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Wolfner Advisory Council Meeting
James C. Kirkpatrick State Information Center
SOS State Library Conference room, 2nd Fl.
December 4, 2020

Welcome/ Call to Order Introductions

Paul Mimms – Patron since 2011 representing Blind Veterans
Mandy Dovin – Patron since 1994 2nd term on council representing
(Patron's At Large)
Kerry Smith – Patron since 1990 replacing DeAnna Noriega
representing (MCD)

Roll Call

Peter Altschul	Leslie Bowman
Lori Brown	Kati Cawdron
Steven Daley	Mandy Dovin
Kathleen Gallagher	Melissa Kane
Joanne Lewis	Rita McGuire
Paul Mimms	Walt Ross
Kerry Smith	Trish Vincent
Robin Westphal	Verhonda Winters
Sindy Puckett	

Call to order Peter Altschul at 10:00 am

Approval of Minutes for August

- Moved by – Rita McGuire
- Seconded by-Melissa Kane
- Approved – 10:11 am

Executive Deputy Secretary of State, Trish Vincent

- ▶ Trish Officially welcomed new members and stated it is always exciting to have new blood that can give the council a plethora of new

ideas and perspective and the council looks forward to working with all new members.

- ▶ Missouri had a very successful 2020 Presidential election which took a lot of planning, and this year's election was the quietest election (day/night) that Trish could recall.
- ▶ Trish praises all county clerks and election authorities on the great work they performed with a record turnout and no major occurrences on election night.
- ▶ The Secretary of State Staff posted unofficial ballots by 2:30 p.m. on election night. Trish also indicated she is grateful that the State of Missouri is not being portrayed negatively in the media like other states (Pennsylvania, Michigan, Arizona or Georgia).
- ▶ The Missouri Secretary of State will be certifying the election on December 8th and hopes everyone got out to the poles and was able to vote successfully.
- ▶ Currently, Wolfner Library continues to serve our patrons daily and provide great customer service in the midst the of COVID-19 pandemic and uncertainty of the future.

Advisory Council Comments and Recommendations:

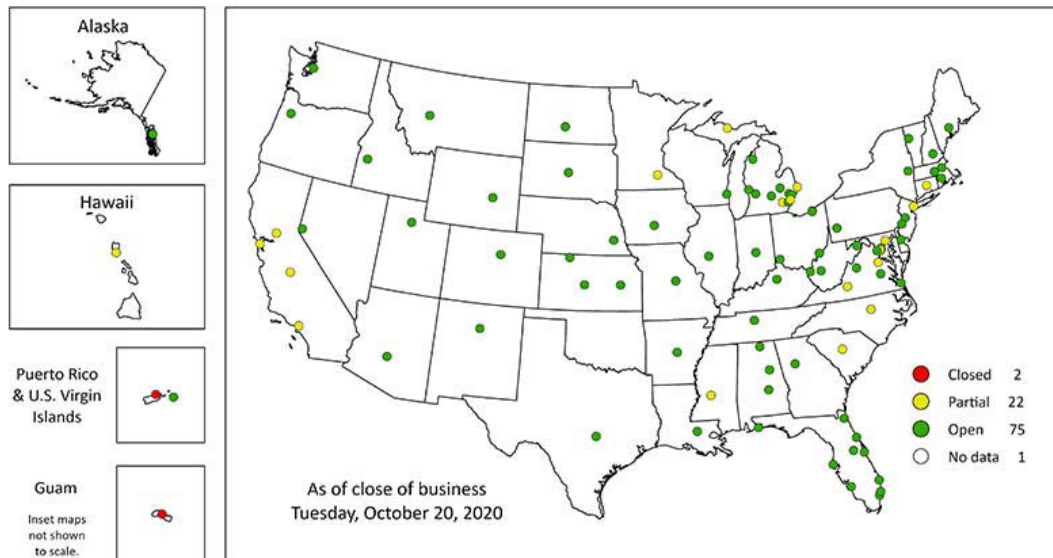
- ▶ The council was very appreciative of the great work Trish and her staff performed to prepare the State of Missouri for the 2020 Presidential Election day/night.

Director's Report, Leslie Bowman

Wolfner response during the COVID-19 Pandemic

- ▶ Continuing to quarantine incoming mail for 72 hours.
- ▶ 2 Network Libraries of the National Library Service (NLS) are still closed. 22 are partially open, 75 are fully open.

NLS Network Library Status in Coronavirus Pandemic



- ▶ The Duplication on Demand (DoD) conversion is in process. Equipment arrived December 1, 2020. SOS IT is working on installing the two workstations.
 - ▶ Wolfner will start setting up a small group of patrons on DoD. All new patrons will automatically be setup immediately and then work to convert everyone else.
 - ▶ What does this mean for our patrons? They will have the ability to get multiple books on one cartridge and work with their reader advisors to prioritize per their preference and every book in a collections will be available.
 - ▶ This is the greatest upgrade to technology since BARD.
- ▶ The Refreshable Braille Display pilot is taking place in two states. Wolfner will get two devices to test after the pilot is complete.

News from the National Library Service Biennial conference—what is NLS working on?

Mission Statement: To provide books, magazines, musical scores, foreign language materials, locally produced materials and texts in braille and recorded formats to blind and print disabled individuals in the United States and U.S. citizens living abroad.

Vision Statement: That All May Read

New Eligibility Regulation

An “eligible person” thus mean an individual who, regardless of any other disability

- (A) Is blind
- (B) Has a visual impairment or perceptual or reading disability that cannot be improved to give visual function substantially equivalent to that of a person who has not such impairment or disability and so is unable to read printed works to substantially the same degree as a person with an impairment or disability.
- (C) Is otherwise unable, through physical disability, to hold or manipulate a book or to focus or move the eyes to the extent that would be normally acceptable for reading.

New Certifying Authorities

Eligibility must be certified by one of the following: doctor of medicine, doctor of osteopathy, ophthalmologist, optometrist, **psychologist**, registered nurse, therapist, and professional staff of hospitals, institutions, and public or welfare agencies (such as an **educator**, a social worker, case worker, counselor, rehabilitation teacher, **certified reading specialist**, **school psychologist**, superintendent, or **librarian**).

Questions (Visually Impaired New Guidelines):

- **Peter:**
 - Please explain how Wolfner Library will market services to patrons using the new visually impaired guidelines and what impact it will have?
- **Leslie:**
 - Wolfner will be researching methods, processes and procedures to service patrons when the new guidelines become effective.
 - However, in the past we have been encouraging individuals with dyslexia to sign-up for services as well as teachers and librarians to consider being an authorized certifier. Now that we have the new guidelines we can include this information in our print and digital platforms used for outreach.

- Wolfner is hoping this impact will increase the number of patrons we serve along with helping other outside entities understand who/whom can qualify for our services. This will be great and challenging opportunity for Wolfner Library.
- **Peter:**
 - What is the timeline for DoD.
- **Leslie:**
 - Wolfner will start the DoD conversion in January on the first 50 patrons ensuring their understanding, comfortability and usage of DoD and how to return books back to the library.
 - Once those 50 patrons are comfortable with the new process we will start in February choosing about 100-500 patrons monthly to convert over until we have successfully converted all 8,600 patrons.
 - There will be a short book at the beginning with instructions on how to use the bookshelf in detail.
 - The conversion could take about one year to complete, but there are no guarantees just a rough estimate.

Questions about (Refreshable Braille Display):

- **Peter:**
 - Leslie can you briefly explain the Refreshable Braille Display program.
- **Leslie:**
 - The Refreshable Braille Display will have the capability to store over 100,000 books with 20 cells and eight key braille keyboard Zoomax is a little bigger.
 - There are only two vendors providing this service (Zoomax and Humanware), because Congress required the purchase be \$500 or less. The Orbit Reader is no longer under consideration.
 - When the pilot is over each state will choose their preference of the two displays available.
 - NLS will be working out the logistics from state to state in order to provide our patrons the best customer service when patrons transfer from to another state that might not have adopted to use their current machine.
 - The parameters are not fully clear, but looking forward to the change.

- **Peter:**
 - What is the timeframe for completion of the Refreshable Braille Program?
- **Leslie:**
 - Currently, this information is not readily available at this time.
- **Mandy:**
 - Please explain what is the purpose of the Braille Display Program?
- **Leslie:**
 - The purpose is to provide refreshable braille display for our braille reader's without having to carry around 30 volumes of one book if they want *The Joy of Cooking*. Everything will be in one place similar to the talking book machine. The display had to be less than \$500 and robust like the talking book player to satisfy Congress.
- **Carrie:**
 - How will the BRF obtained.
- **Leslie:**
 - Books are downloadable on the computer.
 - BRF will come with a cable that connects to the computer to download the BRF.
 - They are also working on a hotspot to download from anywhere.
 - The first shipment probably will be distributed in early March.

Staff at Wolfner

- ▶ Lori Brown has been promoted from Reader Advisor to Reader Services Manager.
- ▶ Carol Mathews, Julie Stoehr (2nd Retirement) and Amy Poos have left Wolfner.

FFY21 Annual Performance Goals

1. Modify accepted certifying authorities. Applications will be revised.
2. Make BARD products more scalable, user-friendly, and flexible.
 - ▶ BARD 1.5
 - i. BARD to Amazon Web Service cloud
 - ii. Increased capacity and download speed

- iii. Integration with single sign-on (AAA sign-on)
- ▶ BARD 2.0
 - i. New development contract team
 - ii. Micro-service oriented
 - iii. Search improvements
 - iv. Download speed-CDN content delivery network
 - v. Improved wish list function
 - vi. Synchronization of devices so can move between devices
 - 1. Third party player and Phone same place same book.

Questions:

- **Mandy:** During the conference did they speak about the iPhone screen lock issue for BARD when playing?
 - **Leslie:** Could not recall any such conversation.
 - **Melissa:** Recently tested the ability to lock the iPhone when BARD is playing and is currently working as intended.
 - **Peter:** Always update your apps
3. Single Sign-on to make access easier.
 4. Pilot and roll out new Braille eReaders and accessories.
 - ▶ Human Ware
 - ▶ Zoomax
 - ▶ Either will store over 100,000 books
 5. Pilot and roll out new next-generation digital talking book machine
 - ▶ Testing smart speakers
 - ▶ Locked down cell phone
 - i. NLS is working to have all players'
 1. Voice activated
 2. Connect to web automatically
 3. Reader advisers the ability to push items to the patrons player digitally instead of being mailed.
 4. Limit delivery too only original players and accessories.
 6. NLS reorganization

- ▶ Reorganizing to better meet our needs with the following revisions per the following:
 - i. Tech with Tech
 - ii. Patron focus with Patron focus
 - iii. Outward focus with Outward focus
 - iv. Inward focus with Inward focus
 - v. Music crew
 - vi. Staff at NLS is being shuffled around

7. NLS move—looking at moving to Capitol Hill near LOC

8. Marakesh Treaty

- DBG for global
- 70% Spanish
- GBS interface so that we can input content
 - China has signed the treaty, but taken no action since then—Mandarin and Cantonese

Advisory Council Recommendations

None

State Library, Robin Westphal

- ▶ We try not to say “new normal or pivot”, but that’s what the world is using. Our motto is “provide better service”. We are not pivoting, but actually evolving and adapting to our current circumstances.
- ▶ Some of the things the State Library has been working on are:
 - Serving all 6,000,000 citizens of the State of Missouri in some aspect.
 - Traditional Public Library
 - Wolfner Library
 - Reaching all 60,000 plus employees of the State of Missouri
 - Amongst the three areas of concentration we do truly believe our library services has impacted every part of the state.
 - **Wolfner Library:**
 - Robin reiterates all the programs that Wolfner is working on (DoD, RBF, etc...) she compliments Leslie on her goal to

reach all Wolfner patrons as much as possible utilizing the little staff available.

- Leslie ensures that all patrons' library needs are being met and desires to assist with any other services Wolfner can provide.
- This is the same philosophy used in the other two state library divisions (Library Reference and Library Development).

○ **Library Reference:**

- Serves employees of the State of Missouri. They have a chat service that helps employees gain information and materials for work projects involving research, articles, newspapers, academic books etc...
- Provides webinars in various aspects for example; how to research; managing work life balance; and most popular anything but PowerPoint.
- Implemented responses to COVID-19 on self-care, how to handle stress, balance work and professional life, and how to cope with remote work.
- Relevance of Reference services has increased knowledge and visibility of who and how they serve state employees of Missouri.
- There was about 500 new state employees added to the roster as library card holders based on simple marketing, and has sphere headed other marketing goals.
- Our goal is to ensure every state employee knows about the services the State Library offers.
- State documents continue to be added to reference services that relates to anything produces by state agencies (physically and/or digitally).
- Offers a professional development collection to Missouri Public Library Directors across the state; the most popular request are (simple management of libraries and procedures on virtual programming).
- In addition reference services will ensure that every public library director or branch manager has a state library card to take advantage of all the services offered in the collection.

○ **Library Development:**

- Serves the traditional public libraries across the State of Missouri. This is a two-fold objective:
 - Libraries were given the opportunity to apply for grants outside of the traditional grant schedule to meet the immediate needs to help their patrons during the pandemic.
 - We incorporated carrot funds (federal) with the normal yearly state funds and awarded 60 grants for the purchase of PPE equipment and remote check-out machines and lockers that supported the CDC contactless guidelines.
 - Partnered with the Department of Economic Development whom awarded an additional 39 grants to libraries for higher education and telehealth services to purchase mobile hotspots or mobile devices (laptops) to assist citizens who don't have access to the internet for appointments and virtual schooling.
 - Hosting Library Director Forums to connect with libraries across the state. It includes about 75 attendees in spite of the degree of libraries that are shut-down.
 - Other forums included adult services (virtual book clubs, how to reach underserved etc...); Children and Teen services staff forum (virtual programming, home schooling etc...)
 - Looking forward to 2021 writing a five year grant plan of our use of federal and state funding. We are encouraging citizens to contact their elected officials about how they have been serving in the midst of COVID and what they will need to continue servicing the citizens of the State of Missouri.
 - Libraries are the second responders to the pandemic and how libraries have become a life-saver for those who use libraries in Missouri.

Advisory Council Recommendations

Question:

- **Paul:**
 - Libraries offered technology training in the past, but what is available for individuals to learn how to type and/or learn technology since the pandemic?
- **Robin:**
 - Most public libraries still have the basic service available, but it is limited to contact because of COVID guidelines and closed libraries.
 - Also libraries have realized the training needs to be expanded to learning in a virtual environment outside of just learning to type.
 - We are looking into a state-wide database for a second career or improving technology skills for the way we communicate today and in the future.
- **Peter:**
 - Let's make sure services are expanded to all individuals and not just African American groups.
- **Robin:**
 - The State Library is working on marketing tactics to inform the citizens of Missouri about all the services the library offers.

Public Services Report, Lori Brown

- Wolfner currently serves 8,288 active patrons
- Of those patrons, 297 are youth patrons.
- Wolfner now serves 786 institutions
- Julie Stoehr, Tech I, has left our team. We are working on her replacement at this time. Kenna, from circulation is filling in for the Tech I position at this time.
- 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 Aug 1 to Oct 31, 2020, Wolfner had 11,277 patrons' contacts

	Total	Phone	Mail	Walk-in	e-mail	fax	other	
FY21	11,277	5470	658	4	4,141	2	2	

- Staff has created over 75 Facebook post.
- Reader advisors are calling all patrons who have not been served for between 1 to 5 years. This will result in reader advisors calling 1,200 additional patrons.

Questions:

- **Peter:**
 - What is the comparison of statistics this year to prior years for new patrons?
- **Lori:**
 - The contacts for patrons (new and current) has increased in volume from previous years.
- **Leslie:**
 - Confirms there is a slight uptick in new patrons, and circulation is slightly lower than last year. However, we see this has a huge success to continue business as usual in the mist of the COVID Pandemic which closed Wolfner for about three months.
 - Lori's stats are not as glowing as we would like because we have been cleaning up the database from patrons that are not living, but still using our services.
 - Peter praised Leslie on her great outreach to the Nursing Home communities on Wolfner's services.
 - Other interesting statistics are available on our website:
 - The Youth Librarian (story time, virtual story time, accessible crafts and podcasts (Diane Schuur-Patron of NLS).
 - Currently, taking registration for the Adult Winter Reading Program (Laura Ingalls Wilder) re-enactor who will convey the real story (this only adult oriented) inappropriate for children.

- We will have a new evening book club starting in January along with our usual three book clubs. The patron survey will go out with the winter newsletter.

Advisory Council Recommendations

Questions:

- **Peter:**
 - Are all of the new council members familiar with all the book clubs mentioned?
- **Carrie:**
 - What is the Laura Ingalls Wilder about?
 - Wolfner offers an adult patron program featuring Laura Keyes, a Laura Ingalls Wilder re-inactor, on January 12 at 7 p.m.
- **Mandy:**
 - Just a feedback on the application perspective while working with NFB. There seems to be some confusion for clients when filling out the application for the music category not sure what it really entails.
 - Patrons would like to see more specifics in the music category when applications are being revised.
- **Leslie:**
 - Music category is only for teaching not leisure pleasure. However, she will look into trying ways we can satisfy our patron's interest.
- **Steve:**
 - Praise the council's awesome work. Encourage patrons to contact Wolfner first before contacting NFB. He also referred a patron to Wolfner during the meeting.
 - There seems to be a service gap between 5-21 range that MSBL handles and older individuals that don't have knowledge about Wolfner services. On the other hand the middle range 21-35 seems to have knowledge of the Wolfner and the service available. Wants to know if Wolfner reaches out to college students
- **Leslie:**

- Will continue to try reaching out to the colleges, but it is challenging because of the high turnover of staff.

Circulation Report, Verhonda Winters

- Items circulated
 - Books and misc. items 103,705
 - Equipment Items 849
- Duplication production
 - 8,565 titles
 - 12,662 copies
- Circulation has received our Duplication on Demand (Gutenberg) equipment this week. When all of the supplies are here, Wolfner will start the transition to multiple books on a cartridge with 50 patrons.
- Project work
 - Staff have completed inventory of the braille after shifting the collection.
 - Wolfner's quota for digital recall books to recycle is 13,200 for 2021. This quota is less than the 30,000 copies sent for 2020 because we plan to reuse most of the cartridges that are from our National Library Service for Duplication on Demand.

Advisory Council Recommendations

None

Recording Studio, Leslie Bowman acting

- ▶ Wolfner has been authorized to invite the volunteers back on a limited schedule.
- ▶ The recording studio is able to have two sessions a day with major cleaning in between. The reviewing cubicles are also available for two sessions a day.
- ▶ In order to keep our volunteers and staff safe, we have implemented the following: major scrubbing of all surfaces including microphones; covering keyboards and mouse's with saran wrap; quarantining books for 72 hours; and, wearing masks unless in the cubicle or the booth.

- ▶ Over the last quarter, fifteen new books have been recorded and produced on BARD. All of the pictures books for award book have been completed and ready for students to vote on.
- ▶ Currently, Wolfner is working on novels for pre-teen and teens, which will be available soon for voting. We are also preparing for the bicentennial year and acquiring books for/about and set in Missouri and available for the big reading program that started the 1st of December.

Advisory Council Recommendations

Questions:

- **Peter:**
 - Can you explain the departure of recent employees and their replacements?
- **Leslie:**
 - We are working on advertising for the two open position and hope to have them filled very soon. Currently, we have knowledgeable staff stepping to assist where needed and I will take over the recording studio duties temporarily until newly hired staff has been trained appropriately. Any changes will be conveyed to the council as they become available.
 - We will be asking in our Winter Newsletter for notes of appreciation and the volunteer celebration will be virtual instead of local. Wolfner by way of the Friend of the Library will be providing volunteer totes and umbrellas for their service to the library.

Other business

- ▶ We already have a replacement for Deanna Noriega (Kerry Smith)
- ▶ Leslie is recommending that the council votes on changing the bylaws to reflect the council meeting via zoom three times a year and once a year in person when its safe in the future
- ▶ Peter will contact Deanna:

Thank you Deanna Noriega for your time and talents!

Meeting Date 2021:

February 19, 2021
May 21, 2021
August 20, 2021
November 19, 2021

Chair for 2021?

- ▶ Peter's term ended in December 2020. The council members need to decide on a new chair.
- ▶ **Paul** - nominated Peter continues
- ▶ **Rita** - seconded Peter continues
- ▶ **All approved** - Yes
- ▶ **Peter** – Anyone interested in being the new vice chair
- ▶ **Volunteers** – Rita, Kerry, Amanda
- ▶ **Leslie** – We will vote for new Vice Chair at the next meeting in 2021

BARD Issues

Paul - Recommends individuals pay attention to their BARD application when upgrading devices to help resolve any issues with downloading and storing books because of the limit restriction.

Leslie - Recommends handling this issue on a case by case when working with a Wolfner reader advisor. She also was unaware there was a cap.

Lori – There is a 100 book download 30 day cap associated with issues.

For the next meeting, could each of you provide an update on your organization, if applicable?

Adjournment:

- Moved – Rita
- Seconded – Amanda
- All approved - Yes
- Adjourned at – 11:50 am