

## Idaho Talking Book Service Advisory Committee Meeting

Wednesday, May 26, 2021

10:00am – 12:00pm

### Join Zoom Meeting

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**Meeting Purpose:** To remain current with Talking Book Service items

### Desired Outcomes:

- Share updates on various topics
- Become familiar with ARPA (American Rescue Plan Act)
- Discuss ideas of how to reach more people in need of TBS services

**Meeting Leader:** LeAnn Gelskey

**Facilitator:** Stephanie Bailey-White

**Recorder:** Rachel Welker

Time	Agenda Item	Action	
10:00	Meeting set-up: agenda, guidelines, additional topics	Review Agree	5 min
10:05	Icebreaker activity	Share	5 min
10:10	Calendar update	Share	5 min
10:15	TBS seeking feedback on: <ul style="list-style-type: none"><li>• Outreach ideas</li><li>• Marketing plans for the next fiscal year</li><li>• ARPA funding ideas</li></ul> Donna, Stephanie, and LeAnn will share preliminary plans and answer questions	Round-robin discussion	45 min
11:00	TBS update <ul style="list-style-type: none"><li>• Patron survey in progress</li></ul>	Share	15 min

	<ul style="list-style-type: none"> <li>• NLS Western Midlands Regional Conference</li> <li>• DHH-BVI webpage</li> </ul>		
11:15	Committee member updates	Share	30 min
11:45	Next steps	Discuss List	10 min
11:55	Meeting review	Share	5 min
12:00	Adjourn		

Next meeting: September 1, 2021 (in person, if conditions allow)

**Calendar Update (Rebecca McKay)**

Rebecca shared the theme TBS has chosen for the annual (2022) calendar that we send to our patrons and libraries. She asked for any suggestions our Advisory Team had to give.

**Overview of additional funding and outreach ideas for TBS (LeAnn Gelskey, Stephanie Bailey-White, Donna Eggers)**

Stephanie gave the group information on the ARPA funds that ICfL and TBS have received from the federal government. ARPA stands for American Rescue Plan Act and it’s additional stimulus money that has been provided from the federal government (1 time) has come up and we are using those funds in a variety of ways. TBS has amount set aside for promotional use and outreach opportunities. We have 1 year to spend these funds.

We have a mixed approach for advertising-tv ads in Boise and Idaho Falls areas, digital ads statewide, billboard advertising in more remote areas of the state, radio ads all over the state, Facebook ads, signage for libraries and care facilities, some print ads in the Idaho Senior Independent.

TBS Ambassadors for actual Outreach and some proposals-CSRs will work within different regions of Idaho, going out in the field and then working in conjunction with public libraries/assisted living staff who know their communities and their needs. Ideally face to face. CSRs bring support box of materials to take on these site visits to leave for further use at site visited.

TBS plans to hire a new part time technical support person, utilizing ARPA funds, to increase internal (staff) and external (patron) access to BARD and more technologically advanced TBS and NLS services. This will include further training for TBS Customer Service Reps.

The group then asked for feedback from the rest of the Advisory Committee on how they would like to see those funds spent.

### **Advisory Team Member thoughts after hearing Marketing and Outreach ideas (All)**

Marina Rose has made a list of all the assisted care facilities in Canyon County and has reached out to contact/meet Activities Director. Some are more interested than others.

Donna suggested creating a demonstration video for facilities that are not interested in an on-site visit.

Dana brought up the importance of directing tv advertising to stations and times when seniors are most likely to be watching television. Local newspapers might be willing to write a story about a local user. Different areas might have different needs for advertising.

Dana talked about the importance of Rehab teachers from ICBVI having a demonstration player so they can show their clients when they are providing available resources.

Alison suggested making sign up easier so people can be registered for TBS right when they find out about it at site visits. Have someone who uses BARD be able to explain how they use it for new patrons. (this would be a great way for the new Tech hire to help patrons with using BARD and personal devices.)

Travis had LeAnn participate in one of his virtual support meetings with his Veterans group. He is encouraged to invite another CSR to join future meetings.

Colleen used the NLS model of using Volunteers who are also users to do outreach to area libraries with set times to show people how to use the service.

Stephanie suggested an online or in person event targeted to Activities Directors so we can inform that group. “This is a program that could be useful for your residents.”

### **TBS Patron Survey Update (LeAnn Gelskey)**

Survey is still ongoing until end date of June 15. Results will be available as soon as all information has been collected.

NLS Western Midlands Regional Conference was attended and enjoyed by TBS staff. They learned about the E-reader and technology plans, which are ongoing programs that will be able to kept updated as advancements are made. This started a conversation about what an E-Reader is and how our patrons might be able to use them in the future.

Resource page on our ICfL website for DHH and BVI. Working on it to make it more easily navigated for DHH and BVI people. Once website is available, feedback would be appreciated.

### **Committee member updates (All)**

Dana participated the NFB state convention virtually. Cycle for Independence was virtual and had about 100 participants.

Travis will be participating in a conference on Caregiver Services in August.

Marina says Homebound Services are gearing back up slowly. Currently some delivery to patrons living independently.

Stephanie says that in our next meeting we’ll talk about the changes in services for people who have different disabilities. NLS has made some changes, reduction in barriers to accessing the service and we will look at that more next time. These changes may or may not affect people who are working in the school communities.

Erin says teachers are moving more towards electronic text books and their students are getting used to Braille readers and are quick to pick up the skill.

Catherine says Summer Reading is coming and they are doing more face to face programming this year.

Steve says the ICBVI is going well. They are wrapping things up for the state fiscal year. Staff is coming back into the regional offices full time. Rehab teachers are going out into the field and meeting with their clients in their homes or Assisted Living facilities. If they have someone who does not want the training to be in person, they have options for virtual training.

### **Next Steps (All)**

Perhaps the next meeting September 1<sup>st</sup> will be held in person at ICfL. That is TBD.

Dana would like to hear about NLS developments in technology and those new devices ( Smart Speakers, Braille display). This will be a subject for the next TBS Advisory meeting.

Next meeting will include updates on the Marketing and Outreach plans.

Erin wants to know if we have programs in place or plans to do outreach with schools and students with BVI. LeAnn says we are looking at ways for TBS to work more with schools. Still in the planning stages but Rebecca is working on a presentation for school librarians with Jeannie Standal, ICfL School Librarian Consultant. This will be a subject for the next TBS Advisory meeting.

Next meeting agenda we will address changes to services for those with other disabilities and how we can provide more outreach to them. We will talk about what our plans are for working with these groups and removing the barriers to getting students with dyslexia, for example, signed up for TBS services.

Continued training for TVIs and Rehab Teachers on all the new options. This will be a subject for our next TBS Advisory meeting.

If anyone has any other ideas for topics for the next TBS Advisory meeting, email them to LeAnn Gelskey. The next agenda will be sent to everyone in August.

### **Meeting Review**

One good thing was how the technology worked well today.

Dana appreciates how well organized the meeting is and how all participants have had the opportunity to talk. The meeting accomplishes goals, everyone is heard, and it is done in an organized fashion.

Stephanie and LeAnn will let everyone know well in advance of the next meeting whether it will be face to face or virtual. They are leaning towards face to face as of today, but they will be paying attention to all the rules and guidelines in the meantime to make the best decision for the September 1<sup>st</sup> meeting.