the user can select one of the four options; search for a record or multiple records by specifying query criteria; submit a query; and obtain and review records returned by the query given the privilege level of the user.

Screen 2.6.1.A: Select User Account to Edit (Search)

Edit existing account

There are 5279 records in the user data table you may access.

Use the following search criteria to select records for viewing.
 The use of multiple fields will be construed as an "and".
 An asterisk is a wildcard. Date fields do not support wildcards.

First name:	<input type="text" value="Fred"/>
Middle initial:	<input type="text"/>
Last name:	<input type="text" value="Rockport"/>
E-mail/Log-in ID:	<input type="text"/>
BARD ID:	<input type="text"/>
CMLS ID:	<input type="text"/>
Account Status:	<input type="text"/>
Privilege Level:	<input type="text"/>
Comment:	<input type="text"/>
Creation date begin:	<input type="text"/> example: 12/31/2006
Creation date end:	<input type="text"/> example: 12/31/2007
Modify date begin:	<input type="text"/> example: 12/31/2006
Modify date end:	<input type="text"/> example: 12/31/2007
Modified by:	<input type="text"/> example: mmartys@loc.gov
Created by:	<input type="text"/> example: mmartys@loc.gov
Library code:	<input type="text"/>

2.6.1 Existing Accounts

Selecting the [Existing accounts](#) link, or the icon , will take the user to the Select User Account to Edit screen, i.e., Screen 2.6.1.A, which enables searching for and locating records for existing patrons using a variety of search criteria. As noted at the top of the screen, the use of more than one field will be interpreted by the system as an “AND”, meaning that all criteria must be satisfied to retrieve the record(s).

The “*” can be used as a wildcard in the search for records, meaning that it can be a substitute for any character in an alphanumeric string; however, wildcards cannot be used in date fields. There are three drop-down menus on the screen from which the user may select the appropriate entries for the Account Status, Privilege Level, and Library Code fields.

The system will only retrieve records to which the user has access.

Screen 2.6.1.B: Select User Account to Edit (Listing)

Edit existing account

displaying records 1 through 23 of 23 matching records
[Start over](#) Sort By:

Log-in ID	T	N	H	E	BARD ID	Account status	Privilege Level	First name	MI	Last name	Library Code	CMLS ID
abak@loc.gov					1000000	ACTIVE	Library administrator	Alice		Baker	AK1A	
badxit@white.com					1006020	ACTIVE	Patron	Wolfgang		von Wolfseck	AK1A	
bafsu@green.edu					1002881	ACTIVE	Patron	Hamilton		Wright	AK1A	
bajbit@orange.net					1002225	ACTIVE	Patron	William		Clifton	AK1A	
bapjiq@yellow.net					1001934	ACTIVE	Patron	John		Melson	AK1A	
cugqed@purple.net					1004900	ACTIVE	Patron	Robert		Heidelbach	AK1A	AK1A060334
debblank20814@yahoo.com					1006502	ACTIVE	Library administrator	Deborah		Blank	AK1A	
donna.sullivan@serco-na.com					1006501	ACTIVE	Library administrator	Donna		Sullivan	AK1A	
gaptaq@orange.net					1006490			Shaun		Gamble	AK1A	12345
ingrid07@loc.gov					1006514			ingrid07first		ingrid07last	AK1A	13
ingrid08@loc.gov					1006515			ingrid08first		ingrid08last	AK1A	1234
jbry@loc.gov					1000810	ACTIVE	Library verifier/approver	John		Bryant	AK1A	
keqhit@yellow.net					900049	ACTIVE	Patron	BRETT		WINCHESTER	AK1A	ID1A862168
llew@loc.gov					1000007	ACTIVE	Library reviewer	Lloyd		Lewis	AK1A	
mgoe@loc.gov					1000009	ACTIVE	Library verifier/approver	Margie		Goergen-Rood	AK1A	
mmartys@loc.gov					1000012	ACTIVE	NLS superuser	Michael	D	Martys	AK1A	
nangyl@white.com					1002947	ACTIVE	Patron	Leon		Hickok	AK1A	
negfov@yellow.net					1002599	ACTIVE	Patron	Theresa		van Ettinger	AK1A	AK1A060853
newtar@orange.net					1006358	ACTIVE	Patron	Bobbi		Schurman	AK1A	11571
rnor@loc.gov					1000016	ACTIVE	Library reviewer	Robert		Norton	AK1A	
sosgos@rose.com					1006483	ACTIVE	Patron	Paula		Sutton	AK1A	asdasdsad
test02@loc.gov					1006516			test02		test02	AK1A	55555
test102@loc.gov					1006507			test102first a		test102last b	AK1A	12345

[Start Over](#)

When the user selects the Submit Query button at the bottom left of Screen 2.6.1.A, the records extracted from the system database are displayed in a table, an example of which is shown in Screen 2.6.1.B. The user can jump to other pages of the display for output records by selecting one of the several choices shown at the top of the table, and the records can be sorted using any field in the record by using the drop-down menu on the top of the screen and selecting the Go button.

Selecting the T, N, H, or E icons will take the user to the Transaction, Account Request, Has-Had, or E-Mail Log records for a given patron, respectively, examples of which are shown later in this section.

Screen 2.6.1.C: Select User Account to Edit (Record)

Edit Jaheim Ipo 's record

1003174		
Log-in ID:	<input type="text" value="babmuv@orange.net"/>	Careful! - this changes the patron's login (and email) ID immediately.
First name:	<input type="text" value="Jaheim"/>	
Middle initial:	<input type="text"/>	
Last name:	<input type="text" value="Ipo"/>	
Comment:	<input type="text"/>	
CMLS ID:	<input type="text" value="HOFFMM01"/>	
Purchased players:	<input type="text" value="Humanware Victor Reader Stream"/>	
Account status:	<input type="text" value="ACTIVE"/>	Careful! this causes the user's status to be changed immediately.
Date of last account status change:	<input type="text" value="August 13, 2009 08:36 am"/>	
Privilege level:	<input type="text" value="Patron"/>	
Date pledge accepted:	<input type="text" value="June 22, 2009 08:49 pm"/>	
Reset Password:	<input type="button" value="Reset Password"/>	Careful! This resets the patron's password immediately!
Force password change next log-in:	<input type="radio"/> no <input checked="" type="radio"/> yes	Careful! toggling this entry will force the patron to change their password!
Date of last log-in:	<input type="text" value="June 27, 2009 09:32 am"/>	
Date of last password change:	<input type="text" value="August 13, 2009 08:19 am"/>	
Failed login attempt count:	<input type="text" value="2"/>	
Current library code:	<input type="text" value="AK1A"/>	
Patron transfer:	<input type="button" value="Patron Transfer"/>	This button initiates a patron transfer
Account Notes:	<input type="button" value="Add/View notes (0)"/>	

Selecting the Log-in ID (E-mail address) takes the user to the Select User Account to Edit (Record) screen, shown in Screen 2.6.1.C. Various edits to patron records can be accomplished using this screen, including resetting patron passwords, changing patron Log-in IDs, and/or transferring patrons. The Account Status field in the patron record can take on the values Active (normal status), Alert (normal status except patron sees a message to call his/her library), Inactive/Suspended (patron cannot download, and sees a message to call his/her library), or Closed (account is no longer valid). It is also noted that if the user wishes to examine information in the BARD system for a patron who has had multiple BARD Log-in IDs (E-mail addresses) over time, then the BARD ID should be used for this purpose, which is a unique identifier for every BARD patron that has ever used the system and which doesn't change over time.

Screen 2.6.1.D: Select User Account to Edit - Change Password

Edit Jaheim Ipo 's record

Resetting password for babmuv@orange.net (1003174)
 New temporary password is: xindex16
 sending email to babmuv@orange.net
 done

1003174

Log-in ID:	<input type="text" value="babmuv@orange.net"/>
First name:	<input type="text" value="Jaheim"/>
Middle initial:	<input type="text"/>
Last name:	<input type="text" value="Ipo"/>
Comment:	<input type="text"/>
CMLS ID:	<input type="text" value="HOFFMM01"/>
Purchased players:	Humanware Victor Reader Stream
Account status:	<input type="text" value="ACTIVE"/>
Date of last account status change:	August 13, 2009 08:36 am
Privilege level:	<input type="text" value="Patron"/>
Date pledge accepted:	June 22, 2009 08:49 pm
Reset Password:	<input type="button" value="Reset Password"/>
Force password change next log-in:	<input type="radio"/> no <input checked="" type="radio"/> yes
Date of last log-in:	June 27, 2009 09:32 am
Date of last password change:	August 13, 2009 11:34 am
Failed login attempt count:	0
Current library code:	AK1A
Patron transfer:	<input type="button" value="Patron Transfer"/>
Account Notes:	<input type="button" value="Add/View notes (1)"/>
Most recent note:	Patron called 8/13/09 and was having a problem with the adding a new player page.

If the Reset Password link/button is selected, the patron's password is immediately reset by the BARD system and the screen will reload as shown in Screen 2.6.1.D. A message appears at the top of the screen indicating that the password has been reset, and the temporary password is displayed on the screen, which enables library staff to provide the temporary password to a patron over the phone without having to retrieve and view E-mail logs. There is no way for library staff to see a patron's existing password; if a patron has forgotten his/her password, library staff must first reset the password using a BARD system-assigned temporary password, then the patron must specify a permanent password. This action can be performed by an Approver and does not require a Reviewer's concurrence. In a similar manner, the patron Log-in ID can be reset by library staff. The Log-in ID can also be changed by the patron (ref. Section 1, Screen 1.10.D).

A BARD-generated E-mail is sent by the system to the patron with a new temporary password as shown in Appendix A.8, and a follow-up E-mail is then generated by BARD and sent to the patron as shown in Appendix A.9, which notifies the patron that the password has been changed. Appendices A.10 and A.11 show the BARD-generated E-mails sent to the patron's old and new E-mails addresses, respectively, when the BARD Log-in ID is changed.

Screen 2.6.1.E: Select User Account to Edit – Patron Transfer

Patron Transfer

The new address for the patron must be entered before a transfer may be initiated

BARD ID:	1002881
Log-in ID:	bafsu@green.edu
First name:	<input type="text" value="Corbin"/>
Middle initial:	<input type="text"/>
Last name:	<input type="text" value="Valentine"/>
Address 1:	<input type="text" value="015 Ecstatic St."/>
Address 2:	<input type="text"/>
City:	<input type="text" value="Syracuse"/>
State:	<input type="text" value="New York"/>
Zip code:	<input type="text" value="13201"/>
Comment:	<input type="text"/>
Current Library Code:	AK1A
New library code:	<input type="text" value="NY1A: New York, NY"/>

If the Patron Transfer link/button is selected, the user is taken to Screen 2.6.1.E. After making the appropriate settings and/or entering any missing data that are necessary into the form – a transfer cannot be effected until the new address for the patron is entered into the data record - the Transfer Patron button is again selected, which actually transfers the patron from the losing to the gaining library. The new (gaining) library is the most vital piece of information for the transfer. It is noted that transfer procedures for BARD are in addition to, rather than instead of, other transfer procedures (e.g., making changes in CMLS). A message then appears at the top of the screen indicating that the patron has been transferred.

Screen 2.6.1.F: Select User Account to Edit – Account Notes

View or add account notes for Jaheim Ipo

Note saved

BARD ID: 1003174
Login ID: babmuv@orange.net

Number of notes: 1

Back

Add a new note

Add new note Reset

Note number: 1 August 13, 2009 10:05 am Author: Angela Hendrix (anhe@loc.gov)

Patron called 8/13/09 and was having a problem with the adding a new player page.

Back

For support, please e-mail NLSDownload@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

If the Account Notes button is selected, the user is taken to Screen 2.6.1.F. This screen contains any notes associated with this patron. This information is not visible to a patron nor is sent to a patron in any email message sent by BARD.

There is a text box where a new note can be added, and all previous notes are listed along with the name of the person who created it and the date.

Screen 2.6.1.G: Books/Magazines Patron has Downloaded (Has-Had Records)

Items Robert Heidelberg has downloaded

as of May 8, 2009 07:08 a.m.

Date	Duration	Complete?	Book/Mag ID	Title	Author
January 18, 2009 11:59 p.m.	48:49	Y	consumer-reports_2008-12	Consumer Reports December, 2008	not applicable
December 29, 2008 11:14 p.m.	52:31	Y	64630	The Choirboys	Wambaugh, Joseph
December 29, 2008 10:14 p.m.	56:26	Y	64752	Bad Luck and Trouble: A Jack Reacher Novel	Child, Lee
December 26, 2008 12:56 p.m.	30:30	Y	64135	Dublin Noir: The Celtic Tiger vs. the Ugly American	Bruen, Ken
December 9, 2008 11:04 p.m.	37:25	Y	foreign-affairs_2008-11	Foreign Affairs November, 2008	not applicable
December 9, 2008 10:58 p.m.	3:11		foreign-affairs_2008-11	Foreign Affairs November, 2008	not applicable
November 22, 2008 03:53 p.m.	31:4	Y	consumer-reports_2008-11	Consumer Reports November, 2008	not applicable
November 18, 2008 11:16 p.m.	43:59	Y	59105	Nerd in Shining Armor	Thompson, Vicki Lewis
November 9, 2008 05:32 p.m.	29:24	Y	smart-computing_2008-10	Smart Computing October, 2008	not applicable
November 9, 2008 04:47 p.m.	41:6	Y	analog_2008-11	Analog November, 2008	not applicable
November 5, 2008 11:53 p.m.	32:21	Y	consumer-reports_2008-10	Consumer Reports October, 2008	not applicable
November 5, 2008 10:57 p.m.	56:0	Y	asimovs_2008-10	Asimov's Science Fiction October, 2008	not applicable
November 5, 2008 10:43 p.m.	12:44	Y	contemporary-soundtrack_2008-05	Contemporary Soundtrack May, 2008	not applicable
November 5, 2008 10:38 p.m.	0:0		asimovs_2008-10	Asimov's Science Fiction October, 2008	not applicable
November 4, 2008 02:26 a.m.	17:5	Y	outdoor-life_2008-10	Outdoor Life October, 2008	not applicable
October 24, 2008 11:48 p.m.	56:10	Y	asimovs_2008-10	Asimov's Science Fiction October, 2008	not applicable

If the BARD system user wishes to examine the reading history of a patron, the H (Has-Had) icon can be selected from the listing of User Accounts to Edit, in which case the user is taken to Screen 2.6.1.G. Various detailed statistics about the user's reading history are displayed in these tables. Examination of the number of items downloaded, download times, whether or not the download was complete, etc., can provide useful insights to library staff regarding any difficulties that their patrons may be having using the BARD system.

Screen 2.6.2.A: New Request Record: Search

Select new request record to edit

displaying records 1 through 30 of 65 matching records

[First page](#)
[Middle page](#)
[Last page](#)
[Start over](#)
 Sort By:

Log-in ID	BARID	First name	MI	Last name	Library Code	CMLS ID	Address1	Address2	City	State	Zipcode	Action
zuzlaw@green.edu	1006498	Kaleb		Adkins	AK1A		634 Energetic St.		Anchorage	AK	12345	
tovmol@purple.net	1006484	Ashley		Atkinson	AK1A		496 At ease St.		Springfield	MA	02459	
gasnus@rose.com	1000164	Denise		Ayala	AK1A		572 Optimistic St.		Washington	DC	20542	Allow download
hicvir@green.edu	1000155	Sienna		Barnett	AK1A		456 Free and easy St.		Washington	DC	20542	Allow download
cyxqis@green.edu	1000158	Laila		Branch	AK1A		302 Relaxed St.		Washington	DC	20542	Allow download
tuhbaz@purple.net	1006491	Meghan		Briggs	AK1A		801 Wonderful St.		Montgomery	AL	36832	
vavquz@blue.org	1000162	Brennan		Chen	AK1A		857 Spirited St.		Washington	DC	20542	Allow download
saznih@gray.net	1006500	Daniela		Dawson	AK1A		014 At ease St.		Anchorage	AK	98765	Awaiting review
nangyl@white.com	1002947	Gabriela		Dennis	AK1A	AK1A060346	078 Optimistic St.		Anchorage	AK	99516	New
bakraj@rose.com	1004013	Gabriella		Everett	AK1A		653 Certain St.		Plano	TX	78756	More review
nopcyk@rose.com	1006461	Ashton		Flowers	AK1A	70574	283 Reliable St.		Baltimore	MD	20814	Awaiting review
qaptag@orange.net	1006490	Shaun		Gamble	AK1A	12345	408 Satisfied St.		Little Rock	AR	72513	Allow download
badxit@white.com	1006020	Precious		George	AK1A	123456	333 Provocative St.		Juneau	AK	98632	Allow transfer
locnoc@blue.org	1006489	Jalen		Giles	AK1A		450 Clever St.		Thousand Oaks	CA	92115	More review
pyxih@rose.com	1006301	Tyson		Glenn	AK1A		854 Calm St.		Anchorage	AK	35233	Reject: See comment
neqfov@yellow.net	1002599	Marc		Hampton	AK1A	AK1A060853	854 Courageous St.		Anchorage	AK	99503	Allow download
dygwvx@purple.net	1006452	Katherine		Harris	AK1A	21974	224 Overjoyed St.		Springfield	MO	64136	Awaiting review
leftul@green.edu	1006485	Madeleine		Hensley	AK1A		586 Provocative St.		My Fair City	SC	29302-4506	
bagpot@orange.net	1005114	Tanner		Kaila	AK1A		210 Joyous St.		Hampton	VA	23502	New
wobqat@blue.org	1006487	Orion		Kaloni	AK1A		763 Merry St.		My Fair City	WV	26302	
tfczik@black.org	1006496	Brady		Kline	AK1A		555 Thankful St.		Anchorage	AK	12345	Awaiting review

2.6.2 Account Request Records

Selecting the [Account request records](#) link, or the icon , will take the user to the New Request Record: Search screen, shown in Screen 2.6.2.A, which enables searching for and locating account request records for existing patron(s) and potential applicants with active account requests using a variety of search criteria. As noted at the top of the screen, the use of more than one field will be interpreted by the system as a “Logical AND”, meaning that all criteria must be satisfied to retrieve the record(s).

The “*” can be used as a wildcard in the search for records, meaning that it can be a substitute for any character in an alphanumeric string; however, wildcards cannot be used in date fields. There are five drop-down menus on the screen from which the user may select the appropriate entries for the New Player Requested, Transfer Requested, Processing Step, Action, and Library Code fields, as well as other fields that may be filled-in as necessary.

Screen 2.6.2.B: New Request Records

Select new request record to edit

displaying records 1 through 30 of 67 matching records
[First page](#) [Middle page](#) [Last page](#) [Start over](#) Sort By:

Log-in ID	BARD ID	First name	MI	Last name	Library Code	CMLS ID	Address1	Address2	City	State
zuzjaw@green.edu	T E U 1006498	Kaleb		Adkins	AK1A		634 Energetic St.		Anchorage	AK
tovmoi@purple.net	T E U 1006484	Ashley		Atkinson	AK1A		496 At ease St.		Springfield	MA
gasnus@rose.com	T E U 1000164	Denise		Ayala	AK1A		572 Optimistic St.		Washington	DC
hicvir@green.edu	T E U 1000155	Sienna		Barnett	AK1A		456 Free and easy St.		Washington	DC
cyxqis@green.edu	T E U 1000158	Leila		Branch	AK1A		302 Relaxed St.		Washington	DC
tuhbaz@purple.net	T E U 1006491	Meghan		Briggs	AK1A		801 Wonderful St.		Montgomery	AL
vavguz@blue.org	T E U 1000162	Brennan		Chen	AK1A		857 Spirited St.		Washington	DC
saznih@gray.net	T E U 1006500	Daniela		Dawson	AK1A		014 At ease St.		Anchorage	AK
nangyl@white.com	T E U 1002947	Gabriela		Dennis	AK1A	AK1A060346	078 Optimistic St.		Anchorage	AK
bakraj@rose.com	T E U 1004013	Gabriella		Everett	AK1A		653 Certain St.		Plano	TX
nopcyk@rose.com	T E U 1006461	Ashton		Flowers	AK1A	70574	283 Reliable St.		Baltimore	MD
gaptaq@orange.net	T E U 1006490	Shaun		Gamble	AK1A	12345	408 Satisfied St.		Little Rock	AR
badxit@white.com	T E U 1006020	Precious		George	AK1A	123456	333 Provocative St.		Juneau	AK
locnoc@blue.org	T E U 1006489	Jalen		Giles	AK1A		450 Clever St.		Thousand Oaks	CA
pyxcih@rose.com	T E U 1006301	Tyson		Glenn	AK1A		854 Calm St.		Anchorage	AK
negfov@yellow.net	T E U 1002599	Marc		Hampton	AK1A	AK1A060853	854 Courageous St.		Anchorage	AK
dygwvx@purple.net	T E U 1006452	Katherine		Harris	AK1A	21974	224 Overjoyed St.		Springfield	MO
leftul@green.edu	T E U 1006485	Madeleine		Hensley	AK1A		586 Provocative St.		My Fair City	SC

When the user selects the Submit Query button at the bottom left of Screen 2.6.2.A, the records extracted from the system database are displayed in a table, an example of which is shown in Screen 2.6.2.B. The user can jump to other pages of the display for output records by selecting one of the several choices shown at the top of the table, and the records can be sorted using any field in the record by using the drop-down menu on the top right side of the screen and selecting the Go button.

Screen 2.6.2.C: New Request Record Edit

New request record edit

BARD id:	1003174
Log-in ID:	babmuv@orange.net
First name:	Jaheim
Middle I:	
Last name:	Ipo
Address 1:	680 Festive St.
Address 2:	
City:	Erie
State:	Pennsylvania
ZIP code:	16803
Comment:	
IP address:	
CMLS ID:	HOFFMM01
Purchased players:	Humanware Victor Reader Stream
Disposition:	Allow download
Status:	Reviewed
Created by:	babmuv@orange.net (not verified)
Created date:	May 25, 2008 22:32:27
Modified by:	anhe@loc.gov
Modified date:	August 13, 2009 08:36:34
Library code:	PA2A: Pittsburgh, PA
Account Notes:	Add/View notes (1)
Most recent note:	Patron called 8/13/09 and was having a problem with the adding a new player page.

Selecting the T, E, or U icons in Screen 2.6.2.B will take the user to the Transaction, E-Mail Log, or Existing Account records for a given patron, respectively, examples of which (for the T, E, and U) are shown later in this section. Selecting the Log-in ID (E-mail address) takes the user to the New Request Record Edit (Individual Record) screen, shown in Screen 2.6.2.C.

Screen 2.6.3.A: Patron or General Transaction Record (Search)

Patron or general transaction record

There are 926 records in the user transaction table that you can access.

Use the following search criteria to select records for viewing.
 The use of multiple fields will be construed as a logical AND.
 An asterisk is a wildcard. Date fields do not support wildcards.

Search patron transaction record:

E-mail address:	<input type="text"/>
BARD ID if known:	<input type="text"/>
IP address if known:	<input type="text"/>

Search general transaction record:

Transaction type:	<input type="text" value="all codes"/>	
Creation date begin:	<input type="text"/>	example: 12/31/2006
Creation date end:	<input type="text"/>	example: 12/31/2007
Modify date begin:	<input type="text"/>	example: 12/31/2006
Modify date end:	<input type="text"/>	example: 12/31/2007
Modified by:	<input type="text"/>	example: mmartye@loc.gov
Created by:	<input type="text"/>	example: mmartye@loc.gov

Submit query

Reset

2.6.3 Transaction Records

Selecting the [Transaction records](#) link, or the icon , will take the user to the Patron or General Transaction Record: Search Screen, Screen 2.6.3.A, which enables searching for and locating various types of transaction records for existing patron(s) using a variety of search criteria. As noted at the top of the screen, the use of more than one field will be interpreted by the system as a “Logical AND”, meaning that all criteria must be satisfied to retrieve the record(s).

The “*” can be used as a wildcard in the search for records, meaning that it can be a substitute for any character in an alphanumeric string; however, wildcards cannot be used in date fields. There is one drop-down menu on the screen from which the user may select the appropriate entry for the Transaction Type field, as well as other fields that may be filled-in as necessary.

Screen 2.6.3.B: Patron or General Transaction Record (Listing-Query Results)

Patron or general transaction record

Results:

displaying records 1 through 30 of 197 matching records

[First page](#)
[Next page](#)
Page 1
[Go](#)
[Last page](#)
[Start over](#)
Sort By: Transaction Type [Go](#)

Transaction Type	Comment	Log-in ID if known	BARD ID if known	E-mail Log ID	Created date
Password reset by system administrator	password reset by admin mror@loc.gov	baibit@orange.net	1002225	49353	May 21, 2009 04:02 pm
New Account request data saved	Account request data saved - ACTION:Allow transfer STEP:Awaiting review	badxit@white.com	1006020		May 21, 2009 03:29 pm
Patron transfer requested	patron transfer requested by anhe@loc.gov	badxit@white.com	1006020		May 21, 2009 03:29 pm
New Account request data saved	Account request data saved - ACTION:New STEP:Awaiting review	bagpot@orange.net	1005114		May 21, 2009 03:23 pm
New Account request data saved	Account request data saved - ACTION:Allow transfer STEP:Awaiting library transfer approval	bagpot@orange.net	1005114		May 21, 2009 03:22 pm
Patron transfer requested	patron transfer requested by anhe@loc.gov	bagpot@orange.net	1005114		May 21, 2009 03:19 pm
New Account request data saved	Account request data saved - ACTION:More review STEP:Awaiting review	bakrai@rose.com	1004013		May 21, 2009 03:17 pm
Patron transfer requested	patron transfer requested by anhe@loc.gov	bakrai@rose.com	1004013		May 21, 2009 03:11 pm
Patron transfer requested	patron transfer requested by mgoe@loc.gov	badxit@white.com	1006020		May 21, 2009 03:00 pm
New Account request	Account request record created by reader	BPeanutbutter@loc.gov		49352	May 21, 2009 02:31 pm
Patron transfer approved	patron bapijq@yellow.net transfer approved by mror@loc.gov	bapijq@yellow.net	1001934		May 21, 2009 02:28 pm
New Account request data saved	Account request data saved - ACTION:Allow transfer STEP:Reviewed	bapijq@yellow.net	1001934		May 21, 2009 02:28 pm
New Account request	Account request record created by reader	mf3@loc.gov		49349	May 20, 2009 10:32 am
New Account request	Account request record created by reader	mf2@loc.gov		49348	May 20, 2009 10:31 am
New Account request	Account request record created by reader	mf@loc.gov		49347	May 20, 2009 10:31 am
New Account request	Account request record created by reader	mail@mail.com		49346	May 20, 2009 10:01 am
New Account request	Account request record created by reader	test4a@loc.gov		49345	May 19, 2009 05:38 pm
User data edited	editor: nber@loc.gov, whatchanged: , forcepwhchg: 1 -> 0	donna.sullivan@serco-na.com	1006501		May 14, 2009 12:28 pm
Password reset by system administrator	password reset by admin nber@loc.gov	donna.sullivan@serco-na.com	1006501	49344	May 14, 2009 12:28 pm
Password reset by system administrator	password reset by admin nber@loc.gov	donna.sullivan@serco-na.com	1006501	49342	May 13, 2009 01:22 pm
Password reset by system administrator	password reset by admin nber@loc.gov	donna.sullivan@serco-na.com	1006501	49340	May 11, 2009 01:30 pm
Password reset by system administrator	password reset by admin nber@loc.gov	donna.sullivan@serco-na.com	1006501	49338	May 8, 2009 10:56 am
New Account request	Account request record created by reader	test123@loc.gov		49337	May 8, 2009 08:57 am
Password change by reader	new account password created by mgoe@loc.gov	mqoe@loc.gov	1000009		May 8, 2009 07:43 am
Password reset by system administrator	password reset by admin mgoe@loc.gov	inqrid07@loc.gov	1006514	49335	May 8, 2009 07:03 am
New Account request data saved	Account request data saved - ACTION:Allow transfer STEP:Awaiting library transfer approval	bapijq@yellow.net	1001934		May 8, 2009 06:54 am
New Account request data saved	Account request data saved - ACTION:New STEP:Awaiting library transfer approval	bapijq@yellow.net	1001934		May 7, 2009 05:32 pm

When the user selects the Submit Query button at the bottom left of Screen 2.6.3.A, the records extracted from the system database are displayed in a table, an example of which is shown in Screen 2.6.3.B. The user can jump to other pages of the display for output records by selecting one of the several choices shown at the top of the table, and the records can be sorted using any field in the record by using the drop-down menu on the top right side of the screen and selecting the Go button. Selecting the Log-in ID (E-mail address) or BARD ID in the Patron or General Transaction Record (Listing) takes the user to the Select User Edit Account (Individual Patron Record) screen, while selecting the E-mail Log ID takes the user to the subject BARD-generated E-mail record. It is noted that the user can access via the transaction records all BARD-generated E-mails that are sent on behalf of a patron (which are not available in the E-mail log records shown next) in addition to those sent directly to the patron. In this manner a library user can access E-mails sent to a third-party playback machine manufacturer on behalf of a patron.

Screen 2.6.4.A: E-mail Log Record: Search

2.6.4 E-mail Log Records

E-mail log record: search

There are 116 records in the email log table.

Use the following search criteria to select records for viewing.
 The use of multiple fields will be construed as an "and".
 An asterisk is a wildcard. Date fields do not support wildcards.

E-mail/log-in ID:	<input type="text" value="willowtree@bc.net"/>	
To e-mail address:	<input type="text"/>	
E-mail resend count:	<input type="text"/>	
Subject:	<input type="text"/>	
Body:	<input type="text"/>	
E-mail date, beginning:	<input type="text"/>	example: 12/31/2006
E-mail date, ending:	<input type="text"/>	example: 12/31/2007
Creation date, beginning:	<input type="text"/>	example: 12/31/2006
Creation date ending:	<input type="text"/>	example: 12/31/2007
Modify date, beginning:	<input type="text"/>	example: 12/31/2006
Modify date, ending:	<input type="text"/>	example: 12/31/2007
Modified by:	<input type="text"/>	example: joe@noemail.org
Created by:	<input type="text"/>	example: joe@noemail.org

Selecting the [E-mail log records](#) link, or the icon E, will take the user to the E-mail Log Record: Search screen, Screen 2.6.4.A, which enables searching for and locating E-mail records for existing patron(s) using a variety of search criteria. As noted at the top of the screen, the use of more than one field will be interpreted by the system as a "Logical AND", meaning that all criteria must be satisfied to retrieve the record(s).

The "*" can be used as a wildcard in the search for records, meaning that it can be a substitute for any character in an alphanumeric string; however, wildcards cannot be used in date fields. The user fills-in the data fields as necessary to facilitate a query for E-mail records.

The E-mail records recorded in the BARD system log are those sent by the BARD system to a specific E-mail address, i.e., patron. Therefore, E-mails from the BARD system to a library informing them of the creation of a patron account, and E-mails from the BARD system to a playback machine vendor about a patron's third-party player, will not be among the records in this log. The user must go to the Transaction records and follow the links there in order to obtain such information.

Screen 2.6.4.B: E-mail Log Records (Listing/Query Results)

E-mail log records

displaying records 1 through 30 of 49330 matching records

[First page](#)
[Next page](#)

[Last page](#)
[Start Over](#)
 Sort By:

E-mail Log ID	From address	To address	E-mail Date	Subject
49330	"NLS" <donotreply@loc.gov>	asha@loc.gov	April 25, 2009 05:15 pm	Your password for the BARD web site been reset
49329	"NLS" <donotreply@loc.gov>	bagwuf@blue.org	April 25, 2009 04:58 pm	Your password for the BARD web site been reset
49328	"NLS" <donotreply@loc.gov>	bagwuf@blue.org	April 24, 2009 11:28 am	Your password for the BARD web site been reset
49327	"NLS" <donotreply@loc.gov>	cuwdip@orange.net	April 24, 2009 10:52 am	Your password for the BARD web site been reset
49326	"NLS" <donotreply@loc.gov>	gregp@alaskatel.com	April 24, 2009 10:14 am	Account request for Greg Public was received

When the user selects the Submit Query button at the bottom left of the E-mail Log Record: Search screen, the records extracted from the system database are displayed in a table, an example of which is shown in Screen 2.6.4.B. The user can jump to other pages of the display for output records by selecting one of the several choices shown at the top of the table, and the records can be sorted using any field in the record by using the drop-down menu on the top right side of the screen and selecting the Go button.

Selecting the E-mail Log ID takes the user to the subject BARD-generated E-mail record. Please see the appendices of this document for examples of all the types of E-mail messages generated by the BARD system.

Screen 2.7.1: Send a BARD Test E-mail to a Patron

Send a BARD test e-mail message to a patron

Message to send:

From address: "BARD" <donotreply@loc.gov>

To:

Subject:

Email Body:

This is a test e-mail message from BARD.

This message was sent by Robert Norton
who can be reached at rnor@loc.gov.

For support, please e-mail NLsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

2.7 Patron Pages

If any of the links on the BARD Administration Home Page under the Patron Pages portion are selected, the user is taken to the respective web pages/screens on the system. Examples of the Patron Pages of the BARD system are presented in Section 1 of this document.

2.7.1 Send a Test E-Mail to a Patron

The last link in the BARD Administration Home Page under the Patron Pages ([Send a test email to a patron](#)) enables the user to send a test E-mail from the BARD system to a patron. It is very important that the patron's active E-mail address be correctly captured in the BARD system, else access to the patron's account and the ability to download materials by the patron will be denied.

If this choice is selected, the user is taken to Screen 2.7.1. The user must enter the BARD Log-in ID (E-mail address) of the patron into the To field, select the Send Test Message button, and the BARD system will then send a "do not reply" type message to the patron whose E-mail is being tested using the subject line "This is a test e-mail from BARD." If library staff want to confirm that the test E-mail was received by the patron, then the patron should be contacted by telephone (the library is not sent an E-mail from BARD in this process). The subject and body of the message can be edited before sending, if necessary. Messages can only be sent to e-mail addresses registered in the BARD system.

Screen 2.8.A: Statistics; Library Access

Statistics

Library access:

[AK1A](#) The Alaska State Library Talking Book Center

Your information:

You are logged in as [rnor@loc.gov](#). Your library code is: [AK1A](#)
 Your privilege level is: [Library reviewer](#)

[rnor@loc.gov](#) has privilege to:

- Verify, Approve and Process applications for the following libraries: [AK1A](#)
- Edit and change patron data for the following libraries: [AK1A](#)
- View statistics for the following libraries: [AK1A](#)

For support, please e-mail NLSsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

2.8 Statistics

Various types of summary and detailed statistics are available from the BARD system to administrative users. This feature is accessed from the bottom of the BARD Administration Home Page via the [Monthly reports](#) link that appears under the Statistics group heading. If this link is selected, the user is taken to Screen 2.8.A, which shows the library/libraries for which a user has access to associated statistics. Normally library staff will only have access to statistics for their own library and, if relevant, to those for associated Subregional libraries (for a Regional Library). So either a single link, or possibly a handful of links, may appear.

The BARD system generates and automatically sends to a library on a weekly basis, without user-prompting, the E-mail shown in Appendix A.16, which recaps subjects and dates of all messages, sent to the library in the last week by the system. The BARD system also generates and automatically sends on a monthly basis, without user-prompting, the E-mail shown in Appendix A.17, which has as attachments monthly BARD statistics for the library.

Screen 2.8.B: Statistics Available (for Library)

Statistics

Statistics available for [AK1A - The Alaska State Library Talking Book Center](#)

[AK1A 2006](#)

[AK1A 2007](#)

[AK1A 2008](#)

Your information:

You are logged in as [rnor@loc.gov](#). Your library code is: [AK1A](#)
Your privilege level is: [Library reviewer](#)

[rnor@loc.gov](#) has privilege to:

- Verify, Approve and Process applications for the following libraries: [AK1A](#)
- Edit and change patron data for the following libraries: [AK1A](#)
- View statistics for the following libraries: [AK1A](#)

For support, please e-mail NLSsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

If the link in the Statistics: Library Access screen above is selected, the user is taken to Screen 2.8.B, Statistics Available, for the library selected. The Statistics Available screen shows the calendar years for which BARD data are available for the selected library.

Screen 2.8.C: Statistics Available (for Library and Year)

Statistics

Statistics available for **AK1A - 2008 - The Alaska State Library Talking Book Center**

AK1A 2008	January
AK1A 2008	February
AK1A 2008	March
AK1A 2008	April
AK1A 2008	May
AK1A 2008	June
AK1A 2008	July
AK1A 2008	August
AK1A 2008	September
AK1A 2008	October
AK1A 2008	November
AK1A 2008	December

Your information:

You are logged in as **rnor@loc.gov**. Your library code is: **AK1A**
Your privilege level is: **Library reviewer**

rnor@loc.gov has privilege to:

- Verify, Approve and Process applications for the following libraries: **AK1A**
- Edit and change patron data for the following libraries: **AK1A**
- View statistics for the following libraries: **AK1A**

For support, please e-mail NLSsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

If the link in the Statistics Available screen above is selected, the user is taken to Screen 2.8.C, Statistics Available, for the library and year selected. The Statistics Available (for library and year) screen shows the months for which BARD data are available for the selected library and year.

Screen 2.8.D: Statistics Available (for Library, Year and Month)

Statistics

Statistics available for **AK1A - 2008 - May - The Alaska State Library Talking Book Center**

AK1A	2008	May	detailed download stats for 2008 May.html
AK1A	2008	May	download stats for 2008 May.csv (Excel)
AK1A	2008	May	download stats for 2008 May.html

Your information:

You are logged in as **rnor@loc.gov**. Your library code is: **AK1A**
Your privilege level is: **Library reviewer**

rnor@loc.gov has privilege to:

- Verify, Approve and Process applications for the following libraries: **AK1A**
- Edit and change patron data for the following libraries: **AK1A**
- View statistics for the following libraries: **AK1A**

For support, please e-mail NLSsupport@loc.gov

[The National Library Service for the Blind and Physically Handicapped home page](#)

[BARD main page](#)

[Log out](#)

[BARD administration home page](#)

If the link in the Statistics Available (for Library and Year) screen above is selected for a given month, the user is taken to Screen 2.8.D, Statistics Available, for the library, year, and month selected. The Statistics Available (for library, year and month) screen shows the datasets/reports for which BARD data are available for the selected library, year and month.

Screen 2.8.E: Monthly Detailed Download Statistics

NLS Downloadable Audio Books and Magazines - Monthly Detailed Download Statistics					
Library code	CMLS id	Item Id	Download Date	Title	Subject
AK1A	AK1A060946	64503	December 9, 2008	The God Delusion	Religion
AK1A	AK1A060946	64606	December 9, 2008	On the Wealth of Nations	Humor
AK1A	AK1A060934	foreign-affairs_2008-11	December 9, 2008	Foreign Affairs November, 2008	
AK1A	AK1A060946	64454	December 11, 2008	Neferiti	Historical Fiction
AK1A	AK1A060946	64832	December 11, 2008	Colour Scheme: An Inspector Roderick Alleyn Mystery	Mystery and Detectiv
AK1A	AK1A060933	65411	December 13, 2008	Fair Game	Government and Pol
AK1A	AK1A060933	65411	December 16, 2008	Fair Game	Government and Pol
AK1A	AK1A060933	analog_2008-12	December 17, 2008	Analog December, 2008	
AK1A	AK1A060933	asimovs_2008-12	December 17, 2008	Asimov's Science Fiction December, 2008	
AK1A	AK1A060933	asimovs_2008-12	December 17, 2008	Asimov's Science Fiction December, 2008	
AK1A	AK1A060946	42805	December 17, 2008	Angela's Ashes: A Memoir	Biography
AK1A	AK1A060933	ellery-queen_2008-12	December 20, 2008	Ellery Queen's Mystery Magazine December, 2008	
AK1A	AK1A060933	asimovs_2008-12	December 20, 2008	Asimov's Science Fiction December, 2008	
AK1A	AK1A060933	smart-computing_2008-11	December 21, 2008	Smart Computing November, 2008	
AK1A	AK1A060946	62030	December 23, 2008	Dave Barry's Money Secrets: Like, Why Is There a Giant Eyeball on the Dollar?	Journalism and the M
AK1A	AK1A060946	62017	December 23, 2008	The Best American Science Writing, 2005	Science
AK1A	AK1A060946	60747	December 24, 2008	Polar Shift: A Novel from the NUMA Files	Suspense
AK1A	AK1A060946	62418	December 24, 2008	Genghis Khan and the Making of the Modern World	World History
AK1A	AK1A060934	64135	December 26, 2008	Dublin Noir: The Celtic Tiger vs. the Ugly American	Short Stories
AK1A	AK1A060934	64752	December 29, 2008	Bad Luck and Trouble: A Jack Reacher Novel	Mystery and Detectiv
AK1A	AK1A060934	64630	December 29, 2008	The Choirboys	Mystery and Detectiv

If the “Detailed Download Stats for (Year/Month)” link in the Statistics Available (for Library, Year, Month, and dataset) screen above is selected, the user is taken to Screen 2.8.E, Monthly Detailed Download Statistics, for the library, year, and month selected. The statistics are presented in tabular format, showing various data about the downloads including the patron who performed the download, network library, book/magazine downloaded, date of download, and other data. These same detailed data are also available in spreadsheet format by selecting the .csv (Comma Separated Values) file option shown in Screen 2.8.D.

Screen 2.8.F: Monthly Download Statistics

NLS Downloadable Audio Books and Magazines - Monthly Download Statistics

NLS Download Pilot Website Statistics Report For Library **AK1A** (Alaska State Library) created on January 29, 2009 11:23:48

Month period covers: [March 1, 2008 00:00:00](#) to [March 31, 2008 23:59:59](#)

Year to Date period covers: [October 1, 2007 00:00:00](#) to [March 31, 2008 23:59:59](#)

(All times are Eastern)

There are **0** total download readers for library **AK1A** as of [March 31, 2008 23:59:59](#)

	For Month	Year to Date
A) Number of readers approved for download during this period:	0	0
B) Number of readers who downloaded at least one item during this period:	0	0
C) Quantity of reader book downloads:	0	0
D) Quantity of reader magazine downloads:	0	0
E) Quantity of network library downloads:	0	0

F) Most popular reader book downloads from [March 1, 2008 00:00:00](#) to [March 31, 2008 23:59:59](#)

No data to report

G) Most popular reader magazine downloads from [March 1, 2008 00:00:00](#) to [March 31, 2008 23:59:59](#)

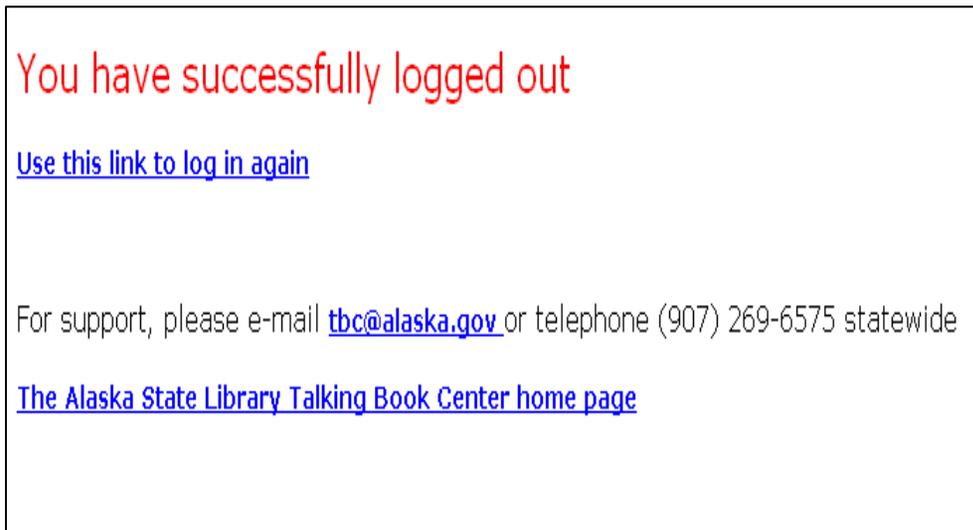
No data to report

I) Most popular reader subjects from [March 1, 2008 00:00:00](#) to [March 31, 2008 23:59:59](#)

No data to report

If the “Download for (Year/Month)” link in the Statistics Available (for Library, Year, Month, and dataset) screen above is selected, the user is taken to Screen 2.8.F, Monthly Download Statistics, for the library, year, and month selected. Some summary statistics are presented in tabular format, and links are available to view the most popular titles, authors or subjects during the subject time period for the given library and time period.

Screen 2.9: Log Out



2.9 Log Out

When administrative users end their BARD sessions using the [Log out](#) link found at the bottom of the BARD Administration Home Page and most other BARD web pages, the message shown in Screen 2.9 is displayed. A link to log in again is provided on this web screen, as well as the two technical support links.

Appendix A.1

BARD System-Generated E-mail Messages

These appendices contain samples of all E-mail messages generated by the BARD system.

The BARD system sends E-mail messages to patrons, libraries, and the vendors of third-party DTB players. These messages are generated from standard templates, with recipient-specific information inserted where it is needed.

In these examples each message template is preceded by a header giving its name, and explaining to whom the message is sent, its purpose, and the circumstances that cause it to be sent.

Every message sent by the system is assigned a sequence number. This is a four-digit number that reflects a simple count of messages generated and sent to its recipient to date. If a message is re-sent by a system administrator, the original sequence number for that message is maintained. In all messages sent to libraries and vendors the sequence number appears at the beginning of the subject line of the message as well as in the body of the message. In messages sent to patrons it appears only at the bottom of the body of the message.

Please note that the messaging templates use a system of tokens, which appear capitalized and in angle brackets (e.g. <FIRSTNAME>). In an actual E-mail message, appropriate information is substituted for these tokens. (The angle brackets do not appear, and the information is presented in the proper case).

Appendix A.1 (continued)
BARD System-Generated E-mail Messages

Meanings of tokens used in e-mail messages	
<TO>	E-mail address of party to whom message is sent
<SEQ>	Message sequence number, as described above
<FIRSTNAME>, <LASTNAME>	Patron or applicant's first name and last name
<ADDRESS>	Both lines of patron or applicant's address
<CITY>, <STATE>, <ZIP>	Patron or applicant's city, state, and ZIP code
<EMAIL>	Patron or applicant's e-mail address
<NEWPASSWORD>	A temporary password, generated by the BARD system
<MAINPAGE>	The URL (web address) of the BARD site for the network library to which the patron is assigned
<COMMENT>	A comment entered by a librarian or system administrator
<CMLSID>	The CMLS ID of the patron
<PLAYERTYPE>	The type of purchased player(s) requested for authorization
<LIBCODE>	The library code of the network library to which the patron or applicant is assigned
<PERIOD>	The beginning and end dates of the period for which accompanying statistics have been calculated
<BTIME>, <ETIME>	The beginning and end dates of the period covered by the accompanying weekly message recap
<MCOUNT>	The number of messages enumerated in the accompanying weekly message recap
<MESSAGES>	The list of message subject lines in the weekly recap
<LIBNAME>	The name of the network library to which the patron or applicant is assigned
<LIBSUPPORT>	The support contact information for the network library to which the patron or applicant is assigned

Appendix A.2

About this message:

E-mail message name: **Application received**

Sent to: **Patron**

Purpose of e-mail: **Inform applicant his or her application has been received**

Sent when: **New account application is submitted**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Application for BARD access for <FIRSTNAME> <LASTNAME> was received

Your library has received your request for access to the BARD web site.

Before you can be granted access, your library will need to verify your status as a registered user of its services.

They will contact you shortly with the results of this verification.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.3

About this message:

E-mail message name: **Application approved**

Sent to: **Patron**

Purpose of e-mail: **Inform patron his/her application was approved**

Sent when: **New account is created**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Application for BARD access for <FIRSTNAME> <LASTNAME> has been approved

Your library has approved your request for access to the BARD web site.

You will soon receive an additional message containing your log-in information and instructions on how to access the web site.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.4

About this message:

E-mail message name: **Welcome message**

Sent to: **Patron**

Purpose of e-mail: **Inform patron of log-in ID, password, and site address**

Sent when: **New account is created**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Welcome to BARD

Dear <FIRSTNAME>,

Welcome to BARD, Braille and Audio Reading Download, a service offering downloadable audiobooks and magazines from <LIBNAME>.

We have created your log-in ID and an initial password for your use on the BARD web site.

Your log-in ID is your e-mail address, which is:

<TO>

Your temporary password is:

<NEWPASSWORD>

The password has eight characters. The first character is capitalized. The next five are lowercase letters. The seventh character is a special character. The eighth character is a number.

This is a one-time use password. You will be required to create a new password when you first log in.

The address for the BARD web site is:

<MAINPAGE>

All of the rules and instructions for participation are explained in the document "Instructions to Participants" on the web site. You are strongly encouraged to read this entire document before logging in for the first time.

The instructions can be found at:

<MAINPAGE>/instructions.html

Once you are on the web site, you will be asked for your log-in ID and password.

The first time you log in, you will be required to create a new password.

You will also be given the opportunity to set a question and a secret answer that can be used later to recover a lost or forgotten password.

Remember -- you may not share your log-in ID and password with anybody!

We look forward to your participation.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.5

About this message:

E-mail message name: **Library notification of application approval/new account creation**

Sent to: **Library**

Purpose of e-mail: **Inform library a BARD patron account has been created. Includes DDB9 reminder.**

Sent when: **New account is created**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: <SEQ> Acceptance for download for <FIRSTNAME> <LASTNAME>

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

The following reader:

<FIRSTNAME> <LASTNAME> <EMAIL>
<ADDRESS>
<CITY>, <STATE>, <ZIP>

CMLS ID: <CMLSID>

Library code: <LIBCODE>

Player requested (if any): <PLAYERTYPE>

has requested access to the BARD web site.

The library has verified this individual's active readership status and he/she has been authorized to use the BARD web site. A welcome letter with a log-in ID and password is being sent to the individual by e-mail.

AS SOON AS POSSIBLE, please update this reader's CMLS record by entering the publication code DDB9 into your circulation system for this individual.

Appendix A.6

About this message:

E-mail message name: **Application rejection (with comment)**

Sent to: **Patron**

Purpose of e-mail: **Inform patron of rejection**

Sent when: **Application is denied for reason other than applicant is not a patron**

To: <TO>

From: BARD <donotreply@loc.gov>

Subject: Notification of rejection for access to the BARD web site for <FIRSTNAME> <LASTNAME>

Your library has processed your request for access to the BARD web site.

The information entered on the application form was as follows:

<FIRSTNAME> <LASTNAME> <EMAIL>

<ADDRESS>

<CITY>, <STATE>, <ZIP>

We are unable to grant you access at this time because:

<COMMENT>

Please contact your library at <LIBSUPPORT> to resolve the issue.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.7

About this message:

E-mail message name: **Library notification of application rejection**

Sent to: **Library**

Purpose of e-mail: **Inform library someone in service area was denied an account**

Sent when: **Application from someone in service area is rejected**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: <SEQ> Notification of rejection for BARD access for <FIRSTNAME> <LASTNAME>

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

The following person:

<FIRSTNAME> <LASTNAME><ADDRESS>,
<CITY>, <STATE>, <ZIP>
<EMAIL>

Library code: <LIBCODE>

CMLS ID (if any): <CMLSID>

has requested access to the BARD web site.

The library has examined this individual's active readership status and determined he or she is not eligible for a BARD account.

He/she has NOT been authorized for access to the BARD web site.

Appendix A.8

About this message:

E-mail message name: **Password reset**

Sent to: **Patron**

Purpose of e-mail: **Inform patron of new temporary password**

Sent when: **Password is reset by user or system administrator**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Your password for the BARD web site has been reset

Your password has been reset to:

<NEWPASSWORD>

The password has eight characters. The first character is capitalized. The next five are lowercase letters. The seventh character is a special character. The eighth character is a number.

This is a temporary password. You will be required to create a new password when you log in.

The BARD web site can be found at this address:

<MAINPAGE>

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.9

About this message:

E-mail message name: **Password change notification**

Sent to: **Patron**

Purpose of e-mail: **Inform patron of password change**

Sent when: **Password is changed by user or administrator**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Confirmation that your password for the BARD web site has been changed

Your password was recently changed on the BARD web site.

If you recently changed your password or asked your library to do so, then no further action on your part is required.

However, if you did not request a password change then your account may have been compromised and you should contact your library as soon as possible at <LIBSUPPORT>.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.10

About this message:

E-mail message name: **User ID change notification (old address)**

Sent to: **Patron**

Purpose of e-mail: **Inform patron of log-in ID/e-mail address change**

Sent when: **Log-in ID/e-mail address is changed**

Note: **This is sent to the old e-mail address.**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Your log-in ID for the BARD web site has been changed

Your log-in ID (and thus your e-mail address) was recently changed on the BARD web site.

If you recently changed your log-in ID or asked your library to do so then no further action on your part is required.

However, if you did not request a log-in ID change then your account may have been compromised and you should contact your library as soon as possible at <LIBSUPPORT>.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.11

About this message:

E-mail message name: **User ID change notification (new address)**

Sent to: **Patron**

Purpose of e-mail: **Inform patron of log-in ID/e-mail address change**

Sent when: **Log-in ID/e-mail address is changed**

Note: **This is sent to the new e-mail address.**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Your password for the BARD web site has been reset because of your e-mail address change

Dear <FIRSTNAME> ,

Your e-mail address (and thus your log-in ID) has been changed. A new temporary password for use on the BARD web site has been generated and set.

Your log-in ID is your e-mail address, which is:

<TO>

Your temporary password is:

<NEWPASSWORD>

The password has eight characters. The first character is capitalized. The next five are lowercase letters. The seventh character is a special character. The eighth character is a number.

This is a one-time use password. You will be required to create a new password when you first log in.

As a reminder, the address for the BARD web site is:

<MAINPAGE>

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.12

About this message:

E-mail message name: **Purchased player request received**

Sent to: **Patron**

Purpose of e-mail: **Inform applicant his or her request to authorize a new purchased player has been received**

Sent when: **Patron requests to have an additional purchased player authorized**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Additional purchased player request was received

Your library has received your request to authorize an additional purchased digital talking-book player for use with materials downloaded from the BARD web site.

They will need to verify your address information and your status as a registered patron.

They will contact you shortly with the results of this verification.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.13*About this message:*

E-mail message name: **Manufacturer authorization to send key to patron**

Sent to: **Purchased player manufacturer**

Purpose of e-mail: **Authorize manufacturer to send key to patron**

Sent when: **Account with purchased player is approved or new purchased player authorization request is approved**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: <SEQ> Verification of eligibility for <FIRSTNAME> <LASTNAME>

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

We have been contacted by:

<FIRSTNAME> <LASTNAME>
<ADDRESS>
<CITY>, <STATE>, <ZIP>
<EMAIL>
PLAYER: <PLAYER TYPE>

This e-mail confirms that <FIRSTNAME> <LASTNAME> is an active user of the NLS talking book program.

For this individual, you may proceed with the sale of a digital talking-book playback device with the NLS key installed or, if the playback device has already been purchased, with providing an installable key.

Appendix A.14

About this message:

E-mail message name: **New purchased player request approved**

Sent to: **Patron**

Purpose of e-mail: **Inform patron his or her request to have an additional purchased player authorized has been approved**

Sent when: **Request to have an additional purchased player authorized is approved**

To: <TO>

From: BARD <donotreply@loc.gov>

Subject: Acceptance of purchased player authorization request for <FIRSTNAME> <LASTNAME>

Your library has processed your request to enable a new purchased digital talking-book player for use with the BARD web site.

The information entered on the application form was as follows:

<FIRSTNAME> <LASTNAME>

<ADDRESS>

<CITY>, <STATE>, <ZIP>

<EMAIL>

PLAYER TYPE: <PLAYERTYPE>

Your library has approved your request. A notification has been sent to the player manufacturer. You will be contacted by the manufacturer with further instructions.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.15

About this message:

E-mail message name: **Purchased player request rejected (with comment)**

Sent to: **Patron**

Purpose of e-mail: **Inform patron his or her request to have an additional purchased player authorized has been denied**

Sent when: **Request to have an additional purchased player authorized is denied**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: Notification of rejection for new purchased player for <FIRSTNAME> <LASTNAME>

Your library has examined your request to authorize a new purchased player for use with the BARD web site.

The information entered on the application form was as follows:

<FIRSTNAME> <LASTNAME>
<ADDRESS>
<CITY>, <STATE>, <ZIP>
<EMAIL>
PLAYER TYPE: <PLAYERTYPE>

There is a problem with your request. At this time we cannot grant your request to have your new player authorized.

The following message was left by the reviewer of your request:
<COMMENT>

Please contact your library to correct this problem. Once the problem has been resolved, you may again request to authorize the new player.

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

Appendix A.16

About this message:

E-mail message name: **Weekly message recap**

Sent to: **Library**

Purpose of e-mail: **To recap subjects and dates of all message to the library in the last week**

Sent when: **Weekly reporting period has closed**

To: <TO>
From: BARD <donotreply@loc.gov>
Subject: <SEQ> BARD weekly statement for period <BTIME> to <ETIME>

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

The following is a weekly statement of e-mail messages sent to you from <BTIME> to <ETIME>.

The BARD system has sent <MCOUNT> e-mail messages during this seven-day period. The subjects and dates of the messages are listed below.

<MESSAGES>

End of message list

Appendix A.17

About this message:

E-mail message name: **Monthly statistics**

Sent to: **Library**

Purpose of e-mail: **Monthly statistics reports are generated. They are attached to this message.**

Sent when: **Monthly reporting period has closed**

To: <TO>

From: BARD <donotreply@loc.gov>

Subject: <SEQ> NLS BARD monthly statistics for <LIBCODE> from <PERIOD>

Info: This is message #<SEQ> sent to <TO> by the BARD web site.

This e-mail message contains the statistics for your library for the period of <PERIOD>.

There are three attachments.