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Wolfner Advisory Council Meeting

James C. Kirkpatrick State Information Center
SOS State Library Conference room, 2nd Fl.
May 21, 2021

Welcome/ Call to Order

Roll Call

Peter Altschul
Leslie Bowman
Lori Brown
Katy Cawdron
Steven Daley
Mandy Dovin
Kathleen Gallagher
Melissa Kane
Paul Mimms
Rita McGuire
Walt Ross
Kerry Smith
Trish Vincent
Randy Wright

Excused Absence

Joanne Lewis
Robin Westphal
Verhonda Winters

Approval of Minutes for February

Moved by Paul Mimms
Seconded by Rita McGuire
All in favor

Reports from members representing organizations

Missouri School for the Blind, Steven Daley

- MSB is holding its second Facebook graduation with four to five students graduating
- MSB Outreach has included Professional Development surrounding the Deaf/Blind Task Force. MSB is reaching out to professional and parents to get the word out.
- MSB launched the Babies Count program targeting the 0-5 year olds with eye and/or ear conditions.

Public Libraries, Kathleen Gallagher

- Staff focused on response to pandemic and construction.

Missouri Council of the Blind, Kerry Smith

- Search for Executive Director is ongoing

Blind Veterans, Paul Mimms

- VA no opening and still in lockdown
- Holding virtual meetings until at least August
- VA doesn't usually send out information created by the Blind Veterans, but Paul and company are trying to change that and send information out

National Federation of the Blind, Melissa Kane

- NFB-MO State Convention was held at the end of March and was very successful
- NFB National Convention will be held virtually from July 6-10, 2021. As the convention is both virtual and free, all are encouraged to attend. Leslie Bowman has already registered.
- This summer the BELL academy will be offered online. The program will be called BELL from home.

Rehabilitative Services for the Blind, Mandy Dovin, Katy Cawdron

- All RSB workers were recalled to their offices instead of working from home on May 17, 2021. Consultants had been actively going out to clients. There are no published procedures for the return.

Peter Altschul

- Shared that he has recently had a book published.

Executive Deputy Secretary of State Trish Vincent

- SOS employees have worked from their offices for the past year.
- SOS staff will participate in community events soon. There will be one laptop computer with KLAS and internet access so that Wolfner Staff can meet the need of patrons while out on Outreach.
- Circulation and Reader Services have done an incredible job with the Duplication on Demand (DoD) transition.
- The Recording Studio is doing a great job producing the State Roster in Braille as well as Large Print. They are also recording the Missouri Constitution for the first time. The Recording Studio will be producing other State documents as well.
- The Securities Division is working with Wolfner to provide a program on Preventing Financial Fraud.

Advisory Council recommendations

- How will the State Library be celebrating Missouri's Bicentennial?
- Robin's report includes details about the Read Across Missouri celebration. Also the Blue Book has a Bicentennial theme, each government building has special Bicentennial pull up banners for the lobby, and there is a special Bicentennial flag to be flown.
- Walt Ross asked how to purchase a Bicentennial Flag. The contact information will be sent out to the Advisory Council after the meeting.

State Librarian Robin Westphal

State Library

- The State Library continues to host the Public Libraries Directors Forum biweekly. At this forum, directors discuss their COVID-19 response as well as other topics concerning library services.
- Missouri State Library Bicentennial Read Across Missouri
In honor of the 200 anniversary of the great state of Missouri's joining the union, the State Library of Missouri has created an interactive reading challenge that allows the people of Missouri a chance to see all the literary treasures this state has to offer.
The challenge is broken into six geographic regions: NW, NE, KC area, Central, STL, and SW. The end goal is to read a book from

every region. To participate go to <https://www.sos.mo.gov/library/bicentennialprograms> To create a free account in Beanstack please go to <https://wolfpac.beanstack.org/>

Library Development

- Library Development has been using their resources over the past year wisely. As travel was not possible, consultants provided training virtually and to a wider audience. Forums and webinars allowed librarians across the state to collaborate, ask questions, and share ideas.
- During our current fiscal year, LD hosted a New Director Orientation series, Children and Teen Services and Adult Services Forums, a Resuming in-Person Programming Conversation, an Autism & Libraries series, and a Workforce Development series. In addition to the Adult Services Forum, Children and Teen Services Forum, which will continue, a second New Director Orientation series will be offered. Topics for FY2022 are expected to include Effective Library Boards, Understanding Compassion Fatigue, and Creating an Inclusive Library.
- Library Development provides libraries across the state the opportunity to apply for American Rescue Plan Act (ARPA) funding through the Institute of Museum and Library Services (IMLS). ARPA funds must be used to support digital inclusion efforts, provide rapid emergency relief, and support library services. Public libraries will be invited to apply for grants that respond to the pandemic in ways that meet unique community needs.
- Statewide projects funded through ARPA will include MOLib2Go shared collections, a Reading Enrichment Resource (online), Teen Digital Resources, Missouri Evergreen support, and REAL Program Membership.
- Other grant opportunities are offered through Library Services and Technology Act grant funds and include support for Bicentennial Programs, Author Visits, Continuing Education, Technology Improvements, Summer Library Programs and Literacy Programs.

Reference Services

- As the library for State Employees, Reference Services continues to look for useful resources for all State Employees.
- Recently, Reference Services has tested many databases and has invested in two.

Infobase Access Video on Demand
Infobase CREDO Reference

- Reference Services continues to update the COVID-19 Guide <https://mostate.libguides.com/covid19>
- While the Reference Services website (<https://mostate.libguides.com/>) was created for use by State Employees, please feel free to check it out. There are many resources available to all, including books, government publications and databases, and reference assistance.

Reader Services Report – Lori Brown

- Wolfner currently serves 7,753 active patrons. Of those, 471 are Youth patrons. Additionally, Wolfner serves 819 institutions. Of those institutions, 49 are branch libraries that serve as demonstration sites and certifiers.
- From February 21- April 21, the Reader Advisors have made 14,851 patron contacts. Last year during the same period, RAs made 5,285 contacts and the year before 3,669 contacts.
- Reader Advisors have been busy converting patrons to our new Digital on Demand service model. RAs are contacting each patron and explaining the advantages of DoD before converting them. As of Monday, May 17, RAs have converted 431 patrons to Digital on Demand. Only 7,322 still to go!
- In order to expedite the transition to Duplication on Demand, Chris Cowan and Tim Emmel from Circulation are helping make phone calls and setting patrons up for DoD for the next three months.
- RAs are also helping with the Book Reader Pilot. As one of eight (8) states, Wolfner has 18 patrons testing the Book Reader. RAs assist

with tech challenges, three required surveys, and follow up with patrons to provide NLS with the information that the engineers need to produce a new, high quality, voice activated player.

Advisory Council recommendations

Comment and question: We noticed that you doubled productivity over the past two years. What is the difference? Since Leslie has become director, we have changed our business model. Reader advisors now contact our patrons. Our readership number has gone down as we contacted patrons and removed the roles those that have died or moved. Our active patron number is accurate now.

Circulation Report – Verhonda Winters

Before we begin, NLS reports that

- 47 Regional and Sub-regional libraries are on DoD
- 19 Regional and Sub-regional libraries are scheduled
- 6 Regional and Sub-regional libraries have not yet announced their plans

- Circulation team after training with the Gutenberg Appliance that allows Wolfner patrons to have several books on one cartridge. We are now LIVE with DoD production of over 900 book orders out to patrons.
- Circulation team put Wolfner address labels on 17,600 cartridges and 17,700 containers for DoD production.
- Inventory of Descriptive Videos, Adult and Juvenile large print is complete.
- Started inventory of the braille collection.
- Shipped quota of 13,200 copies for digital Recall to NLS vendor for the year.
- Submitted 180 titles for April Xess braille to NLS data management to offer to other libraries.

Digital books, large print, braille and misc. items Circulated

○ 45,554

Machines and Accessories returned from patrons.

- 201 items

Duplication production

- 5,750 Titles
- 6,873 copies made
- 627 Audio Spring Wolfner Newsletters
- 10 African American Literature Club
- 50 Summer Book Club
- 91 Guideposts Magazine
- 38 titles with 102 copies requested by Recording Studio

Advisory Council recommendations

Mandy Dovin asked about 4-5 players found at RSB. Wolfner responded either return to Wolfner or provide to consultants who do not have a player to demonstrate. Please update contact information with Wolfner.

Mandy asked if Wolfner will be calling BARD only patrons. The response is yes, after converting Audio via cartridge patrons.

Kathleen Gallagher asked if public libraries can direct patrons to contact Wolfner concerning machines. The answer is a resounding yes.

Recording Studio Report – Randy Wright

- As of May 3, Wolfner expanded both its volunteer studio schedule and volunteer reviewing schedule from two sessions in the booth to three sessions. The recording studio and reviewing cubicles are now available for three two-hour sessions a day with major cleaning in between. Sessions for every Tuesday and Thursday, along with every other Monday, are already filled with three two-hour studio sessions.
- During the time from the last Wolfpack Advisory Council meeting through yesterday, May 20, 2021...
 - **29** volunteers, during a timeframe of **64** working days, donated **826** hours to Wolfner's recording services onsite and **95** hours reviewing at home on two laptops. These **921** total volunteer hours result in an average of **14.4** hours donated per working day. The volunteer with most time recorded donated **132** hours of his time to Wolfner (**14.3%** of all volunteer hours).

Wolfner Volunteer Hours January 2020 - April 2021



- 25 volunteers attended a two-hour meeting scheduled for them in the Secretary of State's Interpretive Center on Friday, April 16. They enjoyed reacquainting themselves with each other, asking questions they had about their responsibilities, and reviewing the procedures involved in recording process, including documentation. Several notes/emails of appreciation sent from patrons were read to them while being projected onto the screen.
- The expanded recording/reviewing schedule was announced at this meeting. The volunteers were given the opportunity to select the time slot(s) they wished to fill.
- Contractor ID badges processed by the Missouri Office of Administration have been distributed to the **25** volunteers who applied for them. Wearing these eliminates the need to request a visitor name sticker upon entering the building, and allows entry into areas of the library that could become restricted in the future.
- **26** books have been approved on BARD, bringing Wolfner's total to **905** approved audio books. These new entries include:
 - 1 rated for preschool – grade 2
 - 2 rated for grades K - 3
 - 2 rated for grades 3 – 6

- **3** rated for grades 4 – 7
 - **3** rated for grades 6 – 9
 - **2** rated for junior and senior high
 - **2** rated for senior high and adults
 - **11** rated for adults
- **2** of the final nominees for the 2020-2021 MASL Readers Awards have been approved for distribution on BARD and **5** are currently in production.
 - Wolfner is currently recording the Missouri Constitution, with an August 10 target date for distribution--the state's 200th anniversary.

Advisory Council recommendations

Wolfner Library Director's Report – Leslie Bowman

- A **press release** by the Secretary of State, Jay Ashcroft featured Wolfner Library. This led to several news articles

Jefferson City News Tribune, May 9, 2021

[https://www.newstribune.com/news/news/story/2021/may/09/wolfner-library-expanding-offerings-through-technology-to-those-with-disabilities/870426/?utm_medium=social&utm_source=twitter NewsTribune&fbclid=IwAR2X0VByHkyAnoWNZ2QVds-LrqKO-YPM8NHXYuyOHBK4MEt7eI1sv06UItk](https://www.newstribune.com/news/news/story/2021/may/09/wolfner-library-expanding-offerings-through-technology-to-those-with-disabilities/870426/?utm_medium=social&utm_source=twitter%20NewsTribune&fbclid=IwAR2X0VByHkyAnoWNZ2QVds-LrqKO-YPM8NHXYuyOHBK4MEt7eI1sv06UItk)

Springfield News-Leader, April 22, 2021

<https://www.news-leader.com/story/news/local/missouri/2021/04/22/duplication-demand-audiobook-upgrades-come-missouri-wolfner-talking-books-and-braille-library-blind/7319121002/>

New NLS Books added since April 1, 2021: 380 approximately

Staffing

- Lisa Kincaid will be joining the pack as a Reader Advisor on June 16, 2021.
- Salena Morgan has been promoted from Reader Advisor to Adult Services Librarian.
- The search for the Tech 1 is ongoing.

Training and Conferences

- Leslie, Lori, Lisa, Salena, Verhonda, and Randy were able to participate in the 2021 Western Midlands Regional Conference (biennial). Lisa Hellman was part of the panel for the “How to Pivot to Digital Delivery” session. The team also had questions about DoD answered and had the opportunity to collaborate with others. One surprise announcement was that a new DA-2 player will be released soon. In the business meeting, Leslie was elected Midlands Secretary.
- Leslie, Lori, Lisa, Salena, Verhonda, and Randy will attend the KLAS Users Conference in June. Lori and Lisa will be presenting a session titled, “Targeting Patrons for Services and Programs.”

Changes at NLS

- Search for New Director is ongoing; Karen Keninger is retiring at the end of May.
- Chief Materials Development Division, Michael Katzmann, retiring end of June.
- Data and Analytics Officer, David Spett, left NLS on May 14, 2021.
- Duplication on Demand
 - 47 Regional and Sub-regional libraries complete
 - 19 Regional and Sub-regional scheduled
 - 6 unknown status
- Book Reader Pilot
- NLS pilot of Multi-factor authentication for patrons with login.gov
- Braille eReader, two companies, Humanware and Zoomax
- Reading Disabilities Certification
- Smart speaker
- Text to speech computer generated voice for magazines

Adult Services

Five book clubs:

- Good Books has 33 members and averages 25% attendance. The titles in this club feature little to no sex or violence and can be either fiction or non-fiction titles.
- Novel Reads has 30 members and averages 33% attendance. This club features fiction titles from all genres.
- Big Ideas (non-fiction club) has 28 members and averages 30% attendance. This club features non-fiction titles from all genres.
- African American Literature has seven members and averages 60% attendance. This club features fiction and non-fiction titles featuring African American history, interests, and authors.
- Evenings with Wolfner, has 15 members and averages 50% attendance. This is the newest addition to the adult programs and membership has grown by 75% since its first meeting in February. This club features new and popular fiction titles and library “book club favorites”.

Workshops- Currently these take place on a quarterly basis and include:

- Lockdown Your Digital Life
- Identifying Fake News
- BARD Basics
- We are also hosting Preventing Financial Fraud- presented by the Securities Division of the Secretary of State’s office

Adult Winter Reading Program-

This program runs through January and February on an annual basis. We had 90 participants for the 2021 program with a completion rate of 59%.

New and upcoming programming-

- Adult Summer Reading Challenge- new in 2021! The theme this year will be “Tails and Tales” asking participants to read and/or learn about animals. The program will run from May 30, 2021 until July 30, 2021. Participants will be registered using the Beanstack software and will be required to read four titles to complete the challenge. There will be two animal related programs presented during that time as well. A

“Virtual Field Trip” to the St. Louis Zoo and a Zoom presentation by retired veterinarian and Wolfner volunteer, Caroline Ward.

- Two new book clubs will make their debut in August 2021- The first is a genre specific club requested by some of our patrons. *Heartthrobs and Heroines* will feature romance titles exclusively. The second new club, *After Hours*, will be offering all genres since many people have responded positively to our Evenings with Wolfner club debut. A second evening will allow us to offer more variety at a time that is convenient for working adults to attend.
- Workshops- There are plans to offer some new workshops. Ideas for topics include navigating social media, Email basics, Zoom do's and don'ts, a writers workshop, and internet searching tips and tricks.
- Programming- Ideas for new programs to offer include: Gardening in Missouri, Game of Thrones- historical facts and fiction, additional author talks, Birdsong- bird watching and listening by the seasons, and Show Me my State (highlighting some of Missouri's unique people and places)

New ways for adult services

- Book clubs – we are offering patrons a chance to be part of any book discussion they choose from any of our clubs without being a “regular” member of that club. We want patrons to call in and discuss the titles that they enjoyed reading no matter what day and time it is offered. We are also going to ask for more patron participation by allowing club members to lead some discussions.
- Workshops- we are going to be offering more variety in what is offered to see what the patrons are interested in attending. Some of the current workshops have minimal attendance at this time.
- Programming- we are looking to offer new and interesting topics for programs to see what appeals to our patron's interests. A program can only be successful if people attend and enjoy it.
- Outreach- we will soon be able to resume our outreach services. We look forward to getting out into the public eye again and getting the word out to potential patrons. Wolfner has so much to offer and we are ready and eager to go spread the word.

Youth Programs

Early Literacy-

- 5 new registrants as of January 2021
- 23 actively receiving kits

Summer Reading-

- June 5, 2021, at 2 p.m. – Johnny Morris' Wonders of Wildlife Presents: Night Animals
- June 9, 2021, at 1 p.m. – ZOOM with the Kansas City Zoo
- June 16, 2021, at 11 a.m. – The Humane Society of Missouri Presents: Learning About Animals
- June 25, 2021, at 10 a.m. – The University of Missouri Community Practice Veterinarians Presents: Animal Care
- July 1, 2021, at 6:30 p.m. – The Runge Nature Center of Jefferson City Presents: Sounds of Missouri Wildlife
- July 6, 2021, at 2 p.m. – A Virtual St. Louis Zoo Field Trip: Animal Adaptations with Apes and Birds *funded by a grant from The Boeing Company
- July 13, at 7 p.m. – Laura Ingles Wilder: Moving Day featuring Laura Ingles Wilder Impersonator, Laura Keyes
- July 20, at 2 p.m. – An Afternoon with Miss Lisa: Fun, Furry, and Fantastic Activities
- July 27, at 2 p.m. – Missouri Humanities Council Presents: Missouri Native Americans

Wolfie's Crafting Corner:

- 136 views over 10 videos since August 2020
- Newest Videos: Bunny Finger Puppet and Duck Cup Craft
- In Process: Balloon Fish Card, Pipe Cleaner Squirrel and Lighting Bug

Wolfie's Den:

- 117 views over 8 videos since August 2020
- Newest Videos: Lullaby Storytime and Spring Storytime
- In Process: Amphibians and Reptiles Storytime and Marine Life Storytime

Youth DoD Update:

468 youth patrons in Wolfner Library's system

- 93 are only receiving Wolfner Library's services at school
- 375 are using Wolfner Library's services at home
 - 17 are on DoD
 - 50 are BARD Only
 - 169 are not on DoD yet
 - 139 are not audio readers

Advisory Council recommendations and other business

Walt Ross comment about book clubs. Through participation with the three book clubs, he has read many good books. The Thursday afternoon clubs have the same people participating monthly. Those eight patrons have bonded and the members are very close. Walter thinks the evening book clubs are a great idea.

Adjournment at 11:44 a.m.

- Motion Paul Mimms
- Seconded Mandy Dovin
- All approved
- Adjourned at 11:44 a.m.

The next meetings are scheduled for:

August 20

Nov 19