Report on Electronic Publications for Nar-Anon/Narateen

Contents

Preface

The Electronic Publication Committee is an ad hoc (temporary) committee created by the Nar-Anon World Service Board in response to Motion 36 which was approved during the 2023 World Service Conference (WSC). The specific duties the Board assigned to this committee are:

* Define electronic format for Nar-Anon literature.

* Ascertain the best way to facilitate the process of reformatting CAL (Conference Approved Literature) into electronic versions by providing feasible technology options.

* All estimated costs of reformatting to electronic format.

* Suggestion of who will be responsible for the reformatting.

Motion 36

The wording approved for 2023 WSC Motion 36 reads:

In the Guide to World Services, page 26 of the English version, section Production Process for Conference Approved Literature and Materials *Add the following text at the end of the section:*

Ensure new Conference Approved Literature, including translated literature, is made available in electronic format and existing Conference Approved Literature, including translated literature, is progressively reformatted into electronic format.

This ad hoc committee interprets the words *electronic format* in Motion 36 to include eBooks like those sold through eBook resellers, text, PDFs, and documents posted on the Nar-Anon website and on the Nar-Anon social media site.

This ad hoc committee believes the word *progressively* in Motion 36 is intended to describe the conversion from print documents into electronic documents occurring on a regular basis until all are completed. Thereafter, all new literature will be made available in electronic format when it is made available in print format.

Findings and Conclusions

The four requests from the World Service Board are listed below, along with our responses.

* Define electronic format for Nar-Anon literature.

We answered this question in more detail in the [Electronic Formats](#) topic in this report.

We believe eBooks offer significant accommodation for accessibility needs and are a necessary incremental step toward full accommodation.

We believe the need for electronic literature is not just a shift in personal preferences but a broader shift in how members interact.

We believe it is best to restrict eBooks sales to those vendors that use Digital Rights Management (DRM) so that a single copy does not get distributed to multiple members. We believe that posting Service and Outreach literature as free downloads will help those members who cannot afford to buy eBooks.

We believe pamphlets can be bundled into sets of ten. We think it best to mix a few of the most popular with a few of those that sell less frequently so more members are exposed to the breadth of the shared experience contained in the pamphlets.

It is not currently possible to sell DRM protected eBooks in Russia or Iran. This is not a Nar-Anon choice, but a legal and regulatory issue. We believe the NSOs in those countries should be consulted to assess the need for eBooks in those countries, and to find alternative solutions.

It appears Barnes & Noble provides very little income. B&N is also not serving the fellowship outside of the United States. We believe there may not be enough benefit from this arrangement to justify continuing to sell eBooks through B&N. It might be best to withdraw the eBooks currently listed on B&N and not add any additional eBooks in the future.

We believe the contracts available through Rakuten Kobo might be more profitable than some of the other contracts already in place but are unsure about whether enough members would want to install the Kobo application to make it worth the extra effort required to administer one more eBook reseller account.

* Ascertain the best way to facilitate the process of reformatting CAL (Conference Approved Literature) into electronic versions by providing feasible technology options.

We believe the wording in [Motion 36](#) from the WSC 2023 is a request for not just a report, but a concerted effort to convert more literature into electronic formats.

It seems that the pace of eBook creation is currently restricted because the WSO is busy with all of their other tasks.

Future eBook conversion work will be more efficient when there is a formatting checklist with procedural checklists. This formatting guide can provide information about the unique requirements for an eBook. Members of this committee are willing to help create the first draft. This guide could then be revised in cooperation with the Literature Committee and the Translation Resources Committee. There are four documents that can form the starting place for this effort:

Concerns about formatting the Nar-Anon 36 -
https://docs.google.com/document/d/1QutofhWLSMFUJf8GLcZ8ux0Gy9iQnaTv/

Concerns about formatting the Newcomer Packet -
https://docs.google.com/document/d/1Qu6g99ct8XHyIj55zdByuBoYnZG-bORb/

Nar-Anon Report on Additional Needs for Accessibility -
https://www.dropbox.com/s/7l3f2uesbjxb7q9/Additional%20Needs%20Accessibility%20Ad%20Hoc%20Report.PDF

One Member's Opinion on how to Format an eBook -
https://drive.google.com/file/d/1HU2Ml60CDNgi83cAIy9ml5kYZ40zDACy/

* All estimated costs of reformatting to electronic format.

WSO today needs the income from literature sales to offset their costs to further our primary purpose.

Our calculations suggest the net income per item is higher with eBooks than with print literature. Please refer to the Financial Comparison topic in this report for details.

We believe there is sufficient income from the sale of pamphlets to justify not following the trend set by NA when they posted their pamphlets online for free download.

There will be no additional cost to Nar-Anon if member volunteers do the work to convert print literature into electronic literature.

Offsetting the costs of reformatting are the potential benefits. Electronic literature can be immediately downloaded so members have access to the literature that is being shared during a meeting. Electronic literature bypasses the hurdles inherent in trying to receive print literature in areas that have a poorly functioning package delivery infrastructure. Electronic literature allows members to preserve anonymity when living with active addiction.

Electronic literature is a low-cost method of increasing accessibility.

* Suggestion of who will be responsible for the reformatting.

We thank the WSO for finding ways to make use of the reseller contract options with the best payment, however, we believe the WSO is so busy with other projects that it is difficult for them to find the time to work on reformatting electronic literature.

We are against hiring an outside company to do the reformatting because we are concerned about the cost, the quality of their work, and their lack of program knowledge.

The members of this committee learned even more about electronic publishing by working on this committee and are willing to continue this work.

We believe the English language Nar-Anon 36, the Newcomers Packet, the Twelve Step Program, and at least one bundle of pamphlets can be converted into eBooks before the 2024 IWSC. The members of this committee are willing to work on these eBooks. We base this suggested sequence on the sales volume for the literature that is not already available as eBooks from the topic Summary of Questions for the WSO.

We would like to see more effort put into creating eBook versions of translated literature but understand the compound difficulties involved in both translating and converting. Members who speak only English might not be able to properly do the conversion into electronic format. Members of the Hispanic Interregional Translation committee are willing to learn about the formatting process to deliver the translations in both formats, physical and eBooks. How to get more translated literature converted into eBooks should be explored in more depth in conjunction with the Translation Resources Committee.

WSC 2023 Motion 36 has wording requesting that conversion to eBooks also include translated literature.

Next Steps

* The Electronic Publications ad hoc Committee (EPC) will send this report to the World Service Board (WSB) in August 2023.

* The EPC plans to meet with the WSB in September 2023.

* The next steps will then be planned.

Electronic Formats

There are many types of electronic formats. Microsoft Word (Word) is an electronic format. PDF (Portable Document Format) is an electronic format. eBooks are different.

Word is not a good choice for the electronic distribution of CAL for two reasons. 1) Members can change the words - for example, replace the word *God* with *Higher Power*. 2) Word is not secure. There is no Digital Rights Management (DRM) within Word - meaning anyone who has a copy can give it away to anyone they choose. Even locked Word documents can be easily unlocked.

PDFs are a better choice for distribution because they offer better protection against unauthorized changes. Also, there are tools that can add DRM to PDFs. An issue with PDFs, however, is they can be difficult to view on a cell phone.

An eBook is essentially a website enclosed in a document. The eBook contains an index (hyperlinked table of contents), content pages, a style sheet, and optional image files. Just as there are many styles for websites, there are many options for eBooks.

It is possible to take a Word document and turn it into an exact replica within an eBook. The replica can show the same indentation, styles, graphics, and page layout. However, this type of eBook runs into the same limitations as do PDFs - they do not *flow* and are thus difficult to read on a cell phone. Refer to the section called *Properly Formatted Word Document* later in this report for more information on *flow* and *reflow*.

To promote *flow*, eBooks use only basic styles. Indentation is objectionable because it wastes space. Fixed choices of fonts are discouraged because it impairs accessibility and takes away the members' ability to pick the font that works best for them. The goal for a reflowable eBook is to create a document that can work equally well on a computer, tablet, or cell phone.

An excellent guide on eBook formatting is available at https://www.smashwords.com/books/view/52

Today, Nar-Anon uses:

* Word documents posted on the World Service (WS) website for fillable forms.

* PDFs posted on the WS website for service and outreach literature.

* eBooks sold through Amazon Kindle, Apple iBooks, Barnes & Noble and Google Play.

Kindle

eBooks can be uploaded to Amazon and sold as Kindle eBooks. When this service started, the preferred format was ePub (electronic publication). The preferred format now is Kindle Create. The most recent version of the Nar-Anon Blue Booklet was uploaded as an ePub, and it has issues. It is better to begin with a properly formatted Word document, import it into Kindle Create, and then upload the Kindle version to Amazon.

Net income from the sale of Kindle eBooks in 2022 was 4,436.64 USD.

Refer to the Amazon article on eBook formatting at https://kdp.amazon.com/en_US/help/topic/G200645680.

If Amazon pays WSO 35 percent per sale, then a SESH sold for 17.99 USD will pay the World Service Office (WSO) 6.30 USD. Note, Amazon also offers a 70 percent payment option, but that option is only available for items that sell for less than 9.99 USD.

Kindle software is compatible with most computers, tablets, and cell phones. Kindle eBooks can also be read online through an Amazon account.

Kindle eBooks can be purchased through the following Kindle stores:

* US Kindle Store: United States

* UK Kindle Store: United Kingdom (including Guernsey, Isle of Man, Ireland, Gibraltar, and Jersey)

* DE Kindle Store: Austria, Germany, Liechtenstein, Luxembourg, and Switzerland

* FR Kindle Store: France, Monaco, Belgium, Switzerland, and Luxembourg

* ES Kindle Store: Andorra, Spain

* IT Kindle Store: Italy, San Marino, Vatican City, and Switzerland

* JP Kindle Store: Japan

* NL Kindle Store: Netherlands

* BR Kindle Store: Brazil

* MX Kindle Store: Mexico

* CA Kindle Store: Canada

* IN Kindle Store: India

* AU Kindle Store: Australia, New Zealand

There are no Kindle eBook stores covering Iran or Russia.

Also, as of 2019, Kindle Create only supports eBooks in Dutch, English, French, German, Gujarati, Hindi, Italian, Malayalam, Marathi, Portuguese, Spanish, and Tamil. Other languages might be supported in the Kindle Reader, but not in the Kindle Create formatting tool.

Since there are no Amazon Kindle stores serving Spanish speaking South America, members in those countries must do a currency conversion when they buy literature from Mexico or the USA.

iBooks

eBooks can be uploaded to Apple and sold as iBooks. Until a few years ago, the preferred format was ePub. Apple now prefers eBooks uploaded directly from Apple Pages. The updated Nar-Anon Blue Booklet was rejected by Apple when it was uploaded as an ePub. We have learned it is best to begin with a properly formatted Word document, import it into Pages, and upload the Pages document to Apple.

Net income from the sale of Apple eBooks in 2022 was 2,076.56 USD.

Apple has information on how to upload from Pages at https://support.apple.com/en-us/HT208716.

If Apple pays WSO 35 percent per sale, then a SESH sold for 17.99 USD will pay WSO 6.30 USD.

Apple eBooks can be purchased through the following iBook stores:

* United States: United States and Canada

* Latin America and Caribbean: Anguilla, Antigua, Argentina, Barbuda, Bolivia, Brazil, Chili, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Montserrat, Nicaragua, Paraguay, Venezuela

* Europe, Russia, and Central Asia: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom

* Africa: Eswatini

* Asia Pacific: Australia, Japan, New Zealand

Apple will not sell Nar-Anon CAL in Iran or Russia because Apple does not sell DRM in those countries.

It is also difficult to buy an iBook if you do not own a Mac, iPad, or iPhone.

Barnes & Noble

eBooks can be uploaded to Barnes & Noble (B&N) and sold in the Nook format. B&N sells Nook readers, and software can be installed on computers, tablets, or cell phones to read Nook eBooks. The preferred format for uploads to B&N is ePub. It is best to begin with a properly formatted Word document, load it into a tool like Calibre, use Calibre to generate the ePub, and then upload the ePub to B&N.

Net income from the sale of Nook eBooks in 2022 was 103.28 USD.

If Barnes & Noble pays WSO 35 percent per sale, then a SESH sold for 17.99 USD will pay WSO 6.30 USD.

Barnes & Noble will not sell eBooks to any location outside the United States.

Note - is it worth the time and effort formatting and uploading to Barnes & Noble when they have such a small and limited market?

Google Play

Google Play is the Android version of iBooks. Narcotics Anonymous has been using Google Play for a while. As of June 2023, Nar-Anon now lists several eBooks on Google Play. Google Play includes DRM. Google Play is not available in Iran and is unlikely to sell Nar-Anon CAL in Russia because of DRM issues. Advice for formatting an eBook for Google Play is described at https://publishdrive.com/how-to-format-an-ebook.html. Google Play works on Android cell phones, Android tablets, and on Chromebooks. It is also possible to install the Google Play Store application on Apple devices.

Nar-Anon did not have a contract to sell eBooks through Google Play in 2022.

Google Play pays 70 percent per sale, if certain conditions are met, otherwise they pay 52 percent. If the contract for the SESH is based on 52 percent, then a SESH sold for 17.99 USD, will result in 9.35 USD going to WSO.

Other eBook Resellers

There are many large eBook resellers. Smashwords claims to have the largest library of eBooks that are not managed by the large publishing companies - but the formats they sell on their website do not include DRM. The problem with formats that do not include DRM is that once one member buys a copy, they can give copies of their copy to their friends. This could be useful if Nar-Anon wanted to expand the distribution of literature that does not need protection - such as Outreach and Service literature. Today, however, it seems that simply posting PDFs onto the Nar-Anon website works, meaning there seems to be little advantage to adding Smashwords as a vendor. On the other hand, Smashwords is both a reseller and a distributor. Smashwords can forward eBooks to Apple, B&N, Kobo, and several other eBook resellers, and several of those vendors add DRM to the eBooks distributed by Smashwords.

Rakuten Kobo (also simply known as Kobo) is reported to be the vendor that sells the most eBooks per year. Nar-Anon does not currently sell through Kobo. Kobo has a large distribution network and DRM is an option. They have a special application that can display their eBooks on computers, tablets, and cell phones. Kobo does not sell eBooks in Iran or Russia. Kobo reportedly charges 20 percent per sale, so a SESH sold for 17.99 USD will pay WSO 12.00 USD.

Accessibility

There was an ad hoc committee formed after the 2021 WSC to evaluate the Nar-Anon response to accessibility issues. The report from that committee was included in the DropBox files for the 2023 WSC as *Additional Needs for Accessibility*.

The key types of accessibility identified by that committee are:

* Sight

* Hearing

* Mobility

* Language

* Cognitive

Since that report was distributed, the Accessibility work group has also identified *Minor Dependent* as a type of Accessibility need. As shown in the following chart, electronic literature is a reasonable response to meet many accessibilities needs.

Accessibility Need	Sight	Hearing	Mobility	Language	Cognitive	Minor Dependent
Literature without outside interference						✓
Portability	✓		✓			✓
Read Aloud	✓			✓	✓	
Enlarged Print	✓				✓	
Font Choices	✓				✓	
Ability to look up unfamiliar words				✓	✓	
Ability to translate				✓	✓	
Able to receive as gift without being in-person	✓					✓
Assistance with turning pages	✓		✓			

Accommodation for Sight

Electronic literature is more accommodating for issues with sight than print books in two ways:

First the font in an electronic book can be changed and enlarged by the member to fit their needs.

Second, electronic literature can be turned into audio. For example, a Kindle eBook can be heard audibly by doing the following:

1 While reading, tap the center of the screen, and then tap the menu icon Aa *in the upper right corner.*

2 Tap More, and then tap the switch next to Text-to-Speech to turn it on.

3 In your Kindle book, tap the screen to show the progress bar, and then tap the Play button next to the progress bar to hear the text read aloud.

https://www.amazon.com/gp/help/customer/display.html?nodeId=201829850#:~:text=While%20reading%2C%20tap%20the%20center,hear%20the%20text%20read%20aloud

For an Apple iBook, the process to hear the eBook is:

1 Hear an entire document: Choose Edit > Speech > Start Speaking.

2 Hear part of a document: In a document, select the text you want to hear, then choose Edit > Speech > Start Speaking.

3 Stop the speaking: Choose Edit > Speech > Stop Speaking.

https://support.apple.com/guide/mac-help/hear-your-mac-read-documents-mh35738/mac

Font size and read-aloud will help accommodate many visual impairments.

Braille should also be considered as part of the Nar-Anon effort to accommodate visual impairments. Amazon has a note in their Amazon Kindle Publishing Guidelines that says it is possible to read Braille from a Kindle eBook. Details about this are included posted online at An Overview of Braille Support on the Kindle Fire Tablet and Tech Tips: Reading eBooks with Braille Display.

Accommodation for Hearing

Electronic literature does not have any apparent benefit to the hearing impaired. The one tool currently used by Nar-Anon that can alleviate hearing issues is closed captions within Zoom.

Accommodation for Mobility

Mobility is a broad category. It includes motion control in hand movements through mobility in bodily movement. There are devices that can assist in *turning the page* on electronic literature that can make it easier to read eBooks than to read paper literature.

Accommodation for Language

Tools are available to translate electronic literature into other languages one sentence or paragraph at a time. A better accommodation is to translate the literature and then offer it as a translated eBook.

Currently Nar-Anon sells English language eBooks through Amazon (Kindle), Apple (iBooks), Barnes & Noble (Nook) and Google Play. Amazon, Apple, and Google have online stores covering much of the globe - except Iran and Russia. Barnes & Noble only sells within the United States. Even using these stores internationally, however, may require currency conversions and both USA and local taxes.

Nar-Anon does not currently have eBooks with Farsi translations. It is reported that members in Iran would like to buy eBooks. The limitations today are that there is no Farsi version of an eBook, and it is unclear which vendors can sell within Iran (Maria on 12 May 2023). There are, however, many Farsi

speakers who do not live in Iran and could benefit from Farsi language eBooks being made available through Amazon, Apple, and Google.

There are Russian speaking members outside of Russia who would buy Russian language eBooks if they were available. Today, Nar-Anon does not currently have eBooks with Russian translations. Today, there is only a small eBook market within Russia (Tanya on 12 May 2023).

Members in Latin American countries can remotely access Amazon, Apple, and Google to buy the Spanish language CAL currently offered for sale. Links to these eBooks are sometimes shared in virtual meetings (Edwin on 12 May 2023).

There is even less accommodation available for other languages with few print translations and no electronic translations. Please refer to the topic in this report called Translated Electronic Literature for additional information regarding translation.

Accommodation for Cognitive

There are two aspects of cognitive accessibility that electronic literature can mitigate.

* Allowing the member to select their own font can help accommodate dyslexia.

* Allowing members to click on specific words and open a dictionary can help with reading skill limitations.

Additionally, using read-aloud options can help accommodate cognitive issues.

Accommodation for Minor Dependent (Narateens)

The members of this ad hoc committee are not experts on the accommodation needs for Minor Dependents, but several members do have experience working with Narateens. Those committee members recommend the following two quotes for reference:

Dr. Carrion at Stanford had been working for a long time with kids who were exposed to high doses of adversity. Previous research in adults showed that high levels of cortisol were toxic to the hippocampus, but Dr. Carrion decided to look specifically at kids. Thanks to MRI technology, he was able to peek inside their brains and see cortisol's impact on kids who had experienced trauma. What's so compelling to physicians about Dr Carrion's work is that it told the story in a language doctors were accustomed to hearing. When you put a kid who had experienced adversity in an MRI machine, you could see measurable changes to the brain structures. (Dr. Nadine Burke Harris, The Deepest Well)

We did a chart review of our own patients, and did a scientific study, and looked at the percentage of our kids who had experienced ACEs (Adverse Childhood Outcomes) and what the effects were on their health. Twelve percent of them had four or more Aces. Our kids with four or more Aces were twice as likely to be overweight or obese but 32.6 times as likely to have learning or behavior problems at school. Stanford confirmed our results. (Dr. Nadine Burke Harris, from video interview)

We believe these issues are covered under the topic Accommodation for Cognitive.

Properly Formatted Word Document

There are two essential concepts to consider when formatting an eBook:

1 We relinquish our efforts to control. We allow the members to choose for themselves what devices, what size screen, what font and font size, and which styles to use when viewing our eBooks.

2 We assist members by getting out of their way. In eBooks, the key to this concept is called *flow*.

Flow and *reflow* are eBook terms that mean the text is free to reshape to fit the visible screen, using the device and software the member wants to use. This document is being written with reflow in mind.

Key concepts for reflow are:

1 Do not use tabs. Numbered lists and item lists are more flowable when created manually by typing a number or a symbol and then pressing space. This will allow the lists to occupy the full width of the screen.

2 Special symbols may appear as gibberish if the member chooses a font that does not include the same special symbols. For example, the item lists in this document have been created with an asterisk, not a special symbol. Hyphens (*en* length dash) are used in this document rather than long dashes (*em* length dash). The dollar sign is not used because that symbol is not included in many international devices.

3 The table of contents in this document was created manually. By manually inserting bookmarks, and linking the table of contents to those bookmarks, what is seen by the member when they view bookmarks has meaning and clarity. When Word creates a table of contents, it inserts bookmarks into the text. Automatically generated bookmarks are often a collection of numbers and letters that have no meaning.

4 *Styles* in this document are restricted to Title, Heading 1, and Normal text. Other styles commonly used may not format properly on the device the member is using based on the preferences defined by the member.

5 Quote marks are valid characters, but pretty quotes will not work on some devices. It is better to use italics rather than quotes because most editing programs are persistent in changing simple quotes into pretty quotes.

6 Tables and multiple columns are not usable on some devices, so they should be avoided. Try, instead, to express the same information in lines of text that can reflow to fit the display.

7 Pictures of tables and graphs can create barriers because they do not reflow to fit the screen and are difficult to convert into audio.

8 When footnotes and references are in line with the text, they are accessible to those who use screen readers. Footnotes and references that are at the bottom of the page or on another page can be difficult for members to access.

Additional information about eBook formatting is included in a separate paper called *One member's opinion on how to build an eBook*.

It is important to understand that although each eBook reseller does an automated scan on every new upload, anyone who buys a copy can report any formatting issues they encounter. The reseller will verify the issue and send the author (WSO) notification that the issue must be quickly resolved, or the eBook will be removed and blocked. So, while it is possible to break all the rules and create an eBook that looks good, the final judge of usability is the person who buys the eBook, not the person who creates it. In the long run, it is better to be cautious about formatting and follow the guidance shown above.

One member of this committee has personal experience with vendor concerns about eBook formatting. Someone purchased an eBook he had published through Apple and found the bullet symbol, dollar sign, and long dash did not work on their device. Apple sent this committee member notice that he had

six days to make all necessary changes or be banned from selling through Apple. Anyone, anywhere in the world can purchase an eBook, file a complaint, and insist whatever formatting they do not like be fixed "immediately." Thus, the recommendation to be overly cautious.

Formatting History

The first eBooks published by Nar-Anon were managed by Filipe, a WSO employee. Some basic information can be deduced about those first Nar-Anon eBooks. First, Barnes & Noble was a major vendor in the eBook business - though they no longer are. Second, ePub was the widely accepted format at that time. Third, Filipe was a fan of Apple and did not use Android.

The SESH book should have been easy to convert into an eBook because it has a very simple print format. Each day begins on a new page - which fits well with the eBook preference for each chapter beginning on a new page. The SESH eBook has no page numbers because page numbers are meaningless in an eBook. It does not contain an index because the index in the print version references page numbers and there are no page numbers in an eBook.

In the past few years, Ahou has been responsible for eBook updates. A member of this committee worked with Ahou on some of her formatting. What this member observed while working on the 2021 Blue Booklet update is that the print format of that booklet used techniques that do not work well with eBooks. For example, the print version of the Blue Booklet often forced lines of text to break at specific locations to look pretty, when printed on US-sized paper. Forcing a sentence to fit into a fixed size of paper does not work on an eBook.

Our Traditions was recently converted into an eBook. It has a simple format.

Phyllis is now responsible for eBook conversions within the WSO. All three of these WSO special workers have contributed to the works now available as eBooks.

Formatting Concerns

Nar-Anon CAL is formatted to print attractively on US paper. A tri-fold pamphlet, for example, has a front cover that is printed on the back side of the sheet of paper but becomes the cover when folded. For an eBook, the cover page should come first. Nar-Anon pamphlets have multiple section headings, but no table of contents. eBooks should always have a table of contents. Additionally, Nar-Anon pamphlets are sold individually, but Amazon and Apple have minimum prices for eBooks that would make it expensive for a member to buy a single pamphlet in eBook format. It might be better to sell multiple pamphlets bundled together into an eBook so that the price per pamphlet would be equivalent to what it costs for the paper versions. Other issues with pamphlets will be explored later in this document in the topic Options for Pamphlets.

Literature with simple formats can be converted into eBooks easily. For example, The Nar-Anon Twelve Step Program (yellow booklet) has a very simple format. This should be easy to convert. The Guide to World Services (GWS) and Guide to Local Services (GLS) also have relatively simple formats. Those who prefer eBooks could benefit from eBook versions of the GWS and GLS because the eBook versions can be easier to read on a cell phone or tablet than the PDF version.

Other literature, like the Nar-Anon 36 will be difficult to convert into an eBook without first stripping away all the existing formatting and starting over. In eBook formatting, this is called the *nuclear option*. This means you take the pretty formatting and remove it all before saving the words alone into a new document. You then start over rebuilding the eBook using only suitable eBook formats.

For example, the print version of the Nar-Anon 36 has indentation which is contrary to the eBook goal of reflow. Indentation consumes space. With an 8.5-inch page (21.6 cm), an extra half inch (1.3 cm) on each side is only 10 percent of the viewable area. But when the screen is only 2.5 inches (6.4 cm), then an extra half inch (1.3 cm) on each side wastes 40 percent of the viewable area. Best practices for eBooks recommend against extra indentation.

The Nar-Anon 36 also has many sections with the same section name: *A member shares*. One or two *A member shares* sections on a printed page seldom causes confusion. However, adding 30 or more sections called *A member shares* to a table of contents can be confusing.

Formatting Options

This ad hoc committee believes there should be consistency in formatting Nar-Anon eBooks. Toward that goal, this ad hoc committee is working to document consistency recommendations. Once this list of suggestions is created, there are four options for converting existing and new CAL into eBooks:

1 Ask the WSO to continue doing this work.

2 Ask the WS Literature Committee to be responsible for all the document formats.

3 Hire professionals.

4 Ask for member volunteers.

Formatting by WSO

The WSO has final responsibility for formatting CAL to print on US sized paper. The WSO also assists regions and NSOs in converting from US-sized paper to suitable international sizes of paper. Additionally, the WSO accepted responsibility for formatting the current set of Nar-Anon eBooks and administering the vendor accounts. Even if someone else assisted in formatting future eBooks, the upload to the vendors would still need to go through the WSO.

The disadvantage of asking the WSO to do this work is that the WSO already has a busy schedule.

We believe the WSO is currently working to format the English language version of the Newcomers Packet into an eBook.

Formatting by WS LitCom

The WS Literature Committee (LitCom) has responsibility for updates caused by WSC motions, or when errors are discovered. However, LitCom is not involved in the translation process. Nor has LitCom previously assisted in converting CAL into eBooks.

The skill required to convert a Word version into an eBook is simple but can be time consuming. LitCom formats literature for production as requested by WSO. If a simple Style Guide was developed by the Electronic Publication Committee in conjunction with WSO, LitCom has offered to adhere to that guide. Adding extra work onto LitCom, however, would distract from their ability to create new literature.

Formatting by Professionals

There are companies that offer to convert a Word document into an ePub for under 100 USD per document. There are some concerns that should be evaluated before trying this option.

* Will the conversion provide both Kindle Create format and Apple Pages format? The recent experience with the 2021 Blue Booklet indicates the option to simply upload an ePub to both Kindle and Apple may result in problems during the upload, during the purchase, and when members try to use the eBook. ePub was the preferred option for uploading a few years ago, but it has now fallen out of favor with both Amazon and Apple.

* Will the conversion fix errors, or simply convert whatever is provided? Another lesson learned from the 2021 Blue Booklet effort is that CAL print formats are often cobbled together oddly. Hard line breaks force words to go to a new line in the middle of a paragraph. That works when printing, but the result will not be reflowable in an eBook. Every one of those hard breaks must be found and corrected to ensure reflow.

* Will the conversion fix all the indentation issues or simply replicate the incorrect formatting?

* Will the conversion properly identify all the section headings that belong in the Table of Contents?

It is doubtful that a conversion service will expend the time and effort required to convert CAL into esthetically pleasing eBooks for 100 USD. We also believe that hiring professionals is not financially feasible when there are more than 70 pamphlets as that cost would be difficult to recover.

Formatting by Members

We have members in Nar-Anon with experience related to the technical requirements for formatting eBooks. In the same way we trust members of LitCom to work on our CAL, we could trust members of a formatting committee to transform CAL into eBook formats.

This would free up the WSO staff to work on other projects. This would allow LitCom to continue doing the work they are currently doing. This would also avoid the costs and accountability issues that might arise if we used an outside service - such as quality of work, proofreading, and care with the precision of CAL wording.

Access to the CAL can be managed through DropBox, like the way LitCom accesses the documents. These members could do their work based on the formatting suggestions created by this committee ensuring consistency without as much effort from the WSO. These members could create a nearly finished eBook that WSO could then verify and upload.

Formatting Sequence

The Electronic Publications ad hoc Committee believes it is best to carefully complete one step at a time when converting print literature into electronic. Every eBook reseller has their own error check process, and one reseller might detect an error that another reseller did not catch. It is important to fix every error in every version. Just because one reseller missed an error today does not mean they will not detect it at some future time. Therefore, we suggest the following:

1 Obtain the print version as a Word document.

2 Clean up the formatting to align with eBook guidance.

3 Recreate the table of contents to include every section heading.

4 Save the new document as the base for the electronic versions.

5 Import the new document into Kindle Create.

6 Ensure the table of contents is correctly imported.

7 If any errors are detected, fix the error both in the Kindle Create version and in the Word document.

8 Upload from Kindle Create to Amazon.

9 Wait for Amazon to complete their verification.

10 If any errors are detected, fix the error both in the Kindle Create version and in the Word document.

11 When the Amazon version is made available for purchase, buy a copy, and test it thoroughly.

12 If any errors are detected, fix the errors both in the Kindle Create version and in the Word document.

13 When the Amazon version is error free, then import the Word document into Apple Pages.

14 Ensure the table of contents is correctly imported.

15 If any errors are detected, fix the errors in the Pages version, in the Word version, and in the Kindle Create version. Make a note to re-upload to Amazon later.

16 Upload from Pages to Apple.

17 Wait for Apple to complete their verification.

18 If any errors are detected, fix the errors in the Pages version, in the Word version, and in the Kindle Create version. Make a note to re-upload to Amazon later.

19 When the Apple version is made available for purchase, buy a copy, and test it thoroughly.

20 If any errors are detected, fix the errors in the Pages version, in the Word version, and in the Kindle Create version. Make a note to re-upload to Amazon later.

21 When the Apple version is error free, then import the Word document into Calibre.

22 Ensure the table of contents is correctly imported.

23 If any errors are detected, fix the errors in the Calibre version, the Pages version, the Word version, and in the Kindle Create version. Make a note to re-upload to Amazon, and Apple later.

24 Upload from Calibre to Google Play.

25 Wait for Google to complete their verification.

26 If any errors are detected, fix the errors in the Calibre version, the Pages version, the Word version, and in the Kindle Create version. Make a note to re-upload to Amazon, and Apple later.

27 When the Google version is made available for purchase, buy a copy, and test it thoroughly.

28 If any errors are detected, fix the errors in the Calibre version, the Pages version, the Word version, and in the Kindle Create version. Make a note to re-upload to Amazon, and Apple later.

29 When the Google version is error free, upload it again to Amazon if there have been any changes.

30 When the Amazon version is error free, upload it again to Apple if there have been any changes.

31 Note that this process does not include Barnes & Noble.

Financial Comparison

The creation of literature by LitCom is virtually the same, whether the literature is sold as paper or electronic.

Formatting print literature takes time and effort. Formatting electronic literature also takes time and effort. If the formatting done by LitCom is only for the print version, then formatting for electronic sales is an extra effort. That extra effort for electronic formatting could be minimized if the print format was kept clean and simple or a standardized universal style was used by both. If the electronic formatting is completed by a paid employee or a hired service, then there are costs involved. If, however, the electronic formatting was done by members, then there are no extra costs.

Production costs for print literature include paper, printer, maintenance, and labor. There is no production cost for electronic literature because once it is formatted and uploaded, the seller manages the process.

Distribution costs for print literature are recouped by charging a shipping and handling fee. Distribution costs for electronic literature are accounted for in the service fee the vendor charges per sale.

Note that two Canadian regions have contracted with Staples to print a single copy of the SESH, on demand, for any member to pick up in their preferred Staples store. The price is 22.00 Canadian (16.35 USD) plus tax. This includes 2.00 Canadian royalty that goes to WSO. Before this arrangement, members reported paying more than 25.00 Canadian in shipping, meaning a SESH book ordered from WSO could cost more than 40.00 Canadian per order. Staples, being a for-profit corporation, provides insight into the cost of printing paper books.

Sell Price by Vendor - as of 13 August 2023

English					
Name	**iBooks**	**Kindle**	**Google**	**Nook**	**Print**
31 Days in Nar-Anon	4.99	4.99	4.99	?	5.00
Blue booklet	0.99	0.99	1.49	1.49	1.50
Continuing Our Journey After Loss	2.99	2.99	?	* 2.99	3.00
Grandparents' Stories	2.99	2.99	?	2.99	3.00
Our Traditions	4.99	4.99	?	4.99	5.00
Questions on Sponsorship	2.99	2.49	?	* 2.49	2.50
Sharing Recovery: Serenity Connection Collection I	6.99	6.99	6.99	6.99	7.00
Sharing Recovery: Serenity Connection Collection II	?	7.99	7.99	7.99	8.00
SESH	17.99	17.99	17.99	17.99	18.00
Sharing The Slogans	6.99	6.99	6.99	* 6.99	7.00
Spanish/Espanol					
Name	**iBooks**	**Kindle**	**Google**	**Nook**	
CEFE	17.99	17.99	17.99	17.99	18.00
Continuando Nuestro Camino Después De Una Pérdida	2.99	2.99	?	* 2.99	3.00
El Librito Azul	0.99	1.49	1.49	1.49	1.75
Preguntas Sobre el Padrinazgo	2.99	2.49	?	2.49	2.50

* Indicates eBooks that are not linked to the NFG author's page on the Barnes & Noble website.

? Indicates eBooks available from other resellers but not listed on this reseller's website.

2022 Net Income by eBook Vendor

English				
Name	**iBooks**	**Kindle**	**Nook**	**Subtotal**
31 Days in Nar-Anon	145.00	399.62	-	544.62
Blue booklet	145.00	417.18	-	562.18
Continuing Our Journey After Loss	8.39	13.22	2.09	23.70
Grandparents' Stories	2.10	5.25	-	7.35
Our Traditions	40.89	64.55	-	105.44
Questions on Sponsorship	10.02	15.60	9.61	35.23
Serenity Connection Collection I	107.00	231.36	19.56	357.92
Serenity Connection Collection II	99.54	437.78	16.77	554.09
SESH	1,370.00	2,403.01	50.36	3,823.37
Sharing The Slogans	62.37	85.00	4.89	152.26
Spanish/Espanol				
Name	**iBooks**	**Kindle**	**Nook**	**Subtotal**
CEFE	78.42	334.51	-	412.93
Continuando Nuestro Camino Después De Una Pérdida	2.10	1.05	-	3.15
El Librito Azul	3.34	16.51	-	19.85
Preguntas Sobre el Padrinazgo	2.39	12.00	-	14.39
2022 Total Sales	2,076.56	4,436.64	103.28	6,616.46

2022 Net Income from eBooks versus Print

Note this only includes the CAL currently available as an eBook.

English		
Name	**eBooks**	**Print**
31 Days in Nar-Anon	544.62	2,749.72
Blue booklet	562.18	10,641.08
Continuing Our Journey After Loss	23.7	674.40
Grandparents' Stories	7.35	417.50
Our Traditions	105.44	1,546.54
Questions on Sponsorship	35.23	323.06
Serenity Connection Collection I	357.92	910.10
Serenity Connection Collection II	554.09	1,849.34
SESH	3,823.37	52,351.74
Sharing The Slogans	152.26	1,233.24
Spanish/Espanol		
Name	**eBooks**	**Print**
CEFE	412.93	1,272.09
Continuando Nuestro Camino Después De Una Pérdida	3.15	73.04
El Librito Azul	19.85	101.64
Preguntas Sobre el Padrinazgo	14.39	-
2022 Total	6,616.48	74,143.49

These eBook sellers have different contracts available. Amazon, for example, offers two types of contracts. One option pays WSO 35 percent of the sale price. The alternative contract will pay WSO 70 percent of the sale price. https://kdp.amazon.com/en_US/help/topic/G200634500. There are articles available that explain the key differences - https://www.telltellpoetry.com/kdp-epubs-choosing-35-or-70-royalties/#:~:text=If%20you%20want%20wider%20exposure,is%20likely%20the%20best%20option.

The SESH and CEFE, for example, are not eligible for the 70 percent contract because their sale prices exceed the Amazon limit for the 70 percent contract. But all the other Nar-Anon CAL currently sold through Amazon appear to be eligible for the 70 percent contract.

Based on the numbers provided by the WSO, it appears that the net income from selling an eBook version of the SESH under a 35 percent contract is 6.30 USD. Based on information provided by the WSO the net income from selling a print version of the SESH could be 11.49 USD if we exclude shared resources. However, if we include all of the production costs as shared resources, the net income from a print SESH might actually be 4.50. This is lower than the net income from selling an electronic version of the SESH.

January - December 2022	
Item	Dollars
Literature Sales	166,713.61
Shipping & Handling	48,112.40
Income from Print Sales	214,836.01
Cost of Sales	(161,240.73)
Net Print Income	53,595.28
Percent Income	25%

There was also a significant change in the sale of print literature between 2019 and 2022 probably attributed to the switch from in-person meetings to online meetings. The following table shows the gross sales by type for 2019 and 2022 in US Dollars. The Change column shows the difference between 2019 and 2022. The Percent column shows the ratio of 2022 over 2019. Percentages lower than 100 show a decrease. This information reflects the transactions completed through the Nar-Anon webstore. There are additional sales that came directly to WSO without going through the webstore.

Type	2019	2022	Change	Percent
Accessories	7,681.15	4,227.10	(3,454.05)	55%
Books/Booklets	185,624.25	134,173.75	(51,450.50)	72%
Miscellaneous	3,347.75	2,073.50	(1,274.25)	62%
Newsletter	727.00	965.00	238.00	133%
Packet	9,203.25	3,585.50	(5,617.75)	39%
Pamphlets	48,271.40	19,085.65	(29,185.75)	40%
Other	610.80	1,088.50	477.70	178%

Gifting eBooks

During an in-person meeting, one member can give literature to a newcomer. Since the beginning of virtual meetings, members have wanted to replicate that experience.

Today, some groups ask the newcomer for a mailing address, and then mail a Newcomer Packet to that physical address. Many newcomers decline because they do not want to reveal their physical address, or because they fear their loved one's reaction.

It is possible to give an eBook as a gift - meaning a member pays so the newcomer can receive. Today, this typically means giving a newcomer a copy of the Blue Booklet because the Newcomers Packet is not available in electronic form.

With Amazon the process for giving someone an eBook you paid for is:

1. Go to Your Orders.

2. Locate your order and click Manage eBooks.

3. Click Copy link with instructions next to the link you'd like to send.

4. Open your email program and paste the link and instructions into the body of a new email.

5. Enter the recipient's email address and the email subject and send the email.

6. If you don't live in the same country as your recipient, the book won't be available for your recipient. The recipient is unable to redeem the book and you may distribute that copy to another recipient or request a refund.

Some years ago, there were reports that some newcomers declined the offer of the eBook and instead redeemed the value of the gift against some other purchase. It seems that Amazon has addressed that issue.

With [Apple, the process for giving someone an eBook](#) you paid for is:

1. Open the App Store app, iTunes Store app, or Books app.

2. Tap the item that you want to give.

3. Tap the Gift button:

4. Follow the onscreen instructions to personalize and send your gift.

5. After the gift is sent, the recipient gets an email. When they open the email and click Redeem, the item automatically downloads to their device.

Options for Pamphlets

Today Nar-Anon, Al-Anon, and NA provide electronic versions of Outreach and Service pamphlets for free download on their WS websites. NA also provides free downloads of Recovery pamphlets (*Informational Pamphlets* - abbreviated as IP).

Nar-Anon pamphlet sales dropped dramatically with the switch from in-person to virtual meetings. The [Financial Comparison](#) topic in this report shows that gross pamphlet sales in 2019 were 48,271.40 USD. The gross pamphlet sales in 2022 were 19,085.65 USD. Although this is a significant drop, it seems as though pamphlet sales still account for a large gross revenue. If pamphlet sales generate approximately 25 percent net income, like the overall average, then gross sales of 19,085.65 USD should generate net income of about 4,771 USD.

It appears 4,771 USD net income is too large of a number to simply ignore. Thus, it does not seem prudent to follow the example set by some of the other fellowships and simply post pamphlets online for free download.

During an in-person meeting, members could typically browse the pamphlets and pick the ones that were of the most interest. Today, members look at pictures in the webstore without knowing what they are buying. Many say they are reluctant to buy something they cannot examine before buying. Even reading an excerpt on the website would help members see the value in the pamphlet.

When groups met in-person, a member could bring an extra dollar and buy a few pamphlets. Now, the shipping and handling charges on a pamphlet can be ten times as much as the cost of a single pamphlet. Electronic formats can eliminate the shipping and handling charges.

Shipping is a deterrent for several reasons. The route taken is outside the members' control. Postal theft is common in some parts of the world, and sporadically endemic in certain locations within the US. Loved ones might intercept the postal mail resulting in destruction of the mail or retaliation against the member. Retaliation is a special problem for younger members. Members might prefer an electronic format so they can download while maintaining anonymity and avoid shipping hazards.

Based on the sales summary provided by the WSO, it appears there are 71 distinct pamphlets offered for sale. If all these pamphlets were bundled into one eBook, the sales price for that eBook would exceed the 9.99 USD limit set by Amazon for the 70 percent contract.

Thus, it seems the best alternative is to bundle groups of 10 or so pamphlets together into eBooks. The sale price for a bundle can then be larger than the Amazon minimum price of 3.99 USD and less than the cutoff price of 9.99 USD.

The list of pamphlets that sold more than 100 copies each in 2022 is shown below.

Pamphlet Name	Number	Dollars
Newcomer's Packet	3,590	6,845.25
Boundaries and Consequences	2,811	1,206.75
Detachment - Key To Survival	2,688	1,161.10
An Open Letter To My Family	2,132	922.20
Information For The Newcomer	1,912	837.55
Helping	1,328	572.55
Nar-Anon Offers Hope	1,190	516.80
To The Concerned Family	1,173	515.15
Do You Need Nar-Anon?	1,165	512.70
How To Deal With Stress	1,159	500.00
It's Not About Yesterday But Today	1,107	475.10
The Nar-Anon Twelve Tools of Recovery	1,017	435.25
Finding A Sponsor	730	310.20
Passport to Freedom	598	257.70
New to Nar-Anon Or Thinking About Attending a Nar-Anon Meeting?	579	250.45
What is Nar-Anon?	454	199.00
Appropriate Sharing & Crosstalk	427	181.15
We've Been There - New	384	164.40
Let's Talk About Anonymity	379	162.95
Becoming A Sponsor	374	159.30
What Happens After Treatment?	359	150.95
4th Step Inventory (For Step Meetings)	328	139.15
The Nar-Anon Focus	324	139.20
20 Questions	256	72.90

Pamphlet Name	Number	Dollars
To The Concerned Teenaged Family Member or Friend	254	110.80
Tradition Seven - NEW	174	74.10
Guidelines for Healthy Meetings	172	73.60
So You Have Been Asked To Speak	159	67.70
Group Inventory	145	60.60
Group Conscience and Business Meetings	138	59.30
InformaciÃ³n Para El ReciÃ©n Llegado	130	57.30
Una Carta Abierta a Mi Familia	104	45.35

Options for the Newcomer Packets

We have two versions of the English language Newcomers Packet - one for Nar-Anon members and one for Narateen members.

Many groups want to give a Newcomers Packet to newcomers. When meetings were in-person this was possible. Since many meetings are now online, this is difficult, and groups try to work around this by mailing paper versions of the Newcomer Packet to the newcomer's physical address. Issues with physical mail were described earlier in this document.

Many have asked for an electronic version of the Newcomers Packet. Converting a Newcomers Packet into an eBook is doable when the following concerns are addressed.

1 As described in the section on *Options for Pamphlets*, printed pamphlets are arranged on paper to look appropriate when folded. eBooks have no folding, so the structure of the pamphlet will need to be rearranged.

2 The Newcomer Packet is formed from several different pamphlets bundled together. Within an eBook these pamphlets need to be organized into a single document with one title, and one table of contents. Also, many of the separate pamphlets have a section for contact information. The eBook version will be more readable if the redundancy is removed.

3 Price will be an issue. The paper version of the Newcomers Packet sells for 2.00 USD. The minimum sell price on Amazon and Apple is now 3.99 USD. At first glance, this seems like an issue. However, the 2.00 USD price for the paper version does not include the shipping and handling. With shipping and handling, buying a single version of the paper Newcomers Packet costs the member more than it will cost to buy an electronic version.

If those formatting concerns are managed, then an eBook version of the two Newcomers Packets would be popular with many. This will make it possible for groups to resume giving a Newcomers Packet to new members. (Refer to the section in this document called *Gifting eBooks*.)

These concerns were explained in more detail in a separate report submitted by the Formatting work group called "Concerns about formatting the Newcomer Packet" that was approved by the Electronic Publications ad hoc Committee and emailed to World Services on 1 July 2023.

It is the opinion of this committee that most USA members who want paper literature will continue to buy the paper version of the Newcomer Packet even when an electronic version is available. It is the opinion of this committee that USA members today who prefer electronic literature may not be buying literature today because of that preference. This is more pronounced in other countries because of issues with shipping. International members who have difficulty getting paper literature are probably not buying literature today but might start buying if that same literature was available in electronic form. This international need is even more pronounced in regions that are not covered by a printing contract with the WSO.

Options for the Nar-Anon 36

The Nar-Anon 36 will probably be the most challenging eBook conversion of the current Nar-Anon CAL.

* As mentioned earlier, the Nar-Anon 36 has a lot of indentations that will either waste screen space or will need to be removed to better comply with eBook recommendations.

* As mentioned earlier, the Nar-Anon 36 has many sections with the same name. Left as is, this will create a confusing table of contents.

As stated in the Amazon Kindle Publishing Guidelines - *Using fixed-layout format just to replicate print layout is not allowed in Kindle books because customers report this as a bad user experience.*

* The Nar-Anon 36 uses many different styles. It is possible to reduce the number of styles. It is possible to reformat the Nar-Anon 36 to only use Title, Heading 1, and Normal styles. Normal text paragraphs can then be adjusted by applying bold or italic on top of the Normal style. It might also be worthwhile experimenting with Heading 2 for the section headings within each chapter and trying the test eBook on multiple devices with multiple eBook readers.

* A decision would also need to be made on whether to simply sell the Steps as an eBook that remains the same for many years or update the eBook after every conference to add more Traditions and then more Concepts. Selling an eBook with only the Steps will allow members to buy it once and use it for many years. Augmenting the Steps book with more and more Traditions and Concepts will either require Nar-Anon give away the updates, or force members who already paid for the Steps eBook to buy the entire eBook over again. We believe the World Service Board has now approved the sale of the Steps as a separate item in CAL.

These concerns were explained in more detail in a separate report submitted by the Formatting work group called "Concerns about formatting the Nar-Anon 36" that was emailed to World Services on 10 July 2023.

Advantages of selling a Nar-Anon 36 Twelve Steps eBook include:

* There will be no shipping and handling issues or charges.

* A member who joins a step study group, event, or workshop can immediately buy a copy and join the discussion.

As noted in the section regarding the Newcomer Packet, this committee believes sales will increase when an electronic version of the Nar-Anon 36 Twelve Steps eBook is made available.

Options for other CAL

Most of the other items of CAL can be easily converted into eBooks.

A few items will run into the pricing mismatch mentioned in the section on the Newcomers Packet because the print version today sells for less than the minimum sell price allowed by Amazon and Apple. Again, however, this can be offset since paper requires a shipping and handling charge while eBooks do not.

Additionally, there are still a few items of Al-Anon / Alateen literature that Nar-Anon sells. Nar-Anon cannot convert Al-Anon / Alateen literature into eBooks.

There are a few other items of CAL that might be difficult to convert. For example, *A Guide for the Family of the Addict* is an old document. It was reported a few years ago that Nar-Anon has a special arrangement with a printer who prints more copies when needed. In conversation with the WSO, the opinion was expressed that the agreement with the author probably prohibits converting this booklet into electronic form.

This committee believes there are members who would like to buy The Nar-Anon Twelve Step Program (yellow booklet) in electronic format because it can then be quickly downloaded during an event or a workshop. The members who wrote this booklet told this committee that all copyright issues were addressed before it was published in 1971. This should be an easy conversion.

It is also possible to continue expanding the conversion of Serenity Connection articles into booklets.

Translated Electronic Literature

Translation sequence

* Interregional Translation Committees: It was suggested by World Services that regions or nations speaking the same language group together to create an Interregional Translation Committee. We are aware that Latin America created the Interregional Hispanic Translation Committee more than a year ago. This committee is made up of members from eight Latin American Countries: Costa Rica, Puerto Rico, México, Argentina, Uruguay, Paraguay, Ecuador, and Colombia. The purpose of this committee is to unify the Spanish translations so that these can be understandable for all Spanish speakers, removing the regional nuance that arises from local translations. This does not mean that the original text has been changed or manipulated; it is worth noting that whatever the translation, it has always respected the original CAL.

* World Service Translation Resources Committee (TRC): This committee is composed of members of different nationalities from around the world. The purpose of this committee is to receive the translations from the Interregional Translation Committee, National Service Offices (NSOs) and regional translation committees, make a proof reading and give its endorsement for it to pass to the next stage. When the translation is accepted, it is passed to the WSB for review. When approved the TRC notifies the WSO/NSO/Region of approval to publish.

English First

Initially, a request was made to examine the formatting of texts in English and Spanish for conversion into eBooks. However, we only received the English language texts. The major disadvantage in formatting translated literature is that the literature translation approval process is inefficient. For this reason, Nar-Anon will be a step behind when we start formatting electronic literature into another

language. On the other hand, we are confident that this report will illustrate the standard procedure to be applied to future electronic translations.

Our recommendation

* Streamline the translation process: By being able to have as much literature translated as possible, there will be much more supply for members, not only in the United States, a multicultural country, but also for the fellowship worldwide.

* Explore the sale of eBooks from suppliers with national branches: Currently, the purchase of electronic literature in another language can be made through suppliers in the United States. Unfortunately, the purchase in dollars for other nations is not always financially reasonable due to the differences in currency valuation. In the case of Latin America, the devaluation of the currency directly affects the purchase, often resulting in it being equally or more expensive to purchase electronic literature from the USA than to purchase shipped printed literature from the regional office. Currently the best-known supplier for eBooks is Amazon. We would like to explore having electronic reseller contracts per country to guarantee the safe distribution (DRM) of literature at a profitable price adjusted financially for each regional currency.

* We understand that these are the first steps in a process that may take some time to materialize. But it is significantly important for the growth of the fellowship.

How eBooks will help

Electronic literature helps us to simplify tasks, reduce distances, and save costs and time in producing and distributing literature. Above all, having eBooks in all possible languages will have a profound impact on the Fellowship.

Applying the Traditions

1. Our common welfare should come first; personal progress for the greatest number depends on unity.

The Nar-Anon fellowship has created a significant amount of literature over the past several years. During that time the use of electronic publications has increased through on-line retailers such as Amazon, Apple, and Google. Electronic publications are accessible and preferred by some members who have smartphones, tablets, and computers. Our fellowship has several publications available electronically, but they only amount to a small number in relation to the total number items of Nar-Anon CAL. Converting all publications to electronic format will allow for greater accessibility of our literature to a larger number of members. Additionally, creating electronic versions of our literature may allow for bundling of publications such as the pamphlets.

2. For our group purposes there is but one authority -- a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants -- they do not govern.

As our fellowship continues to grow across the world, our ability to meet the wants and needs of our worldwide members becomes more important. More members mean different preferences in purchasing and using literature. Members should be afforded access to literature in whatever format meets their needs. This includes paper, electronic, audio, and media that accommodates the differing abilities of members. Having access to our literature in the format that meets the needs of the members will promote unity across our fellowship.

3. The relatives of addicts, when gathered for mutual aid, may call themselves a Nar-Anon Family Group, provided that as a group, they have no other affiliation. The only requirement for membership is that there be a problem of addiction in a relative or friend.

Each member's Higher Power contributes to the wants and needs of our fellowship. Readily accessible literature that meets the needs of every member is a goal our trusted servants are asked to accommodate. Easy access to literature in multiple formats is especially important to newcomers.

4. Each group should be autonomous except in matters affecting other Nar-Anon Family Groups, or NA as a whole.

Autonomy allows each member to be a part of our fellowship without the need to fit in. Autonomy allows each group and each member to determine how to practice our program in a way that is best for them while respecting the principles of the program. Autonomy is in part about choices. Having literature available to fit the needs of all members supports the principle of autonomy.

5. Each Nar-Anon Family Group has but one purpose; to help families of addicts. We do this by practicing the Twelve Steps of Nar-Anon, by encouraging and understanding our addicted relatives, and by welcoming and giving comfort to families of addicts.

Many newcomers currently attend their first and many meetings virtually. A primary way of helping new members is by getting literature into their hands as quickly as possible. Electronic literature allows all members immediate access to our literature. Being able to immediately download electronic literature allows the newcomers to fully participate during their first meeting.

6. Our Family Groups ought never to endorse, finance or lend our name to any outside enterprise, lest problems of money, property and prestige divert us from our primary spiritual aim; but although a separate entity, we should always cooperate with Narcotics Anonymous.

Selling literature through Amazon, Apple, Barnes & Noble, and Google is no more an endorsement or affiliation than using Google email, Zoom or a church for meetings.

7. Every group ought to be fully self-supporting, declining outside contributions.

Family groups purchase literature from the Nar-Anon World Service Office to support members and conduct effective meetings. Many meetings have gone virtual or hybrid, making it harder for the WSO to sell printed literature. Some of these groups are limiting their purchase of literature to a bare minimum that includes the Blue Booklet and pamphlets that make up the Newcomer Packet. These groups leave the purchase of other literature up to the individual members. Other groups attempt to supply SESH, Nar-Anon 36 and other printed literature, but are hampered by the extra postage and shipping costs when in-person delivery is not available. Having our literature in multiple formats, including digital, will best meet the needs of our members. Reducing or eliminating the need for groups to act as a clearing house for literature will make it easier for the group to be self-supporting.

8. Nar-Anon Twelfth Step work should remain forever non-professional, but our service centers may employ special workers.

While there is a cost to producing any format of literature, the cost of producing digital literature is primarily an upfront cost to prepare for publication. Once digital literature is available for purchase, there is little, if any, ongoing cost and effort related to our special workers. This will free up our special workers' time to work on other important tasks in support of our fellowship.

9. Our groups, as such ought never to be organized, but we may create service boards or committees directly responsible to those they serve.

Motions presented during the World Service Conference offer suggestions from regions on behalf of the groups. This report is an example of how a service committee can collect information for an informed group conscience of the fellowship on a particular question.

10. The Nar-Anon Family Groups have no opinion on outside issues; hence our name ought never be drawn into public controversy.

While this tradition seeks to avoid casting our fellowship in a negative light to the public, an underlying purpose is to make and keep our fellowship attractive to potential members who have yet to find the peace and hope we offer. Providing literature in many formats will make our program more attractive to more people who want what our program offers.

11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, films, internet and other forms of mass media. We need guard with special care the anonymity of all NA members.

There are many characteristics of electronic literature that make them attractive to our members. Electronic literature is convenient, cost-effective, portable, and environmentally friendly. While electronic literature might not be the choice of every member it is attractive for members to have choices related to literature format. Many members find that electronic literature makes it easier to maintain their anonymity within their household. This opportunity to maintain anonymity within their household can be especially important for Narateens.

12. Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles above personalities.

While this tradition may seem to suggest that we should be tolerant of others, it is really saying that we should place the spiritual principles above our own egos and desires in the interest of doing what is best for the fellowship. Several of our program's spiritual principles that will be honored with the creation of electronic literature include Unity, Equality, Accessibility, and Inclusivity. Having literature in electronic format will support these spiritual principles by ensuring that members have the same literature in whichever format they prefer or need.

Applying the Concepts of Service

1. To fulfill our fellowship's primary purpose, the Nar-Anon Family Groups have joined together to create a structure that develops, coordinates, and maintains services on behalf of Nar-Anon as a whole.

Our fellowship's primary purpose is to help families of addicts. Our literature is an important aspect of fulfilling our primary purpose. Providing electronic literature will serve our membership and help us to accomplish our primary purpose.

2. The final responsibility and authority for Nar-Anon services rests with the Nar-Anon Family Groups.

The Electronic Publication ad hoc Committee created this report in response to a motion passed by our fellowship. This report is intended to provide our fellowship with information needed to promote and prioritize the production of electronic literature.

3. The Nar-Anon Family Groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.

This committee was created to address expressed wants and needs of our fellowship. Additional action is required to fully address and implement WSC 2023 Motion 36.

4. Effective leadership is highly valued in Nar-Anon. Leadership qualities should be carefully considered when selecting trusted servants.

Our fellowship has many experienced members who possess positive leadership qualities. This ad-hoc committee is an excellent example of utilizing the leadership skills of our experienced members.

5. For each responsibility assigned to the service structure, a single point of decision and accountability should be clearly defined.

The existence of this committee demonstrates a step in the right direction in meeting the spirit of this Concept. While this committee and others like it are necessary for the healthy future of our fellowship, we must evolve to a point where trusted servants are trusted to make decisions that are in the best interests of our fellowship.

6. Group conscience is the spiritual means by which we invite a loving Higher Power to influence our decisions.

Providing a well-researched report will allow the Higher Powers of our members to influence our decisions and the future of our fellowship.

7. All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision-making processes.

All members of this committee have been given the opportunity to fully participate in the creation of this report. We trust that when this committee's report is shared with the fellowship, it will help all members participate in the prioritization and creation of additional electronic literature.

8. Regular, two-way communications are essential to the fulfillment of all these concepts, and to the integrity and effectiveness of our services themselves.

Concept 8 communications were vital in the creation of this report. Concept 8 will also be used when this report is made available to the fellowship and the feedback from the fellowship results in the creation of additional electronic literature.

9. All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making processes.

Every member of this committee has been given an equal opportunity to share their viewpoints in the creation of this report. We hope this report provides a foundation where members can consider differing viewpoints and then unify around common goals.

10. Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal.

Concept 10 exists to ensure the equality of all members. Passing Motion 36 during the WSC 2023 was a request to address an unmet need.

11. Nar-Anon funds are used to further our primary purpose to carry the message, and must be managed responsibly.

Creation of electronic and other formats of literature is a prudent use of fellowship funds. Providing members with choices and easily accessible literature will improve our ability to accomplish our primary purpose.

12. In keeping with the spiritual nature of Nar-Anon, our structure should always be one of service, never of governance.

This committee is providing a service to our fellowship by researching electronic literature and providing options for next steps.

Summary of Questions for the WSO

How much income came from Amazon in 2022? 4,436.64 USD

Which type (percentage) contract does WSO have with Amazon? 70 percent where possible, otherwise 35 percent.

How much income came from Apple in 2022? 2,076.56 USD

Which type (percentage) contract does WSO have with Apple? 70 percent where possible, otherwise 35 percent.

How much income came from Barnes & Noble (B&N) in 2022? 103.28 USD

Which type (percentage) contract does WSO have with B&N? 70 percent where possible, otherwise 35 percent.

How was the pricing set when added to Google Play in 2023? It was set in anticipation of a price increase that later affected the other resellers.

Which type (percentage) contract does WSO have with Google? 70 percent where possible, otherwise 35 percent. Note that these percentages do not seem consistent with other information made available by Google and described in the report topic on Google Play. Even so, they are an indication of the effort the WSO puts into ensuring we have the best contract terms possible.

Is any literature currently being converted into eBooks by the WSO? We believe the WSO is currently working to convert the English language Newcomers Packet into an eBook.

Can we do a financial analysis of what it costs to sell a paper SESH versus an electronic SESH? The information this committee gathered is summarized in the Financial Comparison topic in this report.

What were total pamphlet sales in 2019 versus 2022? The information that was provided is included in the Options for Pamphlets topic in this report.

Are there any restrictions on converting A Guide for the Family of the Addict *into an eBook? Does WSO have a Word version? Is the copyright exclusive to Nar-Anon, or is it shared with Families Anonymous?* The WSO has permission to reprint and sell paper copies of this booklet but does not own the copyright to this work.

Besides A Guide for the Family of the Addict *is there any other CAL that the WSO does not have in Word format?* There was an answer provided by the WSO several years ago when another project was evaluating CAL. Based on that research, we believe every item of CAL has a Word version available. However, the topic Checklist for Converting a Non-Electronic Document is included in this report based on one member's experience in converting printed literature into electronic format.

Can the WSO identify the three pieces of literature that sell the most, that are not already converted to eBooks? Refer to the list of pamphlets in the topic Options for Pamphlets. Also, refer to the chart shown below.

Print Sales of the most the popular items in 2022

Document Name	Number	Dollars	eBook
SESH - Sharing Experience, Strength, & Hope - Now available	2,662	45,012.00	yes
SESH (Case of 24) - Now Available	79	25,435.00	yes
Nar-Anon 36 (Steps 1-12) Now Available	1,890	21,224.00	
The Blue Booklet - Small (21-07-15)	5,237	7,279.25	yes
Newcomer's Packet	3,590	6,845.25	
The Blue Booklet - Large Print (21-07-15)	3,445	6,053.25	yes
Thirty-One Days in Nar-Anon	712	3,419.00	yes
New Group Packet	73	3,150.00	
Our Traditions - Principles for Groups and Beyond - NEW	539	2,700.00	yes
Sharing Recovery - The Serenity Connection Collection Volume II -- Available Now !!	336	2,688.00	yes
The Nar-Anon Twelve Step Program	481	2,410.00	
A Guide for the Family of the Addict	1,702	2,166.00	
Progress Not Perfection Journal	236	1,898.00	
Sharing the Slogans	239	1,673.00	yes
CEFE - Compartiendo Experiencia Fortaleza & Esperanza	79	1,356.00	yes
Sharing Recovery - The Serenity Connection Collection	190	1,330.00	yes
The Narateen Twelve Step Workbook - NEW	248	1,245.00	
Boundaries and Consequences	2,811	1,206.75	
Detachment - Key To Survival	2,688	1,161.10	

Members of the Committee

Robert P - Committee Chair

Desiree - Netherlands

Ed H - Northern California Delegate

Kim B - Pacific Northwest

Larry B - Central California Website

Les P - Central California Treasurer

Marta - Argentina Literature

Mary Helen - WS Budget and Finance

Mike L - Carolinas Delegate

Neyla - Colombia Translation Committee Chair

Sloan - WS ad hoc committee on Accessibility

Sunny J - WS Narateen

Tim V - WS Website

Wendy A - WS Literature

Acronyms

B&N - Barnes & Noble

CAL - Conference Approved Literature

DRM - Digital Rights Management

eBook - Electronic Book

ePub - Electronic Publication

GLS - Guide to Local Services

GWS - Guide to World Services

LitCom - World Service Literature Committee

PDF - Portable Document Format

SESH - Sharing Experience Strength and Hope

USD - United States Dollars

WS - World Service

WSC - World Service Conference

WSO - World Service Office

Terminology

Reflow as defined by Google Bard:

In the context of eBooks, reflow refers to the ability of the text to automatically adjust to fit the screen of the device it is being read on. This means that the text will re-arrange itself as the user changes the font size, orientation, or zoom level of the eBook. Reflow is a key feature of most eBooks, as it allows users to read comfortably on a variety of devices, regardless of their screen size or resolution.

Here are some of the benefits of reflowable eBooks:

* Flexibility: Reflowable eBooks can be read on a variety of devices, from smartphones to tablets to eReaders.

* Customization: Users can adjust the font size, orientation, and zoom level to their own preferences.

* Accessibility: Reflowable eBooks are more accessible to users with disabilities, such as visual impairments.

However, there are also some drawbacks to reflowable eBooks:

* Loss of formatting: Some formatting, such as columns and images, may be lost when an eBook is reflowed.

* Increased file size: Reflowable eBooks are typically larger than fixed-layout eBooks, due to the additional code required to handle reflow.

Overall, reflowable eBooks offer a number of benefits over fixed-layout eBooks. They are more flexible, customizable, and accessible. However, they may also be larger in file size and may lose some formatting.

References

Nar-Anon

Concerns about formatting the Nar-Anon 36 - https://docs.google.com/document/d/1QutofhWLSMFUJf8GLcZ8ux0Gy9iQnaTv/

Concerns about formatting the Newcomer Packet - https://docs.google.com/document/d/1Qu6g99ct8XHyIj55zdByuBoYnZG-bORb/

Nar-Anon Report on Additional Needs for Accessibility - https://www.dropbox.com/s/7l3f2uesbjxb7q9/Additional%20Needs%20Accessibility%20Ad%20Hoc%20Report.PDF

One Member's Opinion on how to Format an eBook - https://drive.google.com/file/d/1HU2Ml60CDNgi83cAIy9ml5kYZ40zDACy/

Amazon

Amazon Digital Book Pricing Page - https://kdp.amazon.com/en_US/help/topic/G200634500

Amazon eBooks from Nar-Anon - https://www.amazon.com/s?i=digital-text&rh=p_27%3ANar-Anon+FGH+Inc&s=relevancerank&text=Nar-Anon+FGH+Inc&ref=dp_byline_sr_ebooks_1

Amazon eBook Manuscript Formatting Guide - https://kdp.amazon.com/en_US/help/topic/G200645680

Amazon Listen to Content with Text-to-Speech - https://www.amazon.com/gp/help/customer/display.html?nodeId=201829850#:~:text=While%20reading%2C%20tap%20the%20center,hear%20the%20text%20read%20aloud

Amazon Kindle Publishing Guidelines - https://kindlegen.s3.amazonaws.com/AmazonKindlePublishingGuidelines.PDF

Amazon Send Kindle Books to Individual Recipients - https://www.amazon.com/gp/help/customer/display.html?nodeId=GSNK9JBA8BAUD5UK

KDP ePubs: Choosing 35 percent or 70 percent Royalties - https://www.telltellpoetry.com/kdp-epubs-choosing-35-or-70-royalties/#:~:text=If%20you%20want%20wider%20exposure,is%20likely%20the%20best%20option.

Apple

Apple eBooks from Nar-Anon - https://books.apple.com/us/author/nar-anon-fgh-inc/id646501511?see-all=books

Apple Hear your Mac read documents - https://support.apple.com/guide/mac-help/hear-your-mac-read-documents-mh35738/mac

Apple How to send a gift from your iPhone or iPad - https://support.apple.com/en-us/HT201783

Apple Publish your book with Pages - https://support.apple.com/en-us/HT208716

Bionic Text

Bionic Reading is a font tool for accommodation. We did not evaluate it in our research.

Braille Accessibility

An Overview of Braille Support on the Kindle Fire Tablet
https://www.afb.org/aw/20/1/14991

Tech Tips: Reading eBooks with Braille Display
https://blindmast.com/tech-tips-reading-ebooks-with-braille-display/

Minor Dependent Accessibility Needs

Dr. Nadine Burke Harris, The Deepest Well, Healing the Long-Term Effects of Childhood Trauma and Adversity, Harper Collins Publishers, NY, 2018

Dr. Nadine Burke Harris, from video interview
https://m.youtube.com/watch?v=MDTW89Ycxw0

The Impact of Substance Use Disorders on Families and Children: From Theory to Practice
https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3725219/

Drug Abuse in Pregnancy and Effects on the Newborn
https://lagunatreatment.com/support-for-women/newborn-health-effect/

Impact of parental substance misuse
https://learning.nspcc.org.uk/children-and-families-at-risk/parental-substance-misuse#skip-to-content

Other eBook Resellers

Barnes & Noble eBooks from Nar-Anon - https://www.barnesandnoble.com/s/%22Nar-anon%20Fgh%20Inc%22?Ntk=P_key_Contributor_List&Ns=P_Sales_Rank&Ntx=mode+matchall

Google How to Format an eBook - https://publishdrive.com/how-to-format-an-ebook.html

Google Play Books from Nar-Anon - https://play.google.com/store/search?q=nar-anon&c=books

Rakuten kobo - https://www.kobo.com/us/en/ebooks

Smashwords - https://www.smashwords.com/

Smashwords Style Guide - https://www.smashwords.com/books/view/52

Checklist for Converting a Non-Electronic Document

The following is a checklist created by one member who does document conversions. This can be helpful if there is CAL that is not already in an electronic format.

Template Checklist

Create blank template to paste final content

Set up margins

Set up font choice and size

Set up line spacing

Create headers and footers - page numbers, document title

Scanning Checklist

Scan mode - Flat bed

Resolution - 300 dpi

Format - PDF, combine all pages into one document

Take screen shots of individual columns

Place the screenshots of columns into a word document, with the resulting text being in only one column

Save the word document

Save it again as a PDF

Export the PDF back into a new word document to get editable text

Clean up the new word document - remove stray lines, spots, and fix the text

One paragraph at a time, copy text into a blank word template using "paste and match formatting" instead of just "paste"

Formatting Checklist

Indentations - none or only first line of paragraph

If indenting paragraphs, no line spaces between paragraphs

Spell out words instead of using symbols - examples: copyright symbol, "and" instead of "&"

Spell out words instead of using abbreviations

Table of Contents - section titles should match listing in table of contents

Type one or two spaces instead of using the tab key to create spaces

Use dashes instead of bullets

Type text on the next line after a title, without skipping a line