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Wolfner Advisory Council Meeting Minutes

James C. Kirkpatrick State Information Center
November 19, 2021

Welcome/ Call to Order

Roll Call

Peter Altschul
Lori Brown
Katy Cawdron
Mandy Dovin
Kathleen Gallagher
Melissa Kane
Rita McGuire
Paul Mimms
Walt Ross
Kerry Smith
Trish Vincent
Robin Westphal
Verhonda Winters
Randy Wright

Absent

Lisa Hellman
Mike McQueen
Salena Morgan

Approval of Minutes for November 19, 2021

Motion: Rita McGuire

Seconded: Kerry Smith

Vote: All approved

Executive Deputy Secretary of State Trish Vincent

Ms. Vincent reported that Leslie Bowman had resigned as director of Wolfner Library and that Robin Westphal will serve as acting director. She indicated that operations of Wolfner were proceeding as usual and that there would not be a disruption in service. In fact, Duplication on Demand and adoption of a new process for distributing incoming calls are progressing as planned. Vincent also reported that the Wolfner team and Secretary of State's fiscal department had worked together to secure a second recording booth's dismantle, delivery and reassembly that would take place in a matter of just a few weeks.

Vincent answered questions regarding Ms. Bowman's departure and assured the Council that Wolfner patrons will continue to be served at the same high standard.

State Library Report-Robin Westphal

Westphal outlined how the State Library was undergoing an evaluation of how the agency has used Library Services and Technology Act (LSTA) funds over the past five years and would use that data to outline a plan for the next five years.

Advisory Council remarks

Westphal was asked if Wolfner Library received any of these funds. LSTA funds are used in Wolfner for some staff members' salaries and also for program and services support.

Acting Director Robin Westphal

Westphal remarked that she was looking forward to being involved more in the operations of Wolfner and that managers Lori Brown, Verhonda Winters and Randy Wright would be managing day-to-day operations.

Westphal reported that the transition of patrons to Duplication on Demand had been smooth. Some members of the Circulation team were being cross-trained to assist with Patron Services and Recording Studio tasks.

Advisory Council remarks

Peter assured Westphal that the Advisory Council was available to help in any way they could.

Adult Services-Lori Brown reporting for Salena Morgan

Ms. Brown stated that Wolfner conducts six book clubs a month and that total participation is around 60 patrons. Salena Morgan, adult services librarian, is also exploring a book club blog that would allow patrons who cannot attend a book club to be able to discuss books using this alternative format. One of Wolfner's deaf/blind patrons has requested this option.

Brown remarked that the Adult Winter Reading Program would run from December 1 through February 28 and that the theme was Hot Reads for Cold Nights. Other programming is planned for winter as well.

Brown reported that 1,652 new books have been added since September 2021.

Youth Services-Lori Brown for Lisa Hellman

Brown reported that Lisa Hellman, youth services librarian, has 29 participants in her Mail and Make Program this fall and will continue with programs for the winter. This program provides instruction and supplies for visually impaired youth services participants to make crafts at home.

Ms. Hellman is also leading a collaboration project with other LBPDs from across the country to provide more inclusive and accessible summer reading programs for youth and adults.

Patron Services-Lori Brown

Brown told the Council that Wolfner currently serves 6,998 active patrons. Of those, 485 are youth patrons. Additionally, Wolfner serves 877 institutions. Of those institutions, 66 are branch libraries, up from 49, that serve as demonstration sites and certifiers.

Brown went on to report that from August through October, the Reader Advisors had made 13,239 patron contacts. Last year during the same period, 10,285 contacts were made by RAs.

Brown remarked that Reader Advisors have been busy converting patrons to our new Duplication on Demand service model. RAs contacted almost every active Wolfner patron to explain the advantages of DoD before converting them. At this time, Brown said, all active adult and youth patrons are converted. We still have about 450 accounts to go by the end of the year, according to Ms. Brown. Most of these are institutional accounts that consist of schools and referral agents and can be converted electronically.

The Duplication on Demand service model lightens the number of physical cartridges going out daily, which means our circulation team has less to circulate, explained Brown. Because of this, members of our circulation team are being utilized in new diverse ways to help the Reader Services team. Tim Emmel is reviewing Wolfner studio books in the afternoons when he has time. Emma Deuschle is working to purge files and create outreach materials in the afternoons when she has time. Stacy Jo Butler is entering new applications into the system and opening and dispersing our mail each morning. Cheryl has been calling about overdue material and updating patron records. They have all done a great job with their new diverse duties and have helped fill the Tech 1 duties that we once had.

Brown went on to report that Wolfner has a new phone system that streamlines incoming phone calls and eliminates the need for a phone receptionist. The phone is now answered by a Reader Advisor ready to help the patron.

Brown also mentioned that Wolfner has completed a NLS Book Reader pilot. It was a success in that NLS learned how patrons adapt to voice assistance as an accessible technology. Next up from NLS is a refreshable braille device program that will allow Wolfner staff to test drive two different devices before the devices are available to patrons

Advisory Council comments: Lori was asked if a patron has a particular reader advisor, could they request that staff member to continue to help them. Brown remarked that patrons could be transferred to a specific RA, but that she wants patrons to feel comfortable being served by any of the reader advisors.

Circulation Services-Verhonda Winters

Winters reported that from August-October, 24,194 cartridges were sent to patrons and on those cartridges were 107,830 titles utilizing the Duplication on Demand process. In addition, Winters remarked, 18,079 single items went out to patrons. This could be cartridges with one title on them, braille books, large print books or equipment.

Rounding out her report, Winters stated that Wolfner would be returning 30,800 digital books to NLS for recycling.

Advisory Council comments

Recording Studio Production - Randy Wright

Randy Wright reported that since the last Wolfner Advisory Council meeting, 31 volunteers, during a timeframe of 62 working days, donated 804 hours to Wolfner's recording services onsite and 142 hours reviewing at home on four laptops. In addition, 28 hours of at-home volunteer braille services and 28 hours of onsite clerical volunteer hours were donated. These 1,002 total volunteer hours result in an average of 16.2 hours donated per working day. The volunteer with most time recorded donated 226 hours of his time to Wolfner (22.6% of all volunteer hours.)

Wright went on to report that the cumulative number of hours volunteers have donated to Wolfner's recording services reached 51,204.

Wright told the Council that the night before this meeting, the Friends of the Wolfner Library voted in their quarterly board meeting to fully fund the installation of a second recording booth at the Wolfner Library. The funding will cover disassembly of the booth in Kansas City by Alphapointe, the donors of the booth; shipping to Jefferson City by Alphapointe; and reassembly in the Wolfner Library by Alphapointe on Tuesday, November 30.

In reporting production accomplishments, Wright stated that 23 books have been approved on BARD, bringing Wolfner's total to 958 approved audio books. In addition, distribution of the braille editions of *Guideposts*, *Wolfner Newsletter*, and *Missouri Conservationist* is current, with 19 copies of the

October/November 2021 *Guideposts*, 165 copies of *Wolfner Newsletter* – *Winter 2021/2022* having been prepared, and the November edition of the *Conservationist* being finalized.

Advisory Council recommendations

Advisory Council recommendations and other business

Adjournment

Motion: Paul Mimms

Second: Rita McGuire

Vote: All approved