

BRAILLE AUTHORITY OF NORTH AMERICA
FALL MEETING

Friday, November 7, 2008 9:00 AM-5:00 PM
Saturday, November 8, 2008 9:00 AM-5:00 PM
Sunday, November 9, 2008 9:00 AM-Noon

Hosted by
National Braille Press
Boston, Massachusetts

Minutes

1 Call to Order Judy Dixon

Chairperson Judy Dixon called the meeting to order at 9:00 a.m.

4 Welcome from NBP President Brian MacDonald

Brian MacDonald, president of National Braille Press, welcomed us to Boston and to NBP.

He emphasized NBP's primary interests in braille literacy for children and others.

5 Meeting Arrangements Eileen Curran

Eileen Curran explained logistics for the BANA meeting.

2 Seating of BANA Members (APH, BIA, CNIB, NBP)..... Judy Dixon

The following representatives were appointed to serve on BANA through 2011 by their respective agencies:

- Bonnie Grimm, BIA
- Darleen Bogart, CNIB
- Mary Nelle McLennan, APH
- Eileen Curran, NBP

3 Self-Introductions: Representatives and Observers

BANA Representatives:

Judith (Judy) Dixon, National Library Service for the Blind and Physically Handicapped, Library of Congress (NLS), Chair

Jennifer Dunnam, National Federation of the Blind (NFB), Secretary

Kim Charlson, American Council of the Blind (ACB), Immediate Past Chair

Diane Wormsley, Association for Education and Rehabilitation of the Blind and Visually Impaired (AER)

Lisa Hall, Clovernook Center for the Blind and Visually Impaired (CCBVI)

Frances Mary (FM) D'Andrea, American Foundation for the Blind (AFB)

Susan (Sue) Reilly, California Transcribers and Educators of the Visually Handicapped (CTEVH)

Mary Nelle McLennan, American Printing House for the Blind (APH)
Bonnie Grimm, Braille Institute of America (BIA)
Mary (May) Davis, Associated Services for the Blind (ASB)
Darleen Bogart, CNIB (Canadian National Institute for the Blind)
Mary Archer, National Braille Association (NBA), Treasurer
Eileen Curran, National Braille Press (NBP)
BANA Representatives Not In Attendance:
Maria Stevens, Royal New Zealand Foundation of the Blind, Associate Member
Romeo Edmead, Matilda Ziegler Magazine, Associate Member

Observers:

Neil Carrington, Royal National Institute for Blind People
Rob Longstaff, Royal National Institute for Blind People
Nafisa Keels, Hadley School for the Blind

- 6 Board's Liability Statement..... Jennifer Dunnam

Secretary Jennifer Dunnam read the following statement:

BANA indemnifies its Officers and Board of Directors and holds them harmless from all claims of every kind, including court expenses, attorneys fees, and the claimed amount arising from the performance of their duties as Officers and Directors except for their own acts of dishonesty and gross negligence. (Adopted March 30, 1987)

- 7 Agenda Approval Judy Dixon

MSC Darleen Bogart moved approval of the agenda. Passed unanimously.

9 Braille Formats Technical Committee: Lynnette Taylor
Kim Charlson read the report, which is on file.

MSC Darleen Bogart moved that the BANA board recommend to the Formats Committee and the Literary Committee that the choice of symbol for end of line marker follow print in all cases. Passed unanimously.

The intent of this motion is to support the recommendation made by the committee in their report.

Charges 117 and 128 are listed as "done" on the committee report, but we list them as Pending until we can review the completed material. Likewise, charges 171 and 172 are indicated as "done" on the report, but the board would like clarification as to the status of these items. (See Appendix A for the text of charges referenced by numbers in these minutes).

MSC Kim moved that charge 86 be declared done. Passed unanimously.

MSC Kim Charlson moved that the disposition of charge 130 be shown as "transferred to the computer braille technical committee." Passed unanimously.

MSC Kim Charlson moved to appoint Debbie Brown to the Braille Formats technical committee for a term to end in 2010, and to appoint Dena Garrett and Dorothy Worthington as consultants for terms to end in 2009. Passed unanimously.

Board members are urged to review the CD that the Formats Committee sent out during the summer.

MSC Diane Wormsley moved that BANA communicate to the Braille Formats Committee that the new edition of the document should be called Braille Formats: Principles of Print to Braille Transcription 2010. Passed unanimously.

10 Computer Braille Technical Committee..... Lissa Hirshson

Eileen Curran read the report, which is on file. Eileen will get us the draft of the special symbols.

GC In response to the committee's inquiry, the priority should be to work on the opening and closing indicators before working on the continuation indicator.

MSC Diane Wormsley moved to reappoint Sandra Ruconich and Betty Teachman to the CBC committee for terms to end in 2010, and to appoint Bruce Toews as a consultant for a term to end in 2009. Passed unanimously.

MSC Eileen Curran moved to charge the Formats Committee to include wording in Braille Formats referring transcribers to the Computer Braille Code for direction on how to handle the format of the special symbols page whenever computer code is used in a volume. Passed unanimously.

11 Ad Hoc Committee on Early Literacy Materials Production: Betsy Burnham

Diane Wormsley read the report, which is on file.

The committee listserv is working. Thanks to Kim and to Mary Nelle for their assistance to the committee.

The face-to-face meeting will be in January.

GC BANA recommends that Judy Dixon attend the Early Literacy Committee's face-to-face meeting.

13 Literary Braille Technical Committee..... Martha Pamperin

Darleen Bogart read the report, which is on file. A detailed budget request was also submitted.

MSC Darleen Bogart moved to appoint Sharon Clark and Joe Sullivan to the Literary Braille Technical Committee for terms to end in 2010, and to appoint Linda Jacobson and Robert Stepp as consultants for terms to end in 2009. Passed unanimously.

The funding request for participation of consultants in the face-to-face meeting is approved.

12 Ad Hoc Foreign Language Committee.....Ann Kelt

Eileen Curran read the report, which is on file.

The board commends the work of Joanna Venneri on proofreading, researching, and otherwise assisting with the process of the manual development.

8 The Next Generation Perkins BrailleLaura Matz, Howe Press

After lunch, Laura Matz from howe press discussed and demonstrated the Next Generation Perkins Braille. New features include an erase button, a sleek new design with the handle on front instead of on top, smaller size and less weight. Information about the braille is available at www.perkinsbraille.org, including audio and video.

14 Mathematics Braille Technical Committee Dorothy Worthington

Mary Archer read the report, which is on file.

MSC Mary Archer moved that Allison O'Day and Susan Osterhaus be appointed to the Mathematics Technical Committee for terms to end in 2010, and that Joanne Baldwin and Mary Denault be appointed as consultants for terms to end in 2009. Passed unanimously.

15 Music Braille Technical Committee.....Lawrence Smith

Jennifer Dunnam read the report, which is on file.

MSC Jennifer Dunnam moved to charge the music committee with the creation of a new edition of the braille music code, to involve all stakeholders in its development, and to remain cognizant that the code is international. Passed unanimously.

Jennifer will check with Jan Carroll about the masters of the music code.

MSC Jennifer Dunnam moved reappointment of Beverly McKinney and Harvey Miller to the Music Technical Committee for terms to end in 2010, and that Karen Gearreald be appointed as a consultant for a term to end in 2009. Passed unanimously.

- 16 Refreshable Braille Technical Committee Caryn Navy

Judy Dixon read the report, which is on file.

- 17 Tactile Graphics Technical Committee Lucia Hasty

Mary Nelle McLennan read the report, which is on file. The work of the committee was praised and commended. Braille Institute of America is working on the production of the review copies.

GC Reviewers of the tactile graphics guidelines will return their copies of the materials to BIA; BIA will let the committee know of any that are not returned, so that the committee can follow up.

BIA will fund the return of the materials.

MSC Kim Charlson moved that the Research Committee pilot the tactile graphics guidelines review tool with all haste; that the 90 day review begin when the tool is ready; and that the results of the review will be handed over to the Tactile Graphics Committee after they have been analyzed and compiled by the Research Committee. Passed unanimously.

FM and Diane will handle the data collection and analysis and will request help if they need it.

MSC Mary Archer moved to grant permission for the draft guidelines to be used in 2009 workshops provided they are clearly labeled as "draft". Passed unanimously.

MSC Mary Archer moved that we offer a stipend of \$1,000 for Lucia Hasty to attend the tactile graphics conference in Birmingham, England in December 2008. Passed unanimously.

MSC Mary Archer moved to appoint Irene Miller, Constance Craig, and Susan Osterhaus to the Tactile Graphics Committee for terms to end in 2010, and to appoint John McConnell and Sarah Morley Wilkins as consultants for term to end 2009. Passed unanimously.

- 18 Crafts and Hobbies Technical Committee Marcy Ponzio

May Davis read the report, which is on file.

MSC Eileen Curran moved to reappoint Melissa Hirshson to the Crafts and Hobbies committee for a term to end 2010. Passed unanimously.

The following committees have vacancies: Crafts and hobbies, uncontracted, signage.

The meeting recessed at 5:00 to resume on November 8 at 9:00 a.m.

- 19 Ad Hoc Committee on Standardized Tests.....Diane Spence

MSC Kim Charlson moved that the following members be appointed to the BANA Ad Hoc Committee on Standardized Tests:

Diane Spence, Chair

Carol Allman

Dena Garrett

Renee Sanders

Ruth Loew

Betty Marshall

Marilyn Breedlove

E-mail vote to end Wednesday, June 18 at noon Eastern Time. Passed unanimously.

Bonnie Grimm read the report, which is on file.

The board is very pleased with the committee’s progress to date.

- 21 Ad Hoc Committee on Braille Signage and Labeling Kim Charlson

Kim Charlson read the report, which is on file. Samples of braille on folding cartons as well as adhesive labels were passed around for examination. The European Union has been requiring braille on folding cartons in pharmaceutical products since 2005.

GC Judy Dixon will present at an industry association in Atlanta in May of 2009 advocating for braille on cartons.

MSC Kim Charlson moved that BANA collaborate with the International association of die cutting and die making on the development of braille package labeling standards, and to permit them to use BANA’s logo on their brochure. Passed unanimously.

- 34 BANA ArchivesFrances Mary D'Andrea

Frances Mary D'Andrea read the report, which is on file.

MSC Diane Wormsley moved that Micheal Hudson be invited to the next BANA meeting. Passed unanimously.

The BANA Open Forum commenced at 10:00. See page 14 for the Open Forum notes.

The meeting resumed following lunch. Sandy Smith, who serves on several BANA committees, was introduced and thanked for her hard work.

- 16 Refreshable Braille Technical Committee (cont.)..... Caryn Navy

MSC Kim Charlson moved to appoint Imke Durre and Catherine Thomas to the Refreshable Braille Committee for terms to end in 2010; to reappoint Caryn Navy as chair for a term to end in 2012; and to appoint Virginia Parker as consultant for a term to end in 2009. Passed unanimously.

22 Membership Committee Mary Archer

MSC Mary Archer moved that T-Base be accepted as an associate member of BANA. The motion passed, with FM D'Andrea and Mary Nelle McLennan abstaining.

20 Ad Hoc Committee on Uncontracted Braille Transcription Guidelines..... Sue Reilly

No report. Additional members are needed.
Work is being done to get information about existing guidelines on uncontracted braille.

MSC Darleen Bogart moved to appoint Ann Foxworth to the Ad Hoc Committee on uncontracted braille. Passed unanimously.

23 Nominating Committee Report Darleen Bogart

Darleen Bogart presented the report of the nominating committee. The following were nominated: Chair, Judy Dixon; Vice Chair, Sue Reilly; Secretary, Mary Nelle McLennan; Treasurer, Mary Archer.

24 Election of Officers Darleen Bogart

MSC FM D'Andrea moved that we elect by acclamation the slate as presented in the nominating committee report. Passed unanimously.

25 Bylaws Committee Darleen Bogart

Darleen Bogart read the report, which is on file.

GC The wording regarding board members distributing the drafts to their organizations should be copied so that it is the same in both relevant places.

MSC Kim Charlson moved the adoption of the proposed changes to section 5 of the BANA policies as presented. Passed unanimously.

Next Darleen Bogart read the bylaw proposals.

The bylaw changes will be effective January 1 2009.

Technical revisions:

Regarding liaisons, use "appoint a liaison to each technical committee and general committee, and to ad hoc committees as appropriate."

Add the BANA web site to the description of the publications committee.

Remove the word "restricted" in the listserv description and use "the BANA board listserv."

6.3.2 and 6.3.5 should read "full members of the BANA board" rather than just "members."

MSC Jennifer Dunnam moved to adopt the bylaw changes as proposed in the committee report. Passed unanimously.

26 Education and Outreach Committee.....Frances Mary D'Andrea

MSC FM D'Andrea moved that BANA distribute an announcement [attached] about the need for BANA committee members on bana-announce and to our member organizations. E-mail vote to end Monday, June 2 at 5:00 P.M. Eastern time. Voting yes: Mary Archer, Darleen Bogart, Kim Charlson, Eileen Curran, FM D'Andrea, May Davis, Jennifer Dunnam, Bonnie Grimm, Lisa Hall, Mary Nelle McLennan, Diane Wormsley. Not voting: Sue Reilly, CAER

FM D'Andrea read the committee report, which is on file. She also read the two position papers attached to the report.

On the braille is not a language, leave out the section beginning with "They are different." Bracket the small b in the quotation used in braille is not a language.

MSC Darleen Bogart moved approval of the position paper "braille is not a language." Passed unanimously.

On the business card paper, put quotation marks around the "@" symbol when it is referenced.

Make sure that the e-mail address example continues in cell 2 in print and braille.

Change "after a period" to "after a dot." (dot).

Change "try not to remove" to "do not remove."

We will send these business card guidelines to the formats committee for their information.

MSC Kim Charlson moved to adopt the position paper on braille business card formatting. Passed unanimously.

The board next selected Dr. Abraham Nemeth as the recipient of the very first BANA Excellence Award.

The BANA banner has been ordered. It is vertical, with the logo at eye level on the top half.

GC The BANA representative from the organization at whose conference we are planning to exhibit should approach the organization to make the arrangements.

Bonnie and Mary will talk to CTEVH and NBA about the exhibits for the upcoming conferences.

GC We will buy a trunk, exhibit at NBA and CTEVH in the spring, and discuss the future of BANA exhibits as part of the strategic planning discussion.

Sue Reilly will manage a schedule of people to staff our exhibit at CTEVH in the spring.

Next, discussion turned to the call for participation.

MSC Jennifer Dunnam moved to charge the outreach committee to create a subcommittee for maintaining a process for recruiting volunteers to serve on BANA committees. Passed unanimously.

Diane Wormsley will maintain the process. The group will meet again.

28 BANA Braille Research CommitteeDiane Wormsley

Diane Wormsley read the committee report, which is on file.

Cheryl Kamei Hannan will submit to BANA a five-page executive summary of her report.

MSC Mary Archer moved to accept the report of Cheryl Kamei Hannan. Passed unanimously.

The meeting recessed at 5:00 p.m. and resumed at 9:00 a.m. on Sunday, November 9.

27 Publications Committee.....Mary Nelle McLennan

Mary Nelle McLennan read the report, which is on file.

Charge 102 is to be declared done.

GC The posting of rulings on the BANA Web site is a second-tier priority, and the charge is ongoing.

gh Braille is still including (official online edition) on their web version of the Nemeth Code. Kim Charlson and Judy Dixon will draft language asking Mr. Schleppenbach to remove "official" from the language on their web pages.

BANA Member organizations are asked to donate in-kind copy editing and such for publications.

Technical committees should create review copies in as final a form as possible, and the publications committee will assist with getting them ready for printing.

MSC Mary Nelle McLennan moved to appoint the following to the Publications Committee:

Mary Nelle McLennan, Chair, term to end 2012

Susan Christensen for a term to end in 2009

Sandy Smith for a term to end in 2010

Debra Sewell for a term to end in 2010

Passed unanimously.

GC Fonts of BANA publication should be no less than 12 point.

29 Secretary's Report

MSC Jennifer Dunnam moved that the spring 2008 minutes be approved as distributed. E-mail vote to end Monday, July 21 at noon eastern time. Voting yes: Mary Archer, Darleen Bogart, Kim Charlson, Eileen Curran, May Davis, Jennifer Dunnam, Bonnie Grimm, Lisa Hall, Mary Nelle McLennan, Sue Reilly, Diane Wormsley. Not voting: FM D'Andrea.

Jennifer Dunnam will continue to maintain and update the committee charges.

NLS is willing to put together the print packets for the next two meetings, and Judy asks that Mary Archer and Martha Pamperin submit BRF's of their reports (Literary Committee and Treasurer).

Jennifer and Judy will work on revising the position description of the administrative assistant so that it is ready when we seek out someone to fill the position.

Jennifer will revise the report shells so that the charge narrative falls under each charge.

31 Directory Update Judy Dixon

Judy Dixon will continue to update the directory and will do so quarterly.

32 BANA's Listservs Kim Charlson

Kim will continue to manage the listservs.

33 Treasurer's Report..... Mary Archer

Mary Archer summarized the 2009 budget, which is on file.

MSC Mary Archer moved approval of the budget for 2009 as presented. Passed unanimously.

A financial review is pending.

38 IPA Braille Darleen Bogart

MSC Darleen Bogart moved that BANA ask the technical committees to evaluate IPA Braille (International Phonetics Alphabet for braille), as a free-standing code for adoption by BANA. IPA Braille was approved by ICEB (International Council on English Braille) and would supersede the IPA code currently found in Braille Formats. E-mail vote to end Monday, September 29 at 10 A.M. Eastern time. Voting yes: Mary Archer, Darleen Bogart, Kim Charlson, Eileen Curran, FM D'Andrea, Lisa Hall, Mary Nelle McLennan, Sue Reilly, Diane Wormsley. Not voting: May Davis, Jennifer Dunnam, Bonnie Grimm

Technical committees have until January 31 to respond to the request for review. Then the board will vote by e-mail.

39 NUBS Judy Dixon

Judy Dixon read a letter submitted by Joyce Hull which explained the background and principles of the Nemeth Uniform Braille System (NUBS) and announced its completion and readiness for review by BANA. The letter was written in NUBS.

MSC Mary Archer moved that BANA create a task force for discussion of the preliminary issues regarding consideration of NUBS, for the purpose of providing guidance to the research committee for the evaluation of NUBS. Passed unanimously, with Darleen Bogart abstaining.

The task force will consist of Judy Dixon, Kim Charlson, Jennifer Dunnam, May Davis, Diane Wormsley, and FM D'Andrea.

MSC FM D'Andrea moved that the research committee be charged with creating a strategy for the most effective evaluation of NUBS possible, based on guidance to be provided by the task force. Passed unanimously, with Darleen Bogart abstaining.

43 Future BANA MEETINGS:

Spring 2009--CTEVH

The open forum will be held March 14th, and the meeting will be the 15th through the 17th. We will adjourn on Tuesday the 17th at 5:00 p.m.

Fall 2009--AFB

Spring 2010--ACB

Fall 2010--CNIB
Spring 2011--CCBVI
Fall 2011--NBA
Spring 2012--NFB
Fall 2012--BIA
Spring 2013--NLS
Fall 2013--APH
Spring 2014--ASB
Fall 2014--AER
Spring 2015--NBP

44 Adjournment: Judy Dixon

Eileen Curran and National Braille Press were commended for the meeting arrangements.
The meeting adjourned at 12:00 p.m.

Submitted by:
Jennifer Dunnam, Secretary

APPENDIX A CHARGES REFERENCED

The following charges were referenced by number in the minutes:

#86 (11/14/2003) Tone of the language in general: All codes need to be followed, but suggest instead of “must” being used so extensively that perhaps “should” could be used.

#102 11/5/2004 Develop language that can be used to show BANA approval of documents produced in collaboration with other organizations.

#117 (4/17/2005) Clarify How to Handle Spread Sheets with Column Headings

#128 (11/3/2005) Prepare the final draft of the spreadsheets rule for the technical committee review process, including the exact reference of where it will be inserted, and in context, using specific language and numbering.

#130 (11/3/2005) [in conjunction with the Computer Technical Committee] finalize the wording for Special Symbols and circulate for technical committee review as outlined in BANA Policies.

#171 (5/15/2008) to prepare guidelines for the production and formatting of menus.

#172 (5/15/2008) work with the CBC committee to create guidelines for the transcription of screen shots, web pages, and other displays captured from electronic media.

appendix b
notes from bana Open Forum
November 8, 2008

The open forum began at 10:00 a.m. with an introduction and welcome by Judy Dixon, chair of BANA. FM D'Andrea described BANA and how it works.

Attendees included teachers of the visually impaired, students in teacher training programs, braille reading high school and elementary school students, and even guests from the Royal National Institute for the Blind in England.

Braille handouts were distributed, and Darleen Bogart, liaison to the literary Technical committee, led the discussion of the samples.

The first question for discussion was whether it was possible to tell if both words on either side of the hyphen in Sample 1 were capitalized or italicized. Sample 2 made it more clear.

Comment (student): It is OK to have the extra indicators so that it shows more clearly what is there.

Comment (teacher): context should help the reader determine if the words are capitalized the same or not.

Comment (student): It depends on the type of material being presented; some things need to be read quickly, and some we really need to know all the details.

Comment (Student): It is good to be able to read things very fast.

Comment (student): Headings are needed. A big advantage of using a notetaker is that you can search for items that are emphasized.

Discussion of "eye-candy."

One student did not like the reference indicators interrupting to indicate key terms--put the key terms before the text. It was pointed out that a transcriber would have to know many things besides braille in order to make changes like that in a textbook.

There seemed to be a lack of familiarity in general with the termination sign.

All recognized that oftentimes it does not matter if the s in KFC's is lowercase or uppercase, but all recognized that in some cases it does matter.

Comment: On testing it is important to be clear about what is capitalized and what isn't, to avoid misinterpretation.

Comment (teacher): Difference of cognitive abilities is another factor to consider when deciding how to braille something.

Comment: Part of testing accommodations should be to include a reader to clarify things that are not clear in braille.

At first, most everyone liked sample 5 best--the apostrophe not terminating the effect of the capital, and the termination sign used to indicate it. Then it came out that some found the termination sign confusing, largely due to not being familiar with it.

A straw poll was taken, with participants voting for their preference: 1) no case indicated for the final s, 2) adding extra capital indicator before the final s, or 3) using termination sign to end the effect of double capitals. Each choice got about the same number of votes.

Comment: If we don't see the rules applied correctly in everyday reading, how will we know the rules in a testing situation?

On the "SpankinNew" example, the participants had no trouble reading it without the letter sign; However, they indicated they had o't thought about the backtranslation issues on a braille notetaker.

Some students described experiences of having to explain to their teacher what they meant because the backtranslator handled something strangely. Students described how they used their notetakers to make the information clear as they are entering it, such as using a chord letter to indicate that the letter in the middle of the word is capitalized.

There seemed to be a good deal of lack of understanding that print includes many items that don't have a space before a capital sign.

Darleen talked about the fact that at first the chair of the Braille Authority of the European Union was adamant that capital signs were not necessary anywhere. When he learned that the name "BakerWood" was made from the names of two people, he realized that he might be missing things by not knowing which letters were capitalized.

A poll was taken, showing that many were in favor of including a letter sign in words like SpankinNew.

The students indicated that they are very familiar with the bold signs in textbook code.

There was a decided disinclination among the group toward the way that the bold is indicated in example 2.

There was agreement in the group that a new symbol should not be created just for the purpose of indicating a single letter in italics.

It was emphasized that BANA does not make changes without significant thought and deliberation. It was mentioned that BANA looks at other English-speaking codes as part of the decisionmaking process.

Discussion ensued about students doing their input in braille on notetakers for foreign language assignments. Many described having to work out systems with their teachers so that their papers would be understandable when printed out. Some knew how to make the Spanish come out right on the BrailleNote. One person said he used a computer for Spanish to avoid the problems with braille input. There was great agreement about the need to make refreshable braille devices deal better with foreign language.

Most of these students indicate that they are using their six-key device as their primary method for doing their assignments. Many have called tech support to get help with some of the issues but have not had much success.

Comment (student): I know I am developing bad writing habits from reading Bookshare books that contain many braille errors.

When asked if they sometimes did use a computer to complete assignments, students said they used both, computer and notetaker. Sometimes the student does not have access to a laptop in class, though, and the notetaker is what they are using during class. They sometimes make notes on their assignments to explain to the teacher what they meant, especially in science/math. Many are using the Perkins Brailier to do math.

All of the students indicated that they are using all hard copy braille textbooks as opposed to electronic. Some students read novels in electronic form, but always paper for textbooks. They use Bookshare and WebBraille when they read electronically. They indicated that they like their books in hard copy.

One college student pointed out that the availability of braille books decreases after high school, so practice is needed with accessing other sources of books like audio and Bookshare.

To the question "is bad braille better than no braille", the point was made that badly brailled math can cause real problems.

Reading the braille is a very different experience from accessing it by audio (Harry Potter). All participants were urged to contact BANA with any further questions, comments, or suggestions. The open forum ended at noon.