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Wolfner Advisory Council Meeting Minutes

James C. Kirkpatrick State Information Center
August 25, 2023

Welcome/ Call to Order

Roll Call

Lori Brown
Scott Clark
Kayla Collins
Mandy Dovin
Kathleen Gallagher
Mike McQueen

Paul Mimms
Vicki Rose
Clarissa Schmitz
Trish Vincent
Robin Westphal
Verhonda Winters
Randy Wright

Absent

Melissa Kane
Lisa Kincaid
Jami Livingston
Walt Ross

Approval of Minutes for May 26, 2023

Motion: Paul Mimms

Second: Kathleen Gallagher

Vote: All approved

Deputy Chief of Staff - Scott Clark

Clark started off discussing how the Secretary of State's Office is working on new budget cycle requests for the upcoming fiscal year. He stated Westphal and the team have been working on submitting the information. The request will then be presented to the Legislature for the next fiscal year cycle.

State Librarian - Robin Westphal

Westphal opened with an overview of what the State Library has accomplished in the last fiscal year. She mentioned how the Library Development division awarded over \$2,700,000 in FY23 to local projects at libraries. These projects included summer library program, food literacy, hotspot deployment, and technology upgrades. Westphal stated that a representative from the Institute of Museum and Library Services (IMLS) will be visiting Missouri to review some of the programs we offer with federal funds. During the visit, the program officer will tour three libraries that have received grants and implemented exemplary projects. Westphal discussed how the representative will also be speaking with Wolfner staff since Wolfner receives federal funds as well. She then transitioned into the successes of the Reference Services division. In FY23, the number of cardholders increased by 40%, webinar attendance up 147%, and reference questions increased to around 20%. Westphal noted the Reference Services division serves both state employees and public library staff by answering reference questions and finding materials to assist with their jobs.

Wolfner Library Director's Report - Robin Westphal

Westphal began with sharing that a new Reader Advisor, Vanessa Lengyel, has joined the team. She mentioned how Lengyel has worked in a school library and has experience in communications and education as well. Westphal stated that in addition to speaking with patrons regularly, Lengyel will also be cataloging large print books that are donated to Wolfner by public libraries. Westphal went into discussing the biennial patron survey that was conducted this past summer. She expressed that our customer satisfaction continues to grow. In the 2017 survey, 89% of patrons answered that Wolfner staff was courteous. In the most recent survey, 98.9% of patrons responded to how helpful the staff is.

2023 Patron Survey Results - Lori Brown

Brown reviewed and discussed our patrons' responses to the survey. The survey covered a large array of topics including collection satisfaction, programs that Wolfner offers, device usage, Internet access, and the overall quality of Wolfner Library services. A few statistics from the survey revealed that 72% of patrons are very satisfied with the subject matter available in the collection. We also found Internet access increased to 90.6% compared to the 48.9% who indicated they have access to the Internet in a survey from two years ago. Wolfner staff theorize the increase

could be related to low-cost Internet options that were introduced due to Covid, or the nature of how this year's survey was conducted by reaching a larger patron base.

Public Services Report - Director Lori Brown

Brown started off with some news from the National Library Service (NLS). She disclosed the NLS is integrating into BARD 2.0. This update will help to be more user friendly for patrons. A helpful change will allow patrons to reset their BARD password from the app or a Reader Advisor can now send them a direct link to reset their password. Brown mentioned that Wolfner is in the first group of libraries to participate in a project developed by NLS that will eliminate the need of a separate BARD application. When Wolfner staff sign a patron up for BARD, they will automatically receive an email with the BARD link to reset their password. Brown also provided a couple of statistics for the Public Services team. This included the mention of staff making over 7,700 patron contacts in the last three months and over 5,800 of those being one on one phone calls. To finish, Brown made note of outreach events Wolfner has taken part in, as well as future events that may have potential patrons and Referral Agents in attendance.

Circulation - Director Verhonda Winters

Winters opened with a few statistics from the circulation team. She noted the team shipped out 27,860 book order cartridges with 116,857 titles on them. They also mailed out the Summer Newsletter, which consisted of 1,845 cartridges. In addition, the team has sent out 4,368 single items including Braille, large-print, DVDs, games, equipment, and book club kits. Winters mentioned the team has also been working on inventory of the digital players. 100 Advance players have been turned into NLS for other libraries to circulate. With the assistance of the Public Services team, idle patrons were able to get services started back up and return items. There were 353 equipment items returned from patrons with 62 players repaired during May, June, and July. With all of the planning and inventory of equipment, there should be enough space to accommodate the highly anticipated Braille eReaders.

Production and Special Projects - Director Randy Wright

Wright began with sharing some statistics from the production team. He stated the cumulative number of hours volunteers have donated to Wolfner's recording services is over 60,000. There were 33 books approved for distribution on BARD, which brings Wolfner's total to 1,183

audio books being distributed. For Braille production, Wright discussed there were 131 copies of the Summer Newsletter, and 1 proof copy each of the Missouri Conservationist editions from May through September 2023. He also mentioned the Wolfner Facebook page has reached 1,201 followers. To conclude, Wright expressed how much the followers appreciate seeing posts highlighting Wolfner staff.

Adult Services - Robin Westphal

Westphal started off with a summary of the Adult Summer Reading Program. There were 43 patrons who signed up and 33 completed. She mentioned 56 book reviews were submitted and 653 books were logged for the program. The randomly selected winners received a pair of headphones and all patrons who completed the program received an insulated drink mug. Westphal noted the prizes for the program were provided by the Friends of Wolfner. She also discussed how busy the weekly book clubs have been and ideas for future reading material. Lastly, Westphal remarked an order has been placed for 100 new large print titles. The large print donations received from public libraries are being added to the collection as well.

Youth Services - Lori Brown

Brown opened with discussing the findings from the Youth Summer Reading Program. There were 19 participants with 9 completing the program. She expressed that those who completed the program read above and beyond the minimum five books. Brown mentioned the community mural project and how more than half of the pieces mailed out have returned. She said once the mural is complete, it will be displayed at the Secretary of State's Office. For schools, she remarked there are 13 schools registered for services since the beginning of August. The schools will be serving 18 students. Finally, Brown stated Wolfner will be attending the Missouri Association of Rural Educators for outreach this fall to visit with smaller school districts.

Meeting Adjournment

Motion: Vicki Rose

Second: Paul Mimms

Vote: All approved