

Talking Book Advisory Committee Teleconference Meeting
Wednesday, December 5, 2012
10 am-noon (MST)

Contact information: TOLL FREE NUMBER 1-866-343-3911

Note: Enter conference id and code only if requested. Contact David Harrell at the Commission for Libraries with connection problems (1-888-458-3271)

Conference id: 17652

Conference Code (followed by the # sign): 500

Meeting Purpose: To remain current with Talking Book Service items

Desired outcomes: By the end of the meeting, participants will:

1. Be informed of changes at NLS
2. Review and approve active BARD use action plan
3. Provide input about the Postal Carrier of the Year plan
4. Share member updates
5. Approve 2013 meeting schedule

Meeting leader: Sue Walker

Facilitator: Stephanie Bailey-White

Recorder: Tina Schilling

Agenda

Meeting set-up	Introductions, review agenda, ground rules, decision making process	Stephanie	5 minutes
NLS updates:	BARD, magazines on cartridges	Sue: Info sharing	20 minutes
TBS updates:	Calendar, survey, website changes	Sue: Info sharing	15 minutes
Outreach	Increasing number of BARD users action plan	Sue: Present All: Discuss, next steps	20 minutes
Outreach	Postal Carrier of the Year proposal	Sue: Present All: Discuss, next steps	30 minutes
Committee	Share	All: Info	20 minutes

updates		sharing	
2013 meeting schedule	Wed., March 6, Wed., June 5, Wed., Sept. 4, Wed., Dec. 4 March, June, and Sept. meetings are 9:30 am-1:30 pm in Boise. Dec. meeting is 10 am-noon conference call	Info sharing	5 minutes
Meeting Review	Plus/Delta	All	5 minutes

Present: Sue Walker, Judy Mooney, Loretta Paine, Steven Bailey, Terri King, Tina Schilling, Stephanie Bailey White, Sue Sebranek, Sue Niewenhaus, Mike Gibson, Mary Ellen Halverson, Nice Wise, Jeanne Farnworth, Jeanne-Marie Kopecky, Pam Bradshaw

BARD:

- BARD and Web-Braille have been combined into one database.
- New feature: users can review what has been downloaded previously, but only in the order that they were downloaded.
- New feature: Wish list, user can put titles in there and download them at their convenience
- User can go into his/her profile and set it up to search Braille, audio or both.

Magazines:

- All magazine issues will circulate on one cartridge, including the TBT. Cartridge will need to be returned before the next one is shipped.
- Three different producers will produce magazines for different states and will provide them for the states that they are responsible for. Magazines will continue to be available for download through BARD.

Calendars: The calendars went out in early November.

Survey:

- The biennial survey went out in the mail as a separate mailing this time. This was a self mailer and had the patron's individual name on it so the customer service reps can contact the patrons who have issues. We also placed it online so patrons could complete it online. We have received about

200 responses so far. This year we included the Shelf project to get the information out there.

- Mike asked about our anticipated return rate. He reported that at the university they are happy to get about to 15% return rate on surveys.
- Jeanne asked about an incentive for returning the survey. Pam suggested a cartridge.
- Sue Sebranek said that when getting the newsletter she is more focused on reading the news letter and not the survey.

Website changes:

- Sue would like patrons to have direct access to our online catalog and BARD. Right now ICfL is working on merging the resources on LiLi.org and online@your library. Sue would like to see BARD linked there.
- We currently do not have any PSAs running but hope to have them running again in the first or second quarter of next year. Neverstopreading.org is leased for 3 yrs and links to our website. Sue anticipates that we will renew the lease.

Increasing number of BARD user's action plan:

The indicators are:

- By June 2013, the average number of BARD monthly users will increase 20% from 195 to 235
- By June 2013, 20% of active TBS users will be registered for BARD
- Mike, Sue, and Mary Ellen all agree that bi-monthly emails with information, tips, and addressing specific issues is a great idea. Loretta asked if the CSR's could be included in the emails so they are aware of what is being sent to the users so when patrons call they can address their concerns.
- Sue is still looking for a place on the website for posting BARD downloading instructions.
- The school for the Deaf and Blind will have spring training and that would be a good time for doing a BARD training session.
- Sue Niewenhous asked if there was another state that had fine tuned BARD downloading instructions. Sue Walker said that there is a video from Kansas with instructions but it needs to be edited.

- Jeanne feels that public librarians aren't informed enough about BARD and downloading. Sue Walker would like to work on an action plan for that.
- Perhaps if we provided a cartridge and a cable to patrons they would be more inclined to use BARD.
- Mike mentioned there is a remote access that allows Jaw users for an individual to have access to another's computer screen and see what they see on their screen and can talk them through the process or trouble shoot.
- The public access computer that was sponsored by the Blind Commission at Boise Public Library wasn't used as much as hoped and don't really know the reason why it wasn't. The program ended in September.

Postal Carrier of the Year proposal:

- How do we ensure receiving feedback? Besides the newsletter, send a separate letter and include the information in the BARD tips email.
- Would it be better to have an application form? The consensus is that an application form should highlight the requirements that would make it easier for the individuals nominating the carriers and the judging. We might want to establish criteria to make it easier to determine who the winner is.
- Do we want a subcommittee or the whole advisory council? Agreed to a subcommittee.
- Would we want the TBS users from the Advisory committee or would want other TBS users? Sue Sebranek and Mary Ellen Halverson both said they would be willing to be on the committee. We will have one ICfL staff member and try to identify an individual who receives a lot of books to also be on the committee.

Member Updates:

- Nancy: Busy working on Federal reports as it's a large funding resource. Have a new position open and trying to fill that and continuing to do the low vision clinic.
- Sue Niewenhous: Busy on campus with strategic planning.
- Mary Ellen: NFB will be doing a protest in Seattle about Amazon and their not letting readers use speech with the Kindle.

- Mike: Finals are in a couple of weeks so things are winding down. They purchased some Victor streams/Stratus so students can check those out to use to read their text books. Going to be adding reading technology computers throughout campus. NOOK just released an app that would make it possible to read books on an I-pad.
- Jeanne: January is national Braille literacy month, and there will be a display in the Portneuf District Library. The library is currently getting some new carpeting and paint and is not open regular hours.
- Loretta: Really busy with the new BARD update, didn't go quite as smoothly as anticipated so working through that. The Newsletter went out and the CSR's have been receiving lots of book order forms. Did an outside outreach in Twin Falls, and it was really cold.
- Steve: Had a learning experience earlier in the week with the survey and the newsletter going out at the same time.
- Terri: Did an outreach in Midvale, and it was a really good experience.
- Sue: Plans to continue working on the Website.
- Pam: Thanks to the Advisory committee for not making her do any rule changes this year.

2013 Meeting Schedule: Approved: March 6, June 5, September 4 (9:30 am-1:30 pm) at the Commission for libraries; December 4, 10 am-noon conference call

Plus/Delta:

Good connection; easy to hear.

Thank you to Tina and Stephanie for filling their usual roles.