



## JOHN R. ASHCROFT

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STATE OF MISSOURI

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### **Wolfner Advisory Council Meeting Minutes**

James C. Kirkpatrick State Information Center  
March 18, 2022

#### **Welcome/ Call to Order**

#### **Roll Call**

Peter Altschul  
Lori Brown  
Katy Cawdron  
Scott Clark  
Kayla Collins  
Mandy Dovin  
Melissa Kane  
Lisa Kincaid  
Rita McGuire  
Mike McQueen  
Salena Morgan  
Walt Ross  
Clarissa Schmitz  
Kerry Smith  
Trish Vincent  
Robin Westphal  
Verhonda Winters  
Randy Wright

#### **Absent**

Paul Mimms  
Kathleen Gallagher

#### **Approval of Minutes for November 19, 2021**

Motion: Kerry Smith

Seconded: Rita McGuire/Mandy Dovin

Vote: All approved

### **Recording Studio Production - Randy Wright**

Wright started out by giving a few of the recording studio statistics. There were 816 hours donated by volunteers to the recording studio, 52,317 hours donated total from volunteers and 208 hours by 1 volunteer only. Wright states that four new volunteers have started with the Wolfner Library to help record audiobooks. They also have their new second recording studio that was made possible by the Friends of Wolfner Library and Alphapointe Low Vision Clinic. Secretary Jay Ashcroft did the very first recording in the new studio of the book; *Robo-Motion: Robots That Move like Animals* by Linda Zajac.

### **Letter Update – Peter Altschul**

Altschul stated that the council should address the letter that was sent to him and Robin from the Columbia Chapter of the National Federation of the Blind. The letter expressed concerns about Wolfner Library not having a director, not having enough reader advisors for patrons and calls going to voicemail.

#### *Advisory Council comments:*

Melissa Kane and Kerry Smith both expressed concerns regarding the letter. Kane states that she was working with a patron who submitted an application at the end of January who received a player but never was contacted by Wolfner Library. They ended up speaking with a reader advisor in early march to get the issue resolved. Smith states that she thinks the concern lies within the post office for delivery issues.

### **Executive Deputy Secretary of State - Trish Vincent**

Vincent started out by addressing the letter Altschul had spoken of to the Council. She wanted to reassure that we do have a director, Robin Westphal. She also states that the money coming in for Wolfner goes through the state library and is being used as it has been the previous 20 years. Vincent states that they number of reader advisors is not of concern and they are in the process of looking for one more staff member. One thing that has changed for Wolfner is the call system. It now acts as a call center on rotation and calls are being monitored as they come in. Lastly, Vincent states that with three managers and one director, Wolfner is working harder than they have before. Wolfner is continuing outreach and assisting patrons with a high level of service.

### **Wolfner Library Director's Report - Robin Westphal**

Westphal starts by discussing the adult and youth services projects. Adult services is doing book club 6-7 times a month for patrons. They have also created a book blog for those patrons who cannot attend. Westphal states that they are finishing the adult winter reading program, and are gearing up for another busy outreach season. Youth services librarian, Lisa Hellman, has taken a job with another state agency and Lisa Kincaid who was a reader advisor took her place. Westphal states that many exciting projects are happening in youth services such as the Summer Reading Program, National Early Literacy Program and a Mail and Make program, which supplies youth patrons with the tools and instructions needed to create a fun craft. Westphal states that the Friends of Wolfner are still having the regular meetings and that they also support the summer and winter reading programs for both adult and youth services. Lastly, Westphal states that Wolfner will be getting away from the print newsletter to go digital.

### **Director of Public Services - Lori Brown**

Brown addressed the letter that Altschul read to the council. She talks about the new application contact schedule that Wolfner uses and that she visits with her reader advisors daily to make sure applications are being entered and patrons are being contacted the same day. She also states that voicemails are being checked three times a day and that the circulation process has not changed at all but the postal service has changed so it could affect packages going out to patrons. Brown then goes into the public services report. She states that with the Wolfner newsletter going digital they will be saving \$8,000.00 a year. Wolfner circulation has had a 40% increase of items being circulated since starting Duplication on Demand. Brown gives a brief overview of what each circulation team member's duties are and that they have been cross-trained on other duties to help other parts of Wolfner. The reader advisors have contacted over 6000 patrons by phone, email, etc. and the circulation team is working 60+ hours a week.

### **Director Circulation Services - Verhonda Winters**

Winters states that since the last meeting circulation has sent out 35,433 book cartridges with 144,996 titles on them. In addition to those items, 6,108 single items have been sent out such as braille books, large print

books, DVDs, games, program kits and equipment. Winters also states that the circulation team continues to assist the public services side of Wolfner with calls to patrons, adding in patron applications, as well as helping in the recording studio with monitoring and reviewing books that have been narrated. Lastly, Winters states that circulation is getting ready to submit 2,834 Xess braille titles to the National Library Service to offer to other libraries for circulation.

### **Meeting Adjournment**

Motion: Rita McGuire

Second: Kerry Smith

Vote: All approved