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STATE OF MISSOURI

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Wolfner Advisory Council Meeting  
James C. Kirkpatrick State Information Center  
SOS State Library Conference room, 2nd Fl.  
May 15, 2020  
Final Approved

Welcome/ Call to Order  
Introductions/Announcements  
Roll Call

Melissa Kane

Kati Cawdron

Peter Altschul

Kathleen Gallagher

Walt Ross

Robin Westphal

Trish Vincent

Steven Daley

DeAnna Noriega

Amy Poos

Rita McGuire

Leslie Bowman

Verhonda Winters

Joanne Lewis

Call to order Peter -10:01 a.m.

Approval of Minutes for May

- Moved by DeAnna
- Seconded by Rita
- All approved 10:06 a.m.

Executive Deputy Secretary of State Trish Vincent

- Continued services in the midst of COVID-19 but taking precautions. Our focus is on staying safe.
- Pleased to report that extra books were sent out from Wolfner in March.
- All employees came back to work and resumed patron full-service on May 4, 2020.
- The building remains closed to outside visitors and patrons.

- Robin and Leslie are continually coordinating and providing the right work life balance for State Library employees as well as the services the Wolfner Library reader advisors and patrons provide.
- Outreach is our continued concern, but COVID-19 has halted the travel to reach other patrons.
- We welcome ideas from patrons to service them in the future and think outside the box. Any items or ideas are welcomed to build on our service to the patrons.
- We have learned from the numerous challenges and opportunities of the pandemic. We welcome any suggestions or great ideas from the council that could be shared and discussed.
- Introduction to remoting in to a computer was taught to reader advisors to assist patron reader services continued success.
- Wolfner Library determined that using the Zoom meeting platform for virtual meetings and book club was easily accessible for our patrons and reader advisors.

Advisory Council recommendations:

- **DeAnna:**
  - Since various state library systems are shutdown, and note takers are unavailable to serve the patrons so how was braille books sent to patrons.
  - Also there is the ability to attach and download items for patron readers.
  - In this time of crisis, it is important that the book club continue meeting through ZOOM
  - With secure access for reader advisors, could they take cartridges or thumbdrives home and have the ability to download books.
- **Peter:**
  - ZOOM is more accessible for the blind and would be a valued asset to use with patrons. ZOOM in the beginning had some bugs and clichés which has been recently resolved. Council advised to note that the ZOOM app is ran by China so reader beware and proceed with caution.
  - Research software on the market to assist reader advisors to order books.
  - Software upgrade only in emergency situation.

## State Librarian Robin Westphal

- Since the start of the pandemic COVID-19 of March 17<sup>th</sup> the State Library and Wolfner Library haven't missed a beat.
- Staff started working remotely and in the building on staggered shifts to continue serving the patrons.
- Three main audiences:
  - **Library development-** respond to the needs of libraries and public libraries and they have changed some grants and resources to reopen summer programs that have been impacted and reverted to virtual forums.
    - Weekly meetings were held with library leaders through conference calls and fellowship by offering guidance and the LibGuide.
    - Guidance included COVID-19 library resource for reopening and advice on cleaning and sanitizing equipment and books to stay safe.
    - Reopening recommendation will come in phases. The public library maybe changed forever because of the pandemic.
  - **Reference Service** - serve public library and state employees by making sure they can continue using state library resources while working remotely and providing excellent customer service.
    - Wolfner library director Leslie requested the ability to transfer office phone lines to home lines in order to provide continued customer service to our patrons as much as possible.
  - **Circulation team-** Enacted quarantining items received in order to update stock for reader advisors.
  - This pandemic has made the state library stronger and better for our patrons.
  - Public libraries are currently struggling with the idea of opening and how to determine how long the viruses stays on surfaces and books.
  - Not all state libraries were affected by the pandemic, but some were impacted extremely and it will take time to reopen their specific buildings and offices.

- **Peter:**
  - Reopening will be a challenging and all directors, employees etc., need to proceed carefully with guidelines and precautions in place.
  - The not knowing of the timeframe the pandemic will end or linger could change the course of libraries new normal in the future.
  - Technological breakthrough in eBooks is a great software that patrons can access and services can continue. Robin states grants are in place to add more eBooks to the library catalog. Kathleen thank you, Peter thank you

### Wolfner Library Director's Report – Leslie Bowman

- The annual contract for KLAS is up for renewal. IT will need to upgrade to KLAS 7.7!!! IT will submit the contract to OA for the next part of the process.
- Wolfner Staff had a blindness/vision loss sensitivity training at our staff meeting in January. The presenter was Patti Schonlau, a trainer from the Missouri Council of the Blind.
- Wolfner Staff had Census 2020 sensitivity information and training at our staff meeting in February. The trainer was Robin Westphal, State Librarian.
- Wolfner Staff had Newsline training at our March staff meeting and the Reader Advisor and Librarians received intensive Newsline training in February. The trainer was Scott White, the Director of Sponsored Technology Programs (Newsline) for the National Federation of the Blind.
- Joanne Lewis joined us as the Tech II Finance and Admin on March 16, 2020.
- Amy Poos joined us as the Volunteer Services and Recording Studio Manager on January 16, 2020.
- Salena Morgan joined us as a Reader Advisor on January 16, 2020.
- Circulation has a circulation assistant starting on June 1. The Reader Service Manager search is on hold. The Reader Advisor position is also on hold.
- Wolfner is purchasing blank cartridges, cartridge cases, cartridge labels; braille overlay labels, two (2) Perkins braille's, a set of 30 slate

and stylus, replacement office chairs, and Duxbury software. Wolfner is not pursuing the second recording booth at this time.

#### Advisory Council recommendations:

- **Question:** Steve asked if SOS knew when the blue digital cartridges and braille will arrive. Leslie said currently the NLS is closed and don't have exact date of reopening, but June 1<sup>st</sup> is a tentative time.
- 38 regional libraries are still closed only 17 open for staff sending out material is only 3 and rural.
- Don and his team had trouble with BARD, but it is better now.
- **Peter** - emphasized all the hard work Leslie has done since she started with SOS back in June to date and encouraged the use of ZOOM since its accessible and
- **Leslie**- will work with Trish to get ZOOM and account setup.

#### Circulation Report – Verhonda Winters

- For the second quarter, 148,853 items circulated.
- Prior to the building closure, Circulation mailed out 12,930 books to patrons.
- Since staff have returned to the office, they have processed and shelved over 25,000 books and have sent out 13,155 books as of May 12 to patrons.
- We are now in the process of completing an inventory of the complete collection.
- In response to the pandemic, staff is required to wear gloves while processing all incoming mail.
- Braille books, large print books, as well as cartridges and their mail containers quarantined for eight (8) days before going out again.
- Machines quarantined and then disinfected before going out again.
- Workstations and printers disinfected daily.
- Circulation staff are working 6ft apart, wearing mask and gloves, cleaning frequently used surfaces.
- Wolfner will hold all incoming mail for 24 hours, quarantine machines and accessories for 14 days as recommended by the National Library Services.

## Advisory Council recommendations:

- **DeAnna** - Found a book player and braille items that will be returned to Wolfner Library stock to be put back into circulation.
- **Leslie** - Requested Verhonda send DeAnna a box to assist with the return of the two machines.

## Recording Studio – Amy Poos

- Since January 48 books uploaded to BARD, 34 are new recordings. 14 books went through a second review process for quality assurance. Corrections were made.
- NLS BARD was not accepting uploads from March 1 to May 4.
- Our incredible volunteers have worked so hard; and even though we had to close the studio for the safety of our volunteers March 16, they have put in over 1,025 hours since the start of January.
- During this time that the recording studio is closed, staff is working on recording, monitoring and reviewing the Building Block and the Show-Me Award nominee picture books.
- Staff continue to work on reviewing and second-reviewing books.
- Communication with the volunteers has been consistent through this time informing them from the start of how the Secretary of State's Office would be handling the pandemic and communicated any changes and updates we have been able to give them. At this time, it is unknown when we will be able to reopen the studio to allow volunteers back in to start recording and doing their other work.

## Advisory Council recommendations

None

## Public Services Report -- Leslie Bowman

- Staff were required to stay safe-at-home starting March 24.
- All calls forwarded to my phone.
- All circulation stopped. Only accepted daily mail
- As staff were unable to VPN in to their computers, RAs and Librarians were unable to serve patrons.
- March 27, began forwarding patron calls to a reader advisor on their cell phone. One reader advisor a week. RA took notes on call and

forwarded to the appropriate RA for response when Wolfner staff could get to KLAS. Encouraged BARD

- Reader Advisors and Librarians are answering phone calls from offsite using their own phones with calls forwarded from their office phones. They fielded 781 calls in the March 24 – April 12 time.
- IT started to work on a VPN solution Elections safe and remote work. Some staff started to be able to assist patrons on April 8.
- All but two RAs could VPN in to their computer by May 1.
- All staff called back in to building starting May 4.

### Patron Services by the numbers

- Wolfner currently serves 10,808 active patrons for an increase of 22% since November 15, 2019.
- Of those patrons, 309 are youth patrons for an increase of 6%.
- Wolfner now serves 757 institutions for an increase of 4%. Julie Stoehr checking to validate patrons in the system.
- Wolfner had 2,505 patrons were deleted from our active patron list as Wolfner identified and removed deceased patrons. Wolfner is reviewing all patron accounts.
- For November 19 – February 29, Wolfner had 9,489 patrons' contacts with 5,290 by phone, 352 by mail, 17 walk-in patrons, 6 faxes, 3,804 emails, and 20 other.

### Outreach before travel ban on March 12, 2020

- In the midst of COVID-19 all outreach has been cancelled, but Wolfner will be using Zoom to continue book club and virtual outreach.
- Before the travel ban Health and Wellness Expo in Osage Center, Cape Girardeau
- All other vendor opportunities were cancelled due to the pandemic.
- St. Louis City and St. Louis Co. Public Library workshops, one for librarians and one for the public
- A service overview for the Missouri Public Library Directors meeting
- Missouri River Regional Library Block Party-Lego Blocks
- 1,000 Books Before Kindergarten accessible story time
- Youth programs at Joplin, Webb City, and Carthage Public Libraries

- Presentation at a SISLT class for future librarians: Invited to do one for each semester

### Advisory Council recommendations

- DeAnna want to produce a video on phone children's book
- Offering to read a braille book at and outreach event
- Summer reading program several students have signed up
- Prepare to use lots of virtual and ZOOM app
- Explore ways to assist patrons without traveling
- Consider offering help to a patron in need; could lead to new of Wolfner reader patron

### Programs:

#### Adult Winter Reading Program (AWRP)

- 2020 theme: American Regionalism
- Reading challenge-based program with 5 reading goals
- 53 registered, 43 completed
- Held two connected Drop-In Book Clubs with 6 participants attending the January session and 7 in the March session
- Drawing prizes include an Amazon Echo Dot, Amazon Fire tablet, and a JBL Clip 3 Bluetooth speaker
- The 2021 theme will be #MO2021, the official bicentennial theme statewide.

#### Book Club

- Core group of 8 in each club plus (42 registered, 8 new 2020)
- New patron-led African American Topics quarterly book club tentatively to debut September 2.

#### 2020 Workshops

- Past:
  - 2/11/20 New Patron Workshop: 4 attended, 7 registered
  - 3/17/20: Fake News vs. Fake Information Literacy workshop: 9 attended, 12 registered
- Upcoming:
  - 6/16/20: Fake News vs. Fake Information Literacy Workshop
  - 8/11/20 New Patron workshop
  - 9/15/20 Fake News vs. Fake Information Literacy Workshop



- November New Patron workshop, date TBD

### Author Talks

- Alex George Author Talk: 6 attended, 12 registered
- Charlotte Hubbard Author Talk: 6 attended, 14 registered

### Proposed Future Programs:

- Oasis Lock Down Your Data Workshop
- Additional Information Literacy workshops
  - Effective Searching and Research Strategies
  - Social Media Information Literacy
- Recording Studio Volunteers Talk
- Hosting sessions of the Missouri Cultural Heritage Speaker Series
- Missouri history workshops/author talks
- Writer's Workshop series, potentially with associated contest
- Missouri Assistive Technology workshop (tentatively planned for Fall)

## Youth

### **Patron and School Information**

- Total Active Youth Patrons (18 and under): 565
- School Information
  - Schools that Received Wolfner Services in 2019-2020: 106
  - Current Number of Schools in System: 372
- Early Literacy Registrants (January 10-May 10): 5

### **Youth Purchases and Programming Information**

- Number of Purchased Braille or Print/Braille Titles for Youth: 53
- Toybox 3D printer: Purchased a Toybox 3D printer (courtesy of the Friends of Wolfner Library) to create items for programs, prizes and for other outreach purposes
- Squishy Circuits Deluxe: Received Squishy Circuits Deluxe kit from the President/CEO of Squishy Circuits to try with children with visual disabilities (conductive and insulated clays are tactilely different, wires can be easily labeled and this kit includes audio devices)
- Accessible Escape Room: Designed for in-person use, this escape room supports tactile skills, listening skills, coding, teamwork and problem solving
- Virtual Storytime Proposal: Proposing to provide an accessible recorded storytime that would include songs, stories and a simple craft/activity

Advisory Council recommendations, scheduling next meetings, and other business:

- Friday, August 21, 2020
- Friday, November 20, 2020
  
- KLAS why not utilize the same items in patron homes.  
Example: Bean stalks
  - Rain sticks beans and rice
  - Read in braille and talk with the dog
- **Peter** – writing workshop and utilized by members of the WAC
- **DeAnna** - writing a postcard poem
  - Consist of 5 lines to start that includes
    - Outline of the problem
    - Solution
    - Conclusion

All council members agree to next meeting schedule listed below that will tentatively be virtual. When the SOS building reopens to the public the council will determine location of the meeting.

- Friday, August 21, 2020
- Friday, November 20, 2020

Adjournment:

- DeAnna Noriega moved
- Steve Daley seconded
- All approved
- Adjourned at 11:20 am