



## JOHN R. ASHCROFT

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STATE OF MISSOURI

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### **Wolfner Advisory Council Meeting** James C. Kirkpatrick State Information Center August 20, 2021

Welcome/ Call to Order  
Roll Call

Peter Altschul  
Leslie Bowman  
Lori Brown  
Katy Cawdron  
Mandy Dovin  
Kathleen Gallagher  
Melissa Kane  
Rita McGuire  
Mike McQueen  
Kerry Smith  
Trish Vincent  
Robin Westphal  
Verhonda Winters  
Randy Wright

Absent

Walt Ross  
Paul Mimms

Approval of Minutes for May 21, 2021

Motion: Melissa Kane

Seconded: Randy Wright

Vote: All approved

Executive Deputy Secretary of State Trish Vincent

## Advisory Council recommendations

State Librarian Robin Westphal

State Library administering America Recue Plan Act (ARPA) funds to libraries across the state. It is a mix of statewide, directed grants to libraries, and ebook support. We still have some things up in the air with using those funds. Everything we use the funds for have to be expended and paid for by September 30, 2022. So we have just over 3 million dollars that were given to us to administer to libraries across the state.

September is National Library card sign-up month. Reference Services, the State Employee Library, launched a big push to get state employees to sign-up. Reference services not only has a large collection of references and leadership books, but also databases that State Staff can use.

We're just plugging along. In the last legislative session got the same amount as the years past. There was an additional 1.5 mill for the REAL program to beef up band width and improve connectivity and provide databases.

Continue to do great work that we do. Blessed with state and federal funding. Any questions?

## Advisory Council recommendations

Peter asked, "Is Wolfner getting any of these funds?" Wolfner does receive LSTA funds but not ARPA funds.

## Wolfner Library Director's Report – Leslie Bowman

- Staffing
  - Lisa Kincaid joined us as a Reader Advisor on June 16<sup>th</sup>.
  - Archie Andrews left us after 44 years of service on June 30<sup>th</sup>.
  - We are reorganizing the reader services team to better meet the needs of our patrons.
- Duplication on Demand
  - Over 2,500 patrons converted to DoD. Over 6,000 active patrons left to convert.
  - Average of 300 cartridges created daily
- Second Recording Booth

The specifications for our second recording booth, offered as a donation to us by the non-profit Alphapoint in Kansas City, have been received. This initiates the process for the SOS Fiscal Department to secure RFQs from vendors who wish to disassemble the booth in Kansas City, ship it to Jefferson City, and reassemble it in the Wolfner Library. Randy Wright, Production and Special Projects Manager has taken the lead and is working with the head of Fiscal on this project. The head of facilities will be working with us on the space.

- Finance
  - Working with the procurement team in Fiscal to renew maintenance agreements on Zebra printers, Romeo and Juliette embossers, and the burster.
- Outreach
  - Caring for the Frail Elderly, Aug. 20 via brochures
  - State Fair, August 20-21
  - Missouri Health Care Association, August 23-24
  - Healthy Living Senior Fair, August 31
  - Show Me Summit on Aging and Health, September 13-15
  - MO-CASE, Missouri Council of Administrators of Special Education, September 26-27
  - Missouri Library Association, September 29-30
  - Children's Vision Summit, October 2
  - Missouri Optometric Association, October 7-10
  - Missouri Council of the Blind, October 8-11, virtual
  - Missouri Assisted Living Association, October 10-12
  - MoreNet presentation on Assistive Technology, October 20-21
  - MHPCA Midwest Conference on Palliative and End of Life Care, October 31
  - Missouri School Counselor's Conference, November 7-8
  - Low Vision Support Group, November 9
  - AANP/APNO Conference, November 11-12, virtual
  - Missouri State Teacher's Association Conference, Nov. 18-19

#### Adult Services

- Book Club, we have added two evening book clubs and have changed how patrons choose the club. Any patron can join any discussion of a book they are interested in. Patrons do not have to join a particular book club.

- The Summer Reading program was a great success! We were able to give each patron who completed the program a certificate, a reusable shopping bag with the Wolfner logo, as well as an entry into a prize drawing for a new Fire HD10 tablet. Prizes were purchased with funds provided by the Friends of Wolfner Library. We had 56 patrons register and 34 completed the program. We hosted 2 drop in book clubs with 4 in attendance. Our biggest event was a virtual trip to the St. Louis Zoo. There were 30 devices logged in with multiple people “attending” via one device. One household had 14 people watching. My estimation for attendance would be 75+ people. We also hosted the Veterinarian’s Voice program with Wolfner volunteer and veterinarian Caroline Ward. This program had 8 devices logged in, some with multiple people. My estimation for attendance would be 10-12 people.
- New workshops
  - Navigating the World of Social Media- August 17
  - Zoom- dos and don’ts- September 21
  - Email basics- October 19
- New Programming
  - A Virtual Cookie Exchange- December 15
  - Snowflakes Made Simple- December 8
  - Adult Story Time- December 9

#### Youth Services

- 2021 Summer Reading Report
  - Total Participants/Completions 120/70**
  - Children Participants/Completions 78/41
  - Teen Participants/Completions 40/29
  - 9 participated in the Beanstack ticket system (to get smaller prizes for participating in ZOOM events)
  - 10 participated in the craft packet
- Summer Youth Zoom Events
  - Johnny Morris’ Wonders of Wildlife Presents: Night Animals
    - 14 registered
    - 6 participated live
    - 6 watched recording
  - ZOOM with the Kansas City Zoo
    - 11 registered (2 were classrooms)

- 24 participated live (both classrooms attended, one 13 and one 10)
- 3 watched recording
- The Humane Society of Missouri Presents: Learning About Animals
  - 10 registered (2 were classrooms)
  - 15 attended (1 was a classroom)
  - 1 watched recording
- Pet Care 101 by MU Vet Health Center
  - ? registered (Zoom does not have this information anymore...)
  - 13 attended (1 was a classroom)
  - 2 watched recording
- The Runge Nature Center of Jefferson City Presents: Sounds of Missouri Wildlife
  - 5 registered
  - 2 attended
- A Virtual St. Louis Zoo Field Trip: Animal Adaptations with Apes and Birds \*funded by a grant from The Boeing Company
  - 20 registered
  - 2 attended
  - ? watched recording (obtaining info from St. Louis as they have the data)
- Laura Ingles Wilder: Moving Day featuring Laura Ingles Wilder Impersonator, Laura Keyes
  - 7 registered
  - 7 participated
  - 1 watched recording
- An Afternoon with Miss Lisa: Fun, Furry, and Fin-tastic Activities
  - 5 registered
  - 3 participated
- Missouri Humanities Council Presents: Missouri Native Americans
  - 10 registered
  - 3 participated
  - 3 watched recording
- 2021 Early Literacy Report

- 78 youth have participated since the program began in 2016
- 8 registered in 2021 (reminder, we are only a little over half way through 2021 and usually average about 12-15 new registrants per year)
- 1 “graduated” in 2021

### Advisory Council recommendations

Melissa Kane asked, “How were these advertised?” Leslie went down the list of newsletter, facebook, targeted emails, etc.

Peter recommended that we send to Melissa Kane and Kerry Smith for useful advertising

Peter are the two librarians still employed? Yes, but as we are short staffed, they are answering phones and providing reader advisory service. Peter wanted to share a special Thank you to Lisa K.

### Reader Services Manager Lori Brown

- Wolfner currently serves 7,788 active patrons. Of those, 471 are Youth patrons. Additionally, Wolfner serves 832 institutions. Of those institutions, 54 are branch libraries that serve as demonstration sites and certifiers. We have added 280 new patrons and had 190 patrons discontinue service.
- From May 1 to July 30, the Reader Advisors have made 18,242 patron contacts. Last year during the same period, RAs made 18,906 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. In order to expedite the transition to Duplication on Demand, Chris Cowan from Circulation is helping make phone calls and setting patrons up for DoD for the next three months. Chris is now splitting his time between his Wolfner studio work and Reader Services.
- RAs are also helping with the Book Reader Pilot. As one of eight (8) states, Wolfner has 18 patrons testing the Book Reader. RAs are assisting with tech challenges, the last of 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. The pilot is due to end on August 31.

## Advisory Council recommendations

Mike McQueen, could you share the number of active patrons again? And the next number?

Peter asked about the feedback from the patrons on the book reader pilot? Lori shared that the issue for our patrons was connecting to the wifi.

## Circulation Manager Verhonda Winters

- Duplication on Demand Book Orders
  - May 2,968 cartridges
  - June 5,899 cartridges
  - July 6,691 cartridges
- Digital books, large print, braille and misc. items Circulated
  - May 21,359
  - June 16,317
  - July 9,816
- Equipment items returned from patrons.
  - May 112
  - June 186
  - July 151
- Duplication
  - 322 audio and 150 Braille Summer Wolfner Newsletters
  - 36 audio Guideposts Magazine
  - 42 titles with 83 copies made from production in Recording Studio.
- Circulation team is working on recycling extra copies produced from BARD and preparing cartridges for Duplication on Demand.
- Inventory of the Braille and Digital collection is complete.

## Advisory Council recommendations

Peter noted that the number of cartridges with individual books is going down. Is this saving time and money? Verhonda shared that it is a definite savings.

Kathleen Gallagher shared, "I've had multiple conversations with patrons who are sooooo excited about the new system!"

## Production and Special Projects Manager Randy Wright

- From the last Wolfpack Advisory Council meeting on May 21, 2021 through this past Wednesday, August 18, 2021...
  - **31** volunteers, during a timeframe of **61** working days, donated **878** hours to Wolfner's recording services onsite and **129** hours reviewing at home on three laptops. These **1,007** total volunteer hours result in an average of **16.5** hours donated per working day. The volunteer with most time recorded donated **198** hours of his time to Wolfner (**19.7%** of all volunteer hours.)



- On August 2, 2021, the cumulative number of hours volunteers have donated to Wolfner's recording services surpassed **50,000**.
- **28** books have been approved on BARD, bringing Wolfner's total to **935** approved audio books. These new entries include:
  - **13** rated juvenile
  - **5** rated young adult
  - **10** rated adult
- **6** of the final nominees for the 2020-2021 MASL Readers Awards have been approved for distribution on BARD and **1** is currently in production.

- Wolfner completed the 13-hour recording of the Missouri Constitution, which was released on BARD on August 10---the state's 200<sup>th</sup> anniversary. Social media and newspaper coverage of this release included a statement by Secretary of State Jay Ashcroft. The volunteer narrator of the Constitution practiced law for over 35 years, and the reviewer is a former Assistant Attorney General for Missouri.
- The following is an excerpt of a farewell note written by a four-year volunteer reviewer who moved away due to her husband's job:
  - "When I initially volunteered at Wolfner, it was a way for me to relax and de-stress from a high-intensity career. As time passed, my thoughts gradually turned outward, recognizing the many people young and old who benefit from the wonderful service you provide...Keep up the great work, and please let the other volunteers know how much I enjoyed working with them...A kinder, more amazing team of people can't be found! With sincere gratitude and warmest thanks, Kathy Hunt"
- We are pleased that Audie Cline, a respected actor, director, and voiceover talent in the Jefferson City area, asked to audition for us, and will begin volunteering as a narrator next week.

#### Advisory Council recommendations

Peter, how long did it take to record the MO State Constitution? Randy replied once a week for four months. The sessions were 2 hr and 40 minutes, once a week for four months. Ending recording is 13 hours all told. Mike, what is the process for teaching people to be narrators? Randy shared the process. Mike is interested in perhaps having students participate. The process was explained and a conversation offline will ensue.

Peter, MO celebrated the bicentennial, what was the result for the library. Any reaction for library? Robin responded concerning the scavenger hunt on the Missouri depository. The Read Across Missouri challenge as well. State Library was competing with things going on around the state. Randy pointed out that Wolfner was in the News Tribune on the day of the bicentennial.

Melissa added that participation not being as much as hoped. Many of the people had no idea that there was any of these events were taking place.

Trish Vincent

Secretary Ashcroft has visited a number of libraries over the week. We got thru a big bicentennial celebration. Press release on Missouri Constitution being recorded for the first time. Working on efficiencies in government. DoD will help. Leslie and her staff are working very hard to be efficient. We have such wonderful and innovative people who have a can-do attitude. Kudos to our staff and volunteers. The sky is the limit so to speak. I am happy to answer any questions.

Missouri School for the Blind Mike McQueen

I am overwhelmed in many good ways. Now my 23-24<sup>th</sup> year teaching, but first in MSB. Background on learning how to help teachers implement technology. This will have an impact on school. Third school that I've come to that is doing complete library make over. How do we keep up with how students learn? Superintendent is passionate to help. Embrace digital learning. Look at website, go to ed tech specialist. [www.MikeMcQueen.com](http://www.MikeMcQueen.com) - look at the sections for HS librarians and Ed Tech.

Rehabilitative Services for the Blind, Katy Cawdron

Rehab Services for the Blind is making in person visits with all of the precautions necessary. We will be having a RT focus group virtual meeting in October. As there will be no guest speakers, Wolfner will not be invited this time. We did benefit from the last visit though and hope you will come in the future. Job development specialist hired (4) throughout the state. They are focused on outreach.

National Federation of the Blind, Missouri, Melissa Kane

In process of determining what Meet the Blind Month in October celebration will look like. Jeff City Chapter will have a walkathon on first Sunday in October 3<sup>rd</sup>. KC will have walkathon as well.

Missouri Council of the Blind

The annual convention in October, 15-16<sup>th</sup>, virtual, still taking registration. On the 11<sup>th</sup> braille revival meeting 12<sup>th</sup> Library Users meeting. Meet the People of MCB which you can get on victor stream. We have been doing a number of fundraising for MCB.

Blind Veterans Paul Mimms was at convention

Public Libraries, Kathleen Gallagher

I don't have much to report as we are days away from shifting out of physical space to smaller space for a major renovation. The patrons really like the DoD cartridges. That is a great thing. University City Public Library went to curb side service during pandemic and will continue forever. This is a big accessibility piece and we feel great about that.

Advisory Council recommendations and other business

Next meeting Quality Metrics will use an hour to discuss LSTA goals.

I would like to comment on Wolfner in general. I continue to be amazed at the creativity and dedication of the staff and the volunteers for getting stuff done in this difficult time. All of the different topics and stuff that they come up with while I have participated in most of them, but I hope to get to some of them. I did do to the St. Louis Zoo virtual thing. Now that was fun. Rita McQuire

"I second that!" Added Kerry Smith.

Peter said, "I regularly say how much we appreciate the hard work and grit and the creativity. Thank you for providing all of that."

Mandy asked about the refreshable braille display. Leslie responded that it will be about a year before Wolfner is provided two refreshable braille displays to work with.

Adjournment

Motion: Kerry

Second: Mandy

Vote: All in favor