

Idaho Talking Book Service Advisory Committee Meeting

Wednesday, March 3, 2021

10:00am – 12:00pm

Join Zoom Meeting

<https://zoom.us/j/5725429834?pwd=L1UyT3B2QXFzNjdFaXYxQmNGUmhyUT09#success>

Meeting Guidelines:

- We follow meeting etiquette by arriving on time, coming prepared, speaking clearly, and sticking to the agenda
- We strive for mutual respect by valuing the strengths and input of others
- We listen as allies and make sure all voices are heard, allowing uninterrupted opinions
- We participate as equals with shared responsibility for the outcomes
- We have no hidden disagreements or questions; if we disagree, we do so with grace and tact
- We end meetings with clear action items that include deadlines and responsible person(s)
- Additional meeting specific rules & guidelines may be added if necessary

Meeting Purpose: To remain current with Talking Book Service items

Desired Outcomes:

- Update advisory committee terms
- Review vision statement
- Determine useful questions for the survey
- Share and receive updates

Meeting Leader: LeAnn Gelskey

Facilitator: Stephanie Bailey-White

Recorder: Rebecca McKay

Time	Agenda Item	Action	
10:00	Meeting set-up: agenda, guidelines, additional topics	Review Agree	5 min
10:05	Committee member appointments	Share	20 min

10:25	Vision statement 2021 - 2024	Discuss Recommend	20 min
10:45	Biennial reader survey	Discuss Recommend	30 min
11:15	TBS update <ul style="list-style-type: none"> • Change to loan guidelines • Public library outreach including Info2Go 	Share	15 min
11:30	Committee member updates	Share	20 min
11:50	Next steps	Discuss List	5 min
11:55	Meeting review	Share	5 min
12:00	Adjourn		

Next meeting: 05/26/2021

Attendees: LeAnn Gelskey, Stephanie Bailey-White, Travis Wilson, Dana Ard, Catherine Stanton, Alison Steven, Erin Rainey, Rachel Welker, Candace Reynolds, Jeanne-Marie Kopecky, Rebecca McKay

Introductions:

-Rachel Welker: Customer service representative for TBS for 3 years, enjoys reading/cooking/baking, can't wait to spend time in the sun.

-Jeanne-Marie Kopecky: Outreach Director for IESDB, enjoys reading and pickleball

-Candace Reynolds: Customer Service Representative for TBS for 2 years, enjoys reading and hiking.

-Erin Rainey: Shadowing Jeanne-Marie from IESDB, currently learning Korean.

-Dana Ard: President of Idaho NFB, enjoys playing her flute.

-Rebecca McKay: Customer Service representative at TBS for 1 year. Enjoys playing dungeons and dragons weekly.

-Catherine Stanton: Adult Services librarian with Madison County library, enjoys playing violin, hiking, and making lace.

- Travis Wilson: VA visual service coordinator, enjoys fly fishing in all seasons.
- LeAnn Gelskey: Program Supervisor for TBS, enjoys knitting easy patterns (dish cloths and hot pads)
- Stephanie Bailey-White: State Librarian at ICfL, enjoys Idaho history, currently restoring a house in Idaho City, can't wait to get back to it in warmer weather.

Committee Member Appointments:

-Alison Steven and Travis Wilson will now be filling three-year terms with the Advisory Committee. Very exciting!

Vision Statement:

-LeAnn Gelskey found an old vision statement for the Advisory Committee. She updated the years to reflect 2021-2024, no other changes necessary. Committee will review every three years.

Biennial Reader survey:

-Every two years NLS requires a survey to go out to TBS patrons. Customer Service Representatives spend several months collecting and processing results; adjusting accounts and answering questions.

-Stephanie Bailey-White and LeAnn Gelskey opted to remove the gender question deeming it irrelevant for statistics.

-Surveys are now ready to be sent out. A link will be included in the newsletter along with an article and will also be mailed out to patrons with a return envelope.

-Next survey will be by phone in 2023 and will be outsourced (TBS does not do this every year because it is expensive, but it does have a higher response rate).

TBS Update:

-Recently updated Loan Guidelines to reflect new check out period for Scribe cartridges (now six months). Also, all titles are available for simultaneous download, no more hold waits. Approved by ICfL Board of Trustees held February 12, 2021.

-Info2Go webinar with public libraries was a success. Reached out by sending packets with brochures, bookmarks, bags, calendars and invite to webinar.

-Presentation was 35 minutes and used example videos with bitmojis (cartoons) to represent each customer service rep. It was a lot of information providing an overview of all of TBS' services. Next time TBS may do two presentations (split the information). Will also include more statistics to mix in with general information.

-Librarians can now certify for organic brain dysfunction ie. dyslexia (no longer requires a medical doctor) on applications. Opens the door for a lot more patrons, very exciting!

Committee Member Updates:

-Dana Ard: Can TBS possibly have a blind volunteer help with new patrons struggling to use BARD? 2021 NFB Convention will be virtual (March 25-27th) will have speakers (like Senator Risch) and breakout sessions (featuring blind athletes). Also includes a new workshop for parents of blind children. Agenda is coming.

-Travis Wilson: New adjustments due to COVID-19, largely tele-health now with virtual support groups (usually 8-12 veterans at each meeting) this is great for outreach to rural areas. With the vaccine now spreading more veterans are visiting in person. Travis is open to volunteers speaking at his support groups, and LeAnn volunteered for March 19th meeting at 11am. New "low vision" requirements have resulted in an increase, up to 329 now in Travis' region (Southern Idaho as well as parts of Oregon and Nevada). New interdisciplinary team between optometrists and traumatic brain injury doctors.

-Catherine Stanton: Status quo in Eastern Idaho, she really enjoyed the TBS webinar. Recommends TBS reach out to library directors as main point of contact before establishing librarians as the main contact.

-Jeanne-Marie Kopecky: Switched to virtual interactions due to COVID-19, has had to adjust to accommodate different schools and their COVID-19 protocols. Excited for the new leniency of certification requirements, hopes to get more kids signed up (lots of children/young adult series and books in catalog/BARD).

Allison Steven: Suggests we add “BARD help” specification on TBS application to address Dana’s concern. Working remotely for now, not visiting homes only sending items out. College Days in Summer will be virtual, will help students sign up for virtual college classes. Excited for new “Blind and Socially Savvy” class. Working on new partnership between Washington, New Jersey, and Vermont to network students.

Stephanie Bailey-White: New collaboration with overdrive and school districts to get access to e-books (IDEA: Idaho Digital E-Book Alliance). Overdrive is worth exploring (large adult collection).

Meeting Review:

- Zoom was tricky; only allowed laptop users in with the link, required a password from non-laptop users which LeAnn did not have access to.
- September 1st Meeting could possibly be in person.

NEXT STEPS:

- Will discuss the possibility of having a TBS volunteer help with BARD with Colleen Clark, (Volunteer Coordinator) to see if its logistically possible.
- Stephanie Bailey-White will send out information of virtual cycling event in May.
- TBS will share NLS Survey Results
- Offering more BARD help either through TBS App and/or ICBVI