

**IX. NEW BUSINESS**  
**B.1 NLS 2017 Site Visit Report – Information Item**

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**Site Visit April 3-4, 2017**  
**Idaho Commission for Libraries Talking Book Service**  
**Boise, Idaho**  
**Pamela N. Davenport, Network Consultant**  
**Sue Walker, Regional Librarian**

**Introductory Statistical Review**

This report from the Library of Congress, National Library for the Blind and Physically Handicapped (NLS) is based on observations at the Idaho Commission for Libraries Talking Book Service (RL) on April 3-4, 2017 and on documents supplied by the RL. It updates report of April 16-17, 2015, that uses the American Library Association's *Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped 2011*, as the basis for its findings and recommendations.

As of September 30, 2016, Idaho RL served 3,569 individual and 261 institutions.

Readership by format is broken out as follows:

	<b>Individuals</b>	<b>Institutions</b>
Braille	66	4
Digital Book	3,045	47
Recorded Cassette	82	2
Descriptive Videos	24	0
Descriptive DVD	25	0
Large Print Books	3,143	249
NEWSLINE®	124	0

Circulation by format follows:

	<b>Individuals</b>	<b>Institutions</b>
DB	148,300	785
LP	10,654	1,167

In 2016, 679 patrons established service and 889 patrons discontinued service.

The RL is the machine-lending agency (MLA) for Idaho and contracts with the Utah State Library, Program for the Blind and Physically Disabled, to provide its braille readers with service. The Idaho Commission for the Blind and Visually Impaired provides braille correspondence for the RL.

### **Cooperative Provision of Network Library Services**

During the transition to digital NLS and the network libraries collaboratively distributed players, launched the Magazine-on-Cartridge program, rolled out BARD Mobile and are nearing completion of the migration of the book collection from analog to digital. Now the major focus is on a public education campaign including a series of television and radio public service announcements (PSAs) as well as paid advertising to increase awareness of the braille and talking book program.

The RL has developed a relationship with specialized schools to ensure that all eligible children are registered for NLS services. The RL has a librarian from the Idaho School for the Deaf and Blind on the Talking Book Service advisory committee, and staff works with the school to keep it current. The RL continues to update the school accounts every year.

The RL continues to ensure the confidentiality of patron records following the guidelines presented in the ALA policy on confidentiality of patron records.

The library promotes literacy service for youth through collaboration with public and other libraries, schools, and other agencies promoting family literacy initiatives, and early intervention programs. This is done through an annual Summer Reading Program.

The RL does provide languages other than English, such as a very limited Spanish collection. The demand is primarily met with NLS resources, a few locally produced titles, and interlibrary loan. The RL uses the state program *Careline 211* which provides help and information for non-English speakers.

Fillable applications for individual and institutional service are available for downloading, and printing from the website.

### **Synopsis of Strategic Plans and Challenges**

Many strategic initiatives will impact the regional library and their readership in the next few years. BARD Express has been promoted which enables patrons to simplify the downloading and unzipping of books. Duplication-on-Demand will allow libraries to readily duplicate titles for patrons. In 2016, the authorizing legislation was amended to allow NLS to acquire and distribute refreshable braille displays. A pilot will explore the impact of Text-to-Speech software to expand available titles not selected for

human narration. NLS is beginning to develop the next generation of digital plays with wireless capability. This will require an infrastructure to support cellular or internet transmission of books to patrons and usher in a collection-less possibility for network libraries. These many changes from physical to virtual books will impact the space requirements for the book collection and create different service models for network libraries and patrons.

Weeding and recycling the RC collection is a process that the library has already started. However, over the next few years the transition to electronic braille will ease the space requirements. The library contracts with Utah to provide braille.

The RL has developed and implemented a coordinated public awareness program for use in its service area. The plan emphasizes statewide awareness of RL's programs and targets public library directors, schools administrators, service organizations and veterans' organizations for contact. Under the state's organization chart the RL's director is a library consultant. This provides her with the opportunity to inform the public about this service and educate other Idaho libraries about it as well.

The RL uses volunteers in a number of areas. Primarily, volunteers repair equipment, record titles for the RL's collection of volunteer-produced titles, run the duplicators, and inspect returned books. Volunteers are given longevity awards for hours of volunteering and service awards for years of service. The library is commended for the recognition of their countless volunteers that help to make these services great.

The RL may consider investigating random access shelving during the next few years. Random access consolidates the high demand titles for easy retrieval and allows the titles with fewer patron requests to be in the back of the collection ready for the Recycling for Reuse program offered by NLS.

### **Recommended Best Practices/Key Performance Indicators (ALA Standards Status Analysis based on Regional Library Questionnaire)**

#### **Resource Development and Management**

- Submit locally recorded materials to the MSCE Quality Assurance Program.

#### **Public Education**

- Continue to develop and implement public awareness programs and materials targeted to promote TBS and increase readership.

### **Administration and Organization**

- As soon as feasible, work to obtain funding for the regional library that is not LSTA based.
- Continue to regularly monitor deposit collections.

### **Policies and Procedures**

- Review policies and procedures biennially.

### **Personnel**

- Continue to work to fill staff positions to meet ALA *Standards and Guidelines* and to improve services to patrons.
- Send appropriate staff to national and regional conferences as well as NLS orientations.

### **Machine-Lending Agency**

- Conduct a self-audit of the MLA's machine records as stated in the *MLA Procedures Manual* and share the results with NLS.

**Note:** Please consider other appropriate Standards that may apply to the RL as outlined in the ALA *Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* (2011).