

**Talking Book Service Advisory Committee Meeting**  
**Wednesday, September 5, 2012**  
**9:30 AM-1:30 PM**  
**Idaho Commission for Libraries**  
**River Room**

**Meeting Purpose:** To improve services for those requiring reading alternatives

**Desired Outcomes:** By the end of the meeting, participants will:

1. Review FY2012 statistics
2. Share ideas about updated website
3. Brainstorm ways to increase active BARD use
4. Be informed of changes at NLS
5. Share member updates

**Meeting Leader:** Sue Walker

**Facilitator:** Stephanie Bailey-White

**Recorder:** Stephanie Bailey-White

**AGENDA**

|   |           |   |         |
|---|-----------|---|---------|
| Meeting set-up: introductions, meeting purpose, desired outcomes, roles, agenda review, ground rules, decision making | Stephanie | <ul style="list-style-type: none"> <li>• Icebreaker</li> <li>• Present</li> <li>• Agree</li> </ul>  | 15 min. |
| FY2012 statistical review   | Sue       | <ul style="list-style-type: none"> <li>• Share</li> <li>• Clarify</li> </ul>  | 20 min. |
| Website update  | Sue, all  | <ul style="list-style-type: none"> <li>• Review changes</li> <li>• Feedback on structure</li> <li>• Feedback on content</li> <li>• Feedback on accessibility with screen reading software</li> </ul>    | 45 min. |
| BARD discussion   | Sue, all  | <ul style="list-style-type: none"> <li>• Present results from email survey</li> <li>• Brainstorm/narrow/select ways to enroll/train users</li> <li>• Brainstorm/narrow/select ways to enroll</li> </ul> | 60 min. |

|                  |          |  |         |
|------------------|----------|--|---------|
|                  |          | public libraries   |         |
| NLS updates      | Sue, all | <ul style="list-style-type: none"> <li>• Share</li> <li>• Clarify</li> </ul>                               | 20 min. |
| Outreach updates | All      | <ul style="list-style-type: none"> <li>• Share calendar</li> <li>• Outreach updates (TBS staff)</li> </ul> | 20 min. |
| Break            | All      |  | 25 min. |
| Member updates   | All      | <ul style="list-style-type: none"> <li>• Information sharing</li> </ul>                                    | 20 min. |
| Next steps       | All      | <ul style="list-style-type: none"> <li>• List</li> <li>• Assign tasks</li> </ul>                           | 5 min.  |
| Meeting Review   | All      | <ul style="list-style-type: none"> <li>• List</li> </ul>   | 5 min.  |

**Present:** Barbara Nolan, Jeanne Farnworth, Jeanne-Marie Kopecky, Mary Ellen Halverson, Nancy Wise, Sue Niewenhaus, Sue Sebranek, Judy Mooney, Loretta Paine, Steve Bailey, Sue Walker, Stephanie Bailey-White

**Introductions:** Advisory members encouraged to share favorite books in newsletter – Mary Ellen will submit one soon.

**FY2012 Statistics (July 1, 2011-June 30, 2012):**

- Readership: 3442: Individual 3176, institutions 266, BARD users 750  
Slight increase over FY2011; increase percentage similar to many regional libraries
- Circulation: Physical: 178,577 (60% cartridge and 40% cassette)  
BARD: 36,154 (17% of total circulation and 28% increase over FY2011)
- Shelf Project: Locally recorded books in regional libraries available for download: 252 downloads

Next step: Break down of circulation by age group

**Web Site feedback:**

- OPAC: Screen reader reads the whole page, then goes down columns to get Patron info – not easy, not all features work.
- BARD is a lot easier to use.
- Window eyes wouldn't read patron comments in PDF format.
- Confusion about TBS Web site vs. OPAC – helpful to put in TBS Newsletter an article about difference in web sites.
- Pictures are hard to read with screen readers.
- Portneuf staff found the site was user friendly.
- Collections page – No WebBraille users on Committee so no feedback on WebBraille.
- Other resources: Looking for non-cassette sources – let us know if we missed any (have Bookshare and Learning Ally there now).

Question about distributing TBS Connection on cartridge. Currently available via e-mail on website as PDF, Podcast, and can download from Shelf Project. Expense of distributing on cartridge might be prohibitive.

- Zoom text and Jaws worked ok on website.
- Searching LiLI is doable but very slow and cumbersome, no way to get specific results.
- OPAC: No idea what formats the books are in with Jaws; reads “graphic” after titles – not helpful (feedback from Lane at Commission for the Blind and Visually Impaired)

*TBS Catalog page:*

- Take NLS online OPAC off if it’s not accurate?
- KLAS catalog section – remove information about signing up.
- Recommend being able to access OPAC in one click.
- Signing up for BARD is difficult.
- Why use PDF vs. Word doc: PDF is more universally accessible.
- Volunteers to complete SurveyMonkey online survey: Mary Ellen and Sue Sebranek.
- Remove Never Stop Reading attachment

*BARD:*

- Look at numbers of pages accessed; once into BARD no need to look at website again.
- Put list of machines on another linked page.
- Put list of BARD supplies on another linked page.
- BARD instructions: How specific should they be? Recommended that users call CSRs for support. CSRs look at Mary Ellen’s document for help.
- BARD YouTube videos: Kansas’ was general enough to use; needs to be revised.

*BARD usability:*

- Passwords and acceptable use pop-up are complicated.
- NLS makes it complicated and we can’t change that.

**Recruiting and Training BARD users: Note: numbers indicate priorities for members**

- Summary of why users have not used BARD is attached.
- Share at ISDB Family weekend and encourage teachers to promote more widely. (8)
- More demos and one on one training. (4)
- 24 hour password change period is not good; at least alert patrons about that. (2)
- Contact family support members with information about downloading. (7)
- Train the trainer’s model. (5)
- Peer “tutors” to help with registration and ongoing support. (3)
- Share reader’s advisory tools to help users identify titles to read (1)
- BARD tips: provide nuggets for users. (1)
  - Remember you don’t have to return books etc.

**Ideas to encourage public libraries to increase BARD use:**

- Need continual training because of staff turnover
- Not many motivated to explore website, etc on their own.
- Presentations and demonstrations much better than table/booth at ILA and regional ILA.
- Remind people that they can download from BARD @ the library.

- Offer training for library staff and others at other libraries.
- Time limits on public access computers can be a barrier to downloading.
- New Jersey's "outspoken librarian" model provides better training to public libraries on serving their users.

#### **Updates:**

- Jeanne: TBS display has been at Portneuf, Marshall, Bear Lake; next library is Preston
- MaryEllen: Will ask at next NFB chapter meeting for feedback on BARD
- Loretta: Will attend outreach activities in Twin Falls and New Plymouth
- Judy and Steve: Attended Idaho Optometric Society conference and made good contacts
- Nancy: In-service for teaching staff on Sept. 13 will highlight registering for and downloading from BARD
- Sue Niewenhaus: Recommends reaching out to new Lewiston Library Director
- Jeanne-Marie: Dorothy keeps information about TBS in library
- Sue Walker: Pilot test of outreach to residential living sites brought in 4 visitors to ICfL. Will try again

#### **NLS updates:**

- Library of Congress appropriations bill contains wording to change definition of who is eligible to receive TBS service to include anyone included in the Americans with Disabilities Act.
- NLS plans to begin circulating magazines digitally and integrate WebBraille into BARD before the end of the year.

#### **Next Steps:**

- Submit book titles for "What Are You Reading" section of newsletter: **MaryEllen**
- Text the TBS Survey on website for compatibility with screen readers: **MaryEllen and Sue Sebranek**
- Provide breakdown of circulation by age group to group: **Sue Walker**
- Make suggested changes to website and share with Committee members: **Sue Walker**
- Share at ISDB Family weekend and encourage teachers to promote more widely: **Jeanne-Marie Kopecky**
- Develop action plans for suggestions on increasing BARD users and share with Committee members: **Sue Walker**
- Explore ideas for increasing public library use of BARD and present at next meeting: **Sue Walker**
- Distribute meeting minutes: **Sue Walker**

Next Meeting – Dec 5<sup>th</sup>, 10 to 12, teleconference

