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Wolfner Advisory Council Meeting Minutes

James C. Kirkpatrick State Information Center
July 22, 2022

Welcome/ Call to Order

Roll Call

Peter Altschul
Lori Brown
Katy Cawdron
Kayla Collins
Kathleen Gallagher
Alyssa Holland
Melissa Kane
Lisa Kincaid

Paul Mimms
Walt Ross
Clarissa Schmitz
Kerry Smith
Trish Vincent
Robin Westphal
Verhonda Winters
Randy Wright

Absent

Scott Clark
Mandy Dovin
Rita McGuire
Mike McQueen

Approval of Minutes for March 18, 2022

Motion: Kerry Smith
Seconded: Paul Mimms
Vote: All approved

Executive Deputy Secretary of State - Trish Vincent

Vincent began by discussing House Bill 1878, a new election bill that requires voters to present a driver or non-driver's license to vote. Vincent said anyone who needs help getting an ID, can call the Secretary of State's Office to speak with someone in Elections. Vincent also mentioned on January 1, 2024, the accessible machines DRE (Direct Recording Electronic Device) will be removed. The machines are over 20 years old, and did not provide a paper ballot. The accessible machines out there now

actually provide a paper ballot. Vincent stated accessible machines will still be available for future elections for patrons.

Advisory Council comments: Altschul stated he did not know about the services provided by the Secretary of State's Office. He encourages this information be more widely available. Vincent added they will continue their efforts to push out the information. Westphal remarked that Wolfner's Reader Advisors also have this information and can always transfer a patron to Elections for assistance.

State Librarian - Robin Westphal

Westphal started by discussing how the Director of Reference Services, Laura Kromer, works on trying to get more state employees to have a State Library card. Westphal also remarked that Reference Services were able to get all the government documents available online, which can be viewed by state employees or the general public. Westphal went on to discuss the Library Development division of the State Library. After this year's legislature, the State Library got an appropriation of an additional 1 million dollars in State Aid to libraries, which increased it to 4 million dollars. Westphal added that the Athletes & Entertainers tax fund increased from \$800,000.00 to over 3 million dollars in additional funds to distribute to libraries. When developing the plan for distribution of federal funds, money is set aside for Wolfner to be used to pay staff, and the operational needs of Wolfner.

Wolfner Library Director's Report - Robin Westphal

Westphal began by explaining how she and several staff members attended virtually, the NLS Conference. They heard from the National Library Service about new services coming and other special speaker presentations. Westphal added that we are still waiting to find out when we are getting our refreshable braille display. Westphal goes on to explain that Lori Brown's staff has been able to hit hard on outreach that we have not been able to do for the last two years. She explained how the Adult Services Librarian, Alyssa Holland, will be going to the MOKA Conference. (Missouri, Oklahoma, Kansas, and Arkansas) Westphal then went on to discuss the changes with Wolfner's Newsletter. The June issue was the first one that wasn't printed. Patrons can access the news by a link on the website, download an audio version, or by a receiving a cartridge. Westphal added that the process was a learning experience and she is looking forward to future releases of the newsletter.

Advisory Council comments: Altschul asked how Wolfner will get to use the additional funding that was mentioned during Westphal's State Library Report. Westphal said with some public libraries receiving State Aid, this gives the opportunity for LSTA funds to be allocated to Wolfner when needed.

Director of Public Services - Lori Brown

Brown started by discussing how pleased she is with our two new hires. We added to the team, Alyssa Holland, our new Adult Services Librarian, and Kitty Engler, our new Reader Advisor. Brown started to discuss the biggest complaint of patrons using Duplication on Demand, is having the bookshelf instructions on every cartridge. Brown added that we resolved the issue by recording our own bookshelf instructions with a demonstration voice-over. Patrons will only receive the instructions with their first 3 books. Brown discussed another issue they have come across is when sending serials to patrons. When a new issue of the magazine becomes available, our DoD system will not deliver this to patrons, unless the patron needs a cartridge. Brown added that a second service queue for these serials was created to ensure patrons will receive their serials punctually. Brown also remarked that Wolfner has attended 11 outreaches this year and have 11 more planned. Lastly, Brown mentioned that during the months of April, May, and June, our Reader Advisors received 2,600 phone calls from patrons, made 2,235 phone calls to patrons, and activated 232 patrons.

Director of Circulation Services - Verhonda Winters

Winters began with giving a few of the circulation statistics. Circulation has sent out 19,158 book cartridges with 121,079 titles on them, and 3,595 single items. Winters added that some single items include: braille large print, DVDs, games, and program kits. Winters stated the Circulation team also helps the Public Services team with calling overdue patrons, adding new patron applications, filing documents, and assisting the Production team with monitoring and reviewing books.

Director of Production and Special Projects - Randy Wright

Wright started off with sharing some of the production team statistics. We have had 42 volunteers in 82 working days, donate 1,420 hours to Wolfner's recording services onsite. Wright added that we also had 299 hours of at-home reviewing and 58 hours of at-home volunteer braille services. Wright remarked that 7 new volunteers have been added to the

team, including a ten year old narrator. Wright stated that on April 4th, volunteers started using the new second recording studio, made possible by the generosity of the Friends of Wolfner and Alphapointe Low Vision Clinic. He also discussed the annual volunteer appreciation meeting that was held on April 29th at the Secretary of State's Office. On this same day, a plaque commemorating those who made the second recording studio possible was placed on the wall outside of the new studio.

Adult Services – Alyssa Holland

Holland opened with discussing the Adult Summer Reading Program. She stated 45 people have signed up, and 7 have already completed the challenge. Holland said she is looking forward to planning the Adult Winter Reading Program. She also mentioned their updated Book Club, which occurs every Thursday. Lastly, Holland said 90 new large print books were ordered to add to their collection.

Youth Services – Lisa Kincaid

Kincaid started off with her transition from a Reader Advisor to the Youth Services Librarian. She went into discussing their Summer Reading Program. Kincaid stated 29 participants are enrolled, with four already logging their five books. She also brought up the new school application that has been created and sent to NLS for approval. The new application will include information pertaining to school situations. Kincaid has also reached out to the Department of Elementary and Secondary Education and a nonprofit organization to inform them of Wolfner's services and the educational support Wolfner can provide to individuals with reading disabilities.

Advisory Council comments: Altschul questioned if more members should be added to the Council who are part of the reading impaired community, but are not necessarily blind. Westphal agreed with the idea and will look into it. Furthermore, Mimms made a motion to donate a braille representation of the American flag to Wolfner Library. Vincent accepted the donation.

Meeting Adjournment

Motion: Paul Mimms

Second: Kerry Smith

Vote: All approved