

Idaho Talking Book Advisory Committee Meeting
Meeting Notes from
Wednesday, March 6, 2013
9:30 am-1:30 pm
Idaho Commission for Libraries

Meeting Purpose: To remain current with Talking Book Service items

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

1. Finalize Postal Carrier of the Year activities
2. Review draft user guidelines
3. Review biennial survey results and suggest any next steps
4. Provide feedback on updated BARD database
5. Review progress on BARD action plan
6. Share member updates

Meeting leader: Sue Walker, Facilitator/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"> • Present • Agree 	10 min.
Postal Carrier of the Year Update	Sue, all	<ul style="list-style-type: none"> • Present • Discuss • Next steps 	20 min.
Guidelines review: <ul style="list-style-type: none"> • User Bill of Rights • User Good Standing Definition 	Sue, all	<ul style="list-style-type: none"> • Review • Propose modifications • Discuss/agree • Next steps 	60 min.
Biennial survey	Sue, all	<ul style="list-style-type: none"> • Share results • Clarify/discuss • Next steps 	20 min.

Updated BARD database	All	<ul style="list-style-type: none"> • Plus/Delta 	15 min.
BARD Action plan	Sue, all	<ul style="list-style-type: none"> • Update • Share statistics • Next steps 	20 min.
NLS updates	Sue, all	<ul style="list-style-type: none"> • Share • Clarify 	20 min.
Break	All		20 min.
Website review	All	<ul style="list-style-type: none"> • Review • Suggest changes 	15 min.
Updates	All	<ul style="list-style-type: none"> • Share • Discuss 	25 min.
Next Steps	All	<ul style="list-style-type: none"> • List 	10 min.
Meeting Review	All	<ul style="list-style-type: none"> • Plus/Delta 	5 min.

Present: Barbara Nolan, Mike Gibson, Jeanne-Marie Kopecky, Jeanne Farnworth, Nancy Wise, Sue Niewenhous, Heidi Caldwell (via phone), Judy Mooney, Loretta Paine, Steven Bailey, Sue Walker (Meeting leader) Stephanie Bailey-White (Facilitator/recorder)

Sue updated members on the **Postal Carrier of the Year project:**

- Letters will be going to 2600 patrons by mid-March.
- Sue is still looking for a member of the project committee who receives books through the mail. Dana Ard, Ramona Walhoff, Jan Gawith, and Fred Riggers were suggested. If you have other names to suggest, please get them to Sue by early April. Sue will finalize the committee in April.
- Nominations are due April 30.
- The committee will meet in May. Committee members will hear the results in June, and the award will be made in person to the carrier of the year shortly after that.

Members provided feedback about the **draft User Bill of Rights and User Good Standing Definition.**

The group asked Sue to include this wording in the introduction: Idaho Talking Book Service users in good standing can expect to receive... and change #10 in

the User Bill to read: “Not to be penalized financially for late or lost materials” and leave off “within reason.”

The group also asked Sue to add a bullet to the Good Standing Status document about “Failing to return materials on time as determined by staff on a case by case basis.”

Sue will present these two documents to the ICfL Board of Commissioners at their April meeting for approval.

Sue presented results of the **biennial TBS patron survey**.

- Staff have received 728 surveys back, 215 of those were completed online. This represents a 25 percent response rate and is much higher than the last survey. Sue attributes the increase in response rate to sending the surveys out separately rather than including them as a newsletter insert and sending the link via email to all with email contacts.
- Results of the survey were overwhelmingly positive, with 78 percent of patrons rating the service as “excellent.”
- Customer service reps are following up with anyone who had questions or requests. As a follow-up, members asked Sue to:
 - Send results to Mike in an electronic format
 - Summarize the results and a sampling of comments for Jeanne to use with her board
 - Use the summary and some comments in an Envoy (and possibly other) newsletter articles
 - Include a reminder in the TBS newsletter that the survey is available online year-round for anyone who would like to provide feedback in that manner.

A Plus/Delta review of the BARD database was completed. Items on the “plus” side include:

- More titles available now
- Wish list feature
- Users can limit search results to audio or Braille format
- For visually-impaired patrons, heads and layout work well
- It’s free

Delta items include:

- Not compatible with Apple products

- Getting through the website is confusing for people who don't have visual disabilities. Including pictures, book covers and having less text would be helpful.
- Might be nice to have two versions for two different groups
- Some patrons need a lot of support and reinforcement to use it
- Search function is not great
- NLS has focused efforts on design for visually-impaired. To grow the program, there's a need to look at other groups of users.
- Mike said an audio reader tag is available in html-5. People can click on this link and it will default to audio. This is coded into websites so it's better than Natural Reader, JAWs, etc. It's still early in the software development and works differently in various browsers, but it "works remarkably well when it is in place." It is hoped that BARD will utilize this feature soon.

Other comments included the fact that two great BARD users – Mary Ellen Halverson and Sue Sebranek weren't able to attend today's meeting to provide their input as users. Jeanne Marie will send a query to ISDB staff for feedback on BARD usability.

Sue updated the group on the **BARD Action Plan**. Goals that were set to increase the percentage of new and active users by June have already been accomplished! There are 665 BARD users now. Other ideas to increase the percentage included:

- Sue will send regular emails to BARD users encouraging them to keep using it.
- Customer Service Reps will contact all new BRD users 30 days after they sign up to see how things are going and if they have any questions
- Sue will email all nonusers as well as alternate contacts with email addresses to encourage use.
- Sue will work with Jeanne-Marie to schedule an in-service presentation on BARD at the August ISDB staff training.
- Mike will provide Sue with contact information for all college and university Disability Center staff so she can provide information for them. BSU is covered by Mike, but others may not have that information they can share with students.
- Heidi will work with Sue to get a presentation scheduled during an upcoming LINC training. She also suggested including a brightly-colored flyer on BARD in the monthly timesheet inserts that are sent to staff. There are 250 individuals working with the LINC program so that would be a good source to spread the word.

- Heidi will also contact Jamie with SILC to schedule Sue for a presentation at one of their quarterly meetings.
- Heidi will facilitate a contact with Angela Lindig, executive director of Idaho Parents Unlimited (IPUL), to see if TBS can present at a meeting or event.

Committee member updates:

- Jeanne said Portneuf District had a display during Braille Awareness Month at the library that was popular. She visits 12 assisted living centers each month and provides TBS info and would like more handouts. Sue suggested she sign up for an institution account that would provide demonstration access.
- Sue from LCSC said JAWs software was being installed on library computers. They are moving the Writing Center adjacent to the library and she was pleased to see that. The Lewiston City Library will be moving to a new, large building in June and they recently received a \$1 million donation for technology.
- Jeanne-Marie said ISDB students recently competed in the Braille Challenge to encourage Braille literacy.
- Mike reported on the new Victor Stream and work on getting JAWs and ZoomText on all BSU Albertson Library and all computer lab computers.
- Barbara from CDA Public shared that their library received the “Idaho Library of the Year Award” and the assistive technology they are using and not using there.
- Customer Service reps said they were working on weeding and recycling TBS books, getting new patrons signed up for the service, and working through challenges with magazine conversions. Outreach slows down during the winter months, but Sue visited the Twin Falls Senior Center in January.

Sue reported on updates from the National Library Service (NLS):

- In an effort to continue increasing the number of users, they will complete a telephone survey of 3,000 users.
- They are also working on Apple and Android-compatible apps so those folks can download BARD through those devices.
- They are working through cartridge supply issues
- Don't see any big issues with funding restrictions due to the sequester.

- NLS staff will be doing a site visit in Boise on April 25-26. Sue invited any Advisory Board member to talk with the rep and to attend the Volunteer Appreciation Event on April 25.

Next steps:

- Submit names to Sue of TBS users who receive materials via the USPS (to serve on the Postal Carrier of the Year Committee) by April 1 **All**
- Revise Good Standing and User Bill of Rights documents and submit to ICfL Board of Commissioners by April 1 **Sue**
- Send survey results to Mike in an electronic format **Sue**
- Summarize the results and a sampling of comments for Jeanne to use with her board **Sue**
- Use the summary and some comments in an Envoy (and possibly other) newsletter articles **Sue**
- Include a reminder in the TBS newsletter that the survey is available online year-round for anyone who would like to provide feedback in that manner **Sue**
- Send a query to ISDB staff for feedback on BARD usability **Jeanne-Marie**
- Schedule an in-service presentation on BARD at the August ISDB staff training **Sue and Jeanne-Marie**
- Provide Sue with contact information for all college and university Disability Center staff **Mike**
- Schedule a presentation on TBS and BARD during an upcoming LINC training **Heidi and Sue**
- Design a brightly-colored flyer on BARD for inclusion in the monthly timesheet inserts that are sent to LINC staff **Sue**
- Schedule Sue for a presentation at an upcoming SILC meeting **Heidi**
- Facilitate a contact with Angela Lindig, executive director of Idaho Parents Unlimited (IPUL), to see if TBS can present at a meeting or event **Heidi**

Next meeting: Wednesday, June 5 from 9:30 a.m. to 1:30 p.m. at ICfL