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Wolfner Advisory Council Meeting
James C. Kirkpatrick State Information Center
SOS State Library Conference room, 2nd Fl.
August 21, 2020
Draft Minutes

Welcome/ Call to Order
Introductions/Announcements

Roll Call

Melissa Kane
Kati Cawdron
Peter Altschul
Kathleen Gallagher
Walt Ross
Robin Westphal
Trish Vincent

Lori Brown
DeAnna Noriega
Amy Poos
Rita McGuire
Leslie Bowman
Verhonda Winters
Joanne Lewis

Unable to attend
Steven Daley

Call to order Peter Altschul 10:03 a.m.

Approval of Minutes for May

- Moved by – Rita McGuire
- Seconded by – Kathleen Gallagher
- All approved – 10:10 a.m.

Executive Deputy Secretary of State, Trish Vincent

- Improvements have been made and will continue
- Volunteers have returned and state library administrators along with directors have implemented safety protocols to address the pandemic that has impacted libraries across the state to serve our patrons and state employees.

- The State Library has implemented some COVID-19 guidelines for the upcoming November election and we are working on the protocols for the absentee ballots and mail-in voting for our patrons.
- The Missouri Legislatures passed Senate bill 631 for mail-in voting. If individuals chose to do mail-in voting they must request an application for a ballot which must be notarized and returned by mail.
- Some individuals will continue to request absentee ballots. The absentee election ballots were revised to include a new COVID reason that lets citizen identify any underlined conditions for requesting an absentee ballot for example (over 65, have diabetes, heart disease etc.) check Secretary of States website for all the applicable underlining conditions .
- The absentee ballot can be accessed online and dropped in the mail or in person at the county clerk's office. Please stress to citizens' that not all absentee ballots have to be notarized, it depends on the reason the voter selects to vote absentee.
- Such as, if a voter will be out of town for Election Day, the absentee ballot must be notarized. Voting in person will be safe as the Secretary of State's office has provided safety products at the polling places for poll workers so voters in our blind community, disabled and elderly should feel safe about voting in person. Polling judges will help individuals with the voting machine and any other devices.
- Contact Leslie Bowman or Robin Westphal for any questions.
- Election is November 3rd and is always a good opportunity to reach current and new patrons to inform them of our services
- Mail service does a great job amid COVID-19. If you are on the permanently disabled list you will automatically receive a ballot in the mail or you can contact your local election authority to have a ballot mailed to you and postage is paid.
- Trish urgently expressed citizens should request absentee ballots early in order to mail them back in time to be counted on Election Day.
- Trish stressed that not all county election boards have the same process for absentee ballots so please contact your local election commission for their specific details, which could differ from county to county.
- The Secretary of State office has conducted three elections thus far this year since COVID (March-Presidential Preference; June-Moved Municipal; August-Primary and the results were counted and processed without incident amidst the pandemic. St. Louis county

processed over 97,500 ballots and results were available that same evening of the election.

- The Secretary of State will be certifying the Election on Monday August 24, 2020 along with notifying local election authorities that ballots will be available no later than September 22, 2020 to indicate what individuals will be on the ballots for the November election. This allows the local election authorities to get ballots printed in a timely manner before Election Day.
- Ballots can be requested now, so get your name on the list. Then the local county clerk's office will mail them to all individuals on the list. Ballots should be available by September 22, 2020 per Trish.
- Patrons/Citizens must register with their local election authority to get on the list for permanent disabled and ballots will automatically be mailed.
- Trish and Rita stressed that the post office does a great job servicing us through the holiday rush of package delivery and with mailing election ballots. If citizens request their ballots early and mail early they will be processed and counted.

Advisory Council recommendations:

Rita – Always vote's absentee by mail and it definitely is very convenient, but you must mail back ballots on time to be counted.

DeAnna – Received a phone call from the Columbia Boone County clerk's office notifying her that the absentee ballot was mailed for the primary election and once ballot was received there was an email sent confirming receipt of said ballot and would be counted on Election Day.

Trish commented not all clerk's office have citizens e-mail addresses, but Kudos to the Brianna Lennon (Columbia Boone County) clerk's office for providing yet another way to help citizens gain and process their absentee ballots.

Peter – Thanked Trish for getting the Zoom account setup for Wolfner and our patrons.

State Librarian, Robin Westphal

- Robin stated that the three divisions of state library: Reference Services, Library Development, and Wolfner Library have determined that it is very important serve our patrons and to improve access to services in a timely manner while dealing with the concerns relating

to the COVID-19 pandemic. We have continued without missing a beat thus far.

- Since March we have been inspired with a new motto “Why strive for normal when you can strive for better”.
- Shortly after March, the State Library has implemented several avenues for accessibility for library patrons and state employees.
 - Provide better services
 - Assist our state local libraries to strive for better
 - Make access to information for our state employees better
- **Library Development-** Since on-site access to libraries has been limited because of COVID we have offered grant assistants for online software access to the local libraries for the opportunity to jump start their summer reading program to get kids and adults signed up for the program. This online access provided many opportunities for public libraries to improve and make better their services offered to the public
- Why this is better it can be used in the future to give individuals in the summer reading program an online option if they can't physically return their books to get counted towards their summer reading program goals.
- The State Library received a little over \$500,000 in Cares Fund from the Federal Government through the Cares Act to be distributed to libraries across the state to help them respond to COVID.
- According to the Cares Act, libraries have varies ways the funds can be used so it has always been the mindset of the Missouri State Library to encourage local libraries to write a grant for projects that would fit the specific needs of their community. There really is not a one-size fit all solution even though other states picked to use their funds for a state-wide initiative.
- In response to the opportunity for libraries to apply for the Cares Act Grant there was an overwhelming response of over 50 or maybe 60 libraries that applied for grants across the State of Missouri, and since \$554,000 was not enough we looked at a typical yearly allocation of funds from the LSTA grant so we could offer more assistance so not to deny a library funding if they had a great project for their community.
- Those funds were used for: Curbside pickup, remote lockers, contactless interaction with library staffs, hotspots (patrons took home to download books), self-check machines, e-book collection increase, COVID supplies and several other items.

- Robin was very proud of how all the local libraries stepped up to the plate in response to COVID and especially proud of the immediate response from the staff in a short turnaround time was prepared to serve their communities in a better way while keeping staff and patrons safe.
- The Governor stated there will be additional funding to help allocate to the public libraries in the realm of broadband. The grant is very specific that funds will be used for access to Telehealth, HigherEd's ability to equip their homebound students the ability to gain access to their studies remotely if they can't be in a traditional classroom or on campus.
- The State Library worked with the Department of Economic Development and submitted recommendation to determine what projects was worthy of the grant funding. The recommendations have been turned over to the department and a list of libraries that received the grant will be coming soon and will be shared with the committee.
- **Reference Services**- serves mostly Missouri state employees, citizens of Missouri and public libraries. They have helped with creating the online guide to reopen libraries and how to navigate virtual story time, what are some of the cleaning protocols. The guidelines were so good that other states have copied them kudos to us.
- Online guidelines (LibGuide) are reviewed and updated frequently. Filling employee request has been modified in several ways since the pandemic. Thinking about the new normal is obsolete think about “**better**” as the new normal.
- **Peter** – businesses are doing more work virtually, how do you think this will impact libraries in the future?
 - **Robin**- ways to do outreach in a virtual environment, Facebook live Storytime, author talk virtually may continue since it reach a different audience. Getting back to on-site library access will be a great need to get back into libraries in the future. We really need our librarians even though we are doing lots of things virtually. Zoom meetings will not end, but being able to visit the libraries is surely missed and hoping to travel and have the interaction with libraries.
 - We are a better agency because of Wolfner since we have interacted with libraries never hear from by asking questions and getting tips for COVID.
 - Libraries are providing resources for communities who are teaching their children at home without access to internet.

- **Wolfner Library** -Outreach has been a great focus since no one can visit the local libraries. Zoom meetings is not going to slow down it is just temporary.
- No plans to stop virtual library meetings because it's a big impact to reach everyone versus visiting in person. We are a “**better**” agency since the pandemic and we have increased contact from local libraries never heard from with questions and affirmations which has increased our reputation and is now valued.
- Major role for libraries doing home schooling and providing online resources and suggestions.
- Parking lot hotspots have become the norm for citizens that don't have internet access and to help the children and in the community. Remote lockers to access their books to provide contactless availability.

Wolfner Library Director's Report, Leslie Bowman

- Finally updated to KLAS 7.7 with a few technical difficulties and this will help with outreach services.
- Wolfner will be using BeanStack, an accessible online platform, for programs such as the Adult Winter Reading Program and the Youth Summer Reading Program. Patrons will be able to log their reading time and books as well as earn badges for participation.
- Will be implementing duplication on demand, the building at the National Library Service is only open two days a week and everything has been reduced from customer service and deliveries.

REALM Study Test 3 results



Table 2. Test 3 total log₁₀ SARS-CoV-2 recovered at days 0, 2, 3, 4, and 5.

Description	Inoculum ¹	0 Day ²	2 Day	3 Day	4 Day	5 Day
Talking book, USB cassette	4.70	3.24	1.45	1.12	0.54	0.26
DVD	4.70	3.24	1.28	1.55	1.39	< LOD
Storage bag (flexible plastic)	4.70	3.47	1.76	1.77	0.52	< LOD
Storage container (rigid plastic)	4.70	3.16	1.26	0.85	0.78	1.04
Plexiglass	4.70	3.24	1.41	1.61	0.52	0.52

¹ Total number (log₁₀) of virus applied to each material

² Total number (log₁₀) of virus recovered after ~1hr dry period

- Our quarantine procedures needed to change due to the publication of the results of test 3.
 - In order to allow any contamination to die, we will hold all items on the loading dock for at least 72 hours. That would mean that Wolfner could meet the 5 day recommendation as shown below.
 - 24 hours from the time an item leaves the patron's home and arrives on the loading dock through USPS (most will be in the mail longer than 24 hours)
 - 72 hours on the loading dock before being sorted, inspected, and in processed by the Circulation Staff
 - 24 hours before being picked up by USPS for transport to another patron
 - 24 hours before earliest possible delivery by USPS
 - The weekly schedule for the Circulation Staff would be:
 - Monday mail arrival not touched until Thursday
 - Tuesday mail arrival not touched until Friday
 - Wednesday mail arrival not touched until following Monday
 - Thursday mail arrival not touched until following Tuesday
 - Friday mail arrival not touched until following Wednesday

Train the trainer

- Amy and Lisa will share what they learned at the Higher Ed Accessibility Summit
- Lori, Salena, and Amy will share what they learned at the Facebook in your Library training
- Brandon K., Meghan, and Lori will share what they learned from the MALA Listen Up! An Audiobook Webinar
- Lisa will share what she learned at YALSA Audio book webinar

Outreach has been virtual

- In the midst of COVID-19 all in person outreach has been cancelled
- Wolfner will be using Zoom to continue book club and virtual outreach.
- Ataxia Support Group presentation August 8
- Kirkwood Public Library presentation August 19
 - Home bound patrons
- Cane Drivers Book Club highlighted in Youth report
 - Lisa Hellman joined and look forward to working with the youth

Questions:

- Peter – What is a Pig Pen?
- Answer - It is the 6x6 large crate familiar looking chicken wire and we process 2-3 a day. Can be called hampers or gurney.
- Universal design is an important marketing approach for people with or without disabilities and encourage to share with everyone.

Adult Services

- The “Identifying Fake News” webinar’s second session was as well received as the first. Participants reported learning a great deal and hope to apply the skills they learned moving forward.
- The 2020 Adult Winter Reading Program ended with 34 who completed the program. Prizes were mailed in late May as the deadline to report completion was extended to May 15 due to our COVID-19 closure. The majority of the planning for the 2021 has been completed with staff now working to assemble needed materials.
- Book Clubs are still going strong, with participation having increased 3-4 per call since COVID-19 has kept people home.
- Six patrons are signed up thus far for the new African American Literature Book Club. A Patron lead book club starting September 2, 2020. Alex George the author will join on October 15, 2020 wrote book: Setting free to kites
- Circulation of adult large print books has doubled since our return in May, with an average of 500-550 books checked out at a given point.

Youth Services

Patron Information

- Total Active Youth Patrons (18 and under): 552

Youth Programming Information

- Summer Reading:
 - 152 Registered (record breaking number)
 - 125 Completed (record breaking number)
- Wolfie’s Den (Virtual Storytime Video)
 - 2 fairy tale themed videos currently available, with plans to make at least one new video a month

- Wolfie's Crafting Corner (Virtual Crafting Video)
 - 1 book-themed crafter currently available with another in process and plans to make those throughout the year
- Podcasts (No catchy name...yet)
 - Rolling with Accessibility: How to Make Roleplaying Games Accessible for the Blind
 - Plan to interview Wolfner's recording studio volunteer narrators and others in the future (would be interested in other people or topics to cover)
- ZOOM Events
 - Karen Land Sled Dog Event
 - Aug. 6: 43 registered, 27 participated
 - Aug. 8: 37 registered, 23 participated

Advisory Council recommendations:

None

Circulation Report, Verhonda Winters

- For the third quarter, 93,031 items circulated.
- Duplication production on book reserves
 - Titles 4,741
 - Copies 6,453
- Staff shifted 108,593 digital copies and now in the process of checking the inventory.
- Digital Recall- shipped out 23,320 digital copies of the 30,000 to be recycled for the year.
- Xess Braille for redistribution of excess
 - Completed shifting the braille collection.
 - Wolfner is offering 214 braille titles to other libraries.

Advisory Council recommendations:

None

Recording Studio, Amy Poos

- Since May, 16 books have been uploaded to Bard. Six are new recordings and 10 went through the second review process for quality assurance where corrections were made.
- Since July 7, when recording studio opened, our wonderful volunteers have put in over 300 hours.

- All of the Missouri award nomination books for children have been uploaded, so when the students return to school they will be able to read them and vote on their favorite.
- Volunteers are working hard on the Missouri youth award nomination books. We have an abbreviated recording schedule due to stringent cleaning of the studio and keeping our volunteers health and safety at the forefront of our minds. At this time, it is taking a longer time to finish books.
- **Advisory Council recommendations**
None

Public Services Report, Lori Brown

Patron Services by the numbers

- Wolfner currently serves 9,715 active patrons
- Of those patrons, 292 are youth patrons.
- Wolfner now serves 775 institutions
- Julie Stoehr, Tech I, is working on a project to validate the status of patrons in the system.
- Wolfner had patrons were deleted from our active patron list as Wolfner identified and removed deceased patrons. Wolfner is reviewing all patron accounts.
- Reader advisors and two librarians have been contacting over 5,000 patrons who have books that are more than six months overdue. This has allowed us to offer new books, programs, and services and check contact information.
- For May 1 to July 31, 2020, Wolfner had 12,598 patrons' contacts

	Total	Phone	Mail	Walk-in	e-mail	fax	other	
FY20	5,356	3,632	153	11	1,532	0	29	
FY21	12,598	7,318	659	1	4,581	31	8	

- Now that the patrons with overdue books project is complete, reader advisors will be calling all patrons who have not been served for between 1 to 5 years. This will result in reader advisors calling ---- additional patrons.

Advisory Council recommendations

Peter – Need more facts

Leslie – Veteran and other patron to serve on the committee Peter's term is ending very soon along with other members.

Please send nomination to leslie.bowman@sos.mo.gov

DeAnna – It's up to state organization to determine how long an individual can serve FBC?

Nominations in the newsletter for positions to serve or through book club

Focus on local community (churches, synagogue, mosque etc.)

This is a plus for virtual meetings for those who normally can't attend.

Leslie will accept the code: COVID-19 in place of authority signature.

Katy – still trying to provide services remotely but not all. There has been some challenges in serving all of their patrons because of social distancing as well as no contact information.

Advisory Council recommendations, scheduling next meetings, and other business: All future meetings agree by committee

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, November 20, 2020
- Friday, February 19, 2021

Adjournment:

- Moved – Rita McGuire
- Seconded – Kathleen Gallagher
- All approved - Yes
- Adjourned at – 11:28 a.m.