



## **TBS Staff Continued to Help Patrons during Pandemic**

Not even the Novel Coronavirus (COVID-19) pandemic could stop the Idaho Talking Book Service (TBS). Staff helped patrons from home during Governor Little's stay-at-home order, and some staff members also worked in the office on certain days to ensure that TBS patrons got their books during the crisis.

Adding to the regular process of checking the book cartridges in and out were extra cleaning and quarantining procedures to ensure the cartridges were germ-free before being sent back out to another patron.

Some examples of accomplishments during the time of the stay-at-home order:

- A milestone was achieved -- more than 1,000 TBS patrons were moved over to the new Scribe system. (More about Scribe on pages 3 and 4 of this newsletter.)
- In just two days, staff checked out more than 7,000 books. That's a new Idaho TBS record!

From all of us at the Idaho Talking Book Service and the Idaho Commission for Libraries to our TBS patrons and their families and caregivers -- THANK YOU for your patience as we figured out how to serve you during these unprecedented times.

A grateful TBS patron said:

"I wanted to tell you all thank you with all of my heart for all of the work you have had to do since the virus outbreak. It must be a lot of stress, and I think so highly of all of you for still helping us even during this time."

## New TBS Supervisor

The new program supervisor for the Idaho Talking Book Service (TBS) is LeAnn Gelskey. In this role, LeAnn oversees the TBS program and manages its staff. She will conduct outreach and develop or enhance relationships with organizations whose missions align with those of the Idaho TBS. LeAnn will work with Idaho libraries to extend services to those Idahoans unable to read standard print.

Prior to joining the Idaho Commission for Libraries (ICfL), LeAnn was the director of the Hailey Public Library for 10 years and was the assistant director before that. LeAnn joined Hailey Public in 2001 as a part-time employee and was soon promoted to the position of youth programs librarian. During her 20-year library career, LeAnn has gained a considerable amount of practical knowledge and developed a pragmatic approach to problem solving.



Left: Linda Cash, TBS Shipping/Receiving Handler (She checks the TBS cartridges in and out.)  
Right: LeAnn Gelskey, TBS Program Supervisor

State Librarian Stephanie Bailey-White said, "With her wealth of knowledge and passion for supporting the underserved, LeAnn is a tremendous asset to the TBS program and the ICfL."

In March, Sue Walker retired from her position as TBS program supervisor after 21 years with the ICfL, which was still the Idaho State Library when she started.



## **Scribe Cartridges -- Becoming the New Normal**

by TBS Customer Service Rep. Rachel Welker

In early 2020, we at the Idaho Talking Book Service (TBS) were in the beginning stages of a new program called Scribe, which we were planning to roll out by this summer. Scribe is a high-capacity cartridge that can hold multiple titles on one Scribe cartridge.

Each cartridge is made specifically for the patron, based on their preferences and/or requests. Benefits of Scribe include having more titles readily available (since they are downloaded rather than being a physical cartridge pulled from our shelves), being able to adjust the number of titles per Scribe cartridge, and the much longer check-out time of six months rather than four weeks for the traditional cartridge.

In January and early February, the TBS staff were testing the Scribe cartridges on ourselves and a control group of high-circulation patrons. The program was going smoothly. For those patrons who called in to request more books, we were slowly changing them over to the Scribe cartridge. Our staff was still getting used to the new format and learning what adjustments to make to provide even better service.

We didn't feel the need to rush through this initial phase. But then the Novel Coronavirus (COVID-19) news started getting more and more intense. Our forward-thinking leadership team was planning and preparing us for a possible change in service if the time came that our staff needed to work from home.

On March 25, Governor Little issued the Stay-at-Home order, and our everyday lives changed drastically. Our staff went home with laptops and within a day, a plan was in place to continue service to our patrons. We still had access to our patrons' accounts and could pick books or even sign new folks up for the service.

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## Scribe Cartridges -- Becoming the New Normal

Continued from page 3.

But what we could do to benefit our patrons the most was change as many, if not all, of our patrons over to the Scribe system, which would allow the TBS service to continue in the most uninterrupted way possible.

Two and half days a week, our hardworking and dedicated circulation team went into the TBS library to get books out. As the customer service reps worked from home, we were changing all of our patrons to Scribe one by one. We looked at each account and made decisions based on each individual patron and their preferences. It was slow going, but we continued to get it done.

We also answered messages, updated book collection information, and completed as much of our "normal" work as possible, but every spare minute was spent getting books out to our patrons who needed them.

So, if you have gotten a new kind of book cartridge with no title, and you aren't sure what it is, call us. We are delighted to answer any questions you have about Scribe or anything TBS-related. Also, if you are trying the Scribe cartridge, please reach out and let us know what you think. Scribe may be the "new normal," but we think you are going to be pleasantly surprised by how much you'll like it.

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### Talking Book Service **10<sup>2</sup> Club**

Our centenarians joining the Ten-Squared Club are:

**Elaine Cotter**

who has read 373 books since joining the TBS program in 2014.

**Maxine Jensen**

who has read 441 books since joining the TBS program in 2012.

**Mildred Northrop**

who has read 4,011 books since joining the TBS program in 2004.

**Eleanor Serviss**

who has read 86 books since joining the TBS program in 2015.



## TBS Order Form

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_

To order any of the books from this newsletter, write your name and address in the space indicated above, and mark on the line(s) next to the identification number of the title(s) you want. Then, mail the form (pages 5 through 8). Postage is not required.

These titles are also available for download from BARD.

To register for BARD, call the Talking Book Service at 1-800-458-3271 or visit: <http://NLSbard.loc.gov>.

### Stories of Hope

**“The Book of Joy: Lasting Happiness in a Changing World”** **Adult Nonfiction**

**Authors:** Dalai Lama, Desmond Tutu, and Douglas Abrams

**Read By:** Francíois Chau, Peter Francis James, and Douglas Abrams

On the occasion of his 18th birthday, the Dalai Lama hosted his friend Desmond Tutu, Archbishop Emeritus of South Africa, for a discussion on joy. Their five-day conversation is recounted by the moderator, Douglas Carlton Abrams. Subjects touched on include obstacles to joy and cultivating well-being. Commercial audiobook.

\_\_\_\_\_ **DB085769** **2016** **10 hours, 15 minutes**

**“Not Without Hope”** **Adult Nonfiction**

**Author:** Nick Schuyler

**Read By:** Erik Sandvold

Recounts a February 2009 boating accident in the Gulf of Mexico that killed NFL players Marquis Cooper and Corey Smith and former university football player Will Bleakley. Sole survivor Schuyler describes the ordeal he and his friends faced when their boat capsized shortly before a storm. Some strong language.

\_\_\_\_\_ **DB071249** **2010** **8 hours, 28 minutes**

(Continued on page 6.)

## TBS Order Form

(Continued from page 5.)

### **"Eleven Seconds: A Story of Tragedy, Courage & Triumph"** **Adult Nonfiction**

**Authors:** Travis Roy and E.M. Swift

**Read By:** Erik Sandvold

Hockey player Travis Roy was paralyzed and left a quadriplegic almost immediately after taking to the ice in his first collegiate game at Boston University in 1995. He describes his rehabilitation, supportive family, and eventual return to school in a wheelchair.

\_\_\_\_\_ **DB055075**

**1998**

**8 hours, 16 minutes**

### **"Miracle at Augusta"**

**Adult Fiction**

**Authors:** James Patterson and Peter De Jonge

**Read By:** Henry Leyva

A year ago, Travis McKinley shocked the world by winning the PGA Senior Open at Pebble Beach, but he still feels that he's an imposter who doesn't deserve his success. Then he meets a teenage outcast with troubles of his own and a natural golf swing. Unrated. Commercial audiobook.

\_\_\_\_\_ **DB081453**

**2015**

**4 hours, 26 minutes**

### **"The Inheritance of Loss"**

**Adult Fiction**

**Author:** Kiran Desai

**Read By:** Yolande Bevan

Himalayas, 1986. Retired judge Jemubhai Patel lives with his cook and 16-year-old granddaughter, Sai. An Indian-Nepalese insurgency makes Jemubhai confront his past and interrupts Sai's romance with her Nepali tutor. Meanwhile, the cook worries about his son in America. Strong language, some explicit descriptions of sex, and some violence. Booker Prize winner.

\_\_\_\_\_ **DB064261**

**2006**

**13 hours, 23 minutes**

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## TBS Order Form

(Continued from page 6.)

### **"A Paradise Built in Hell: The Extraordinary Communities That Arise in Disaster"** **Adult Nonfiction**

**Author:** Rebecca Solnit**Read By:** Kristin Allison

Sociological study of the aftermath of major disasters that concentrates on the 1906 San Francisco and 1985 Mexico City earthquakes, 1917 Halifax munitions blast, 2005 hurricane Katrina, and 9/11 terrorist attacks.

\_\_\_\_\_ **DB070548**                      **2009**                      **13 hours, 10 minutes**

### **"The Beach House"** **Adult Fiction**

**Author:** Jane Green**Read By:** Martha Harmon Pardee

When 65-year-old eccentric widow Nan Powell learns that she may lose her beloved nine-acre Nantucket home, she turns it into a summer boarding house. Her first guests include a gay married man, a single mom, and Nan's own unhappy son. Some strong language. Bestseller.

\_\_\_\_\_ **DB067236**                      **2008**                      **10 hours, 30 minutes**

### **"Leota's Garden"** **Adult Fiction**

**Author:** Francine Rivers**Read By:** Colleen Delany

At 84 Leota can no longer tend her once-beautiful backyard. And her born-again granddaughter, who is rebelling against her domineering mother, needs guidance. Then a college boy volunteers to help restore Leota's garden. Together the three come to find peace and solace amid the blossoms.

\_\_\_\_\_ **DB050338**                      **1999**                      **17 hours, 50 minutes**

### **"Higher is Waiting"** **Adult Nonfiction**

**Author:** Tyler Perry**Read By:** Dominic Hoffman

A writer-director shares spiritual lessons he has learned throughout his career as an entertainer. He discusses growing up in New Orleans, recounts stories of family and friends who found grace in hardships, and explains the ways he learned to hear God's guidance. Unrated.

Commercial audiobook.

\_\_\_\_\_ **DB089652**                      **2017**                      **4 hours, 41 minutes**

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Idaho Commission for Libraries  
325 W. State Street  
Boise, ID 83702-6055

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BLIND or HANDICAPPED**



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For assistance, or to comment about the Idaho Talking Book Service, please call **1-800-458-3271**, weekdays, from 8 a.m. to 4:45 p.m., MT.

To order this newsletter on cartridge:

\_\_\_\_\_ "Connections: Idaho Talking Book Service News" on Cartridge

To order this newsletter in braille:

\_\_\_\_\_ "Connections: Idaho Talking Book Service News" in braille

For a podcast, PDF, or to subscribe to this newsletter via email, visit: <https://libraries.idaho.gov/tbs>. To download this newsletter via the online catalog, search: "Connections, Idaho Talking Book Service News."

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### **The Spring Romance books from page 9:**

**"By the Book"**

\_\_\_\_\_ **DB091208**

**"Window on the Bay"**

\_\_\_\_\_ **DB095908**

**"Second Thyme Around"**

\_\_\_\_\_ **DB053910**

**"Bookish Life of Nina Hill"**

\_\_\_\_\_ **DB095745**

More info on page 9.

## Spring Romance

If you want a little romance with your spring reading, here are some great choices. Request any of these books on page 8 of this newsletter.



### “By the Book”

**Adult Fiction**

**Author:** Julia Sonneborn

**Read By:** Laura Godfrey Dunlop

A 21st-century retelling of Jane Austen's "Persuasion" (DB51057) set in academia. Anne Corey is a professor of English at Fairfax College. Her ex-fiancé, Adam Martinez, has just become president of the school. Being around Adam again, Anne wonders why she ever let him get away. Some strong language. **2018** **10 hours, 11 minutes**

### “Window on the Bay”

**Adult Fiction**

**Author:** Debbie Macomber

**Read By:** Karissa Vacker, Erin Bennet, and Tavia Gilbert

Now that her children are grown, Jenna's life is at a crossroads. She and her friend, Maureen, decide to finally take a trip to Paris -- but then Jenna's elderly mother breaks her hip. The good news is that Jenna is smitten with her mother's surgeon, Rowan. Unrated. Commercial audiobook. Bestseller. **2019** **9 hours, 48 minutes**

### “Second Thyme Around”

**Adult Fiction**

**Author:** Katie Fforde

**Read By:** Martha Harmon Pardee

Market gardener Perdita Dylan is horrified when she discovers that her ex-husband, Lucas Gillespie, has become the chef at a local hotel. Until now, living with her elderly godmother in the English countryside has been ideal -- or so she thought. Some descriptions of sex and some strong language. **2000** **10 hours, 43 minutes**

### “Bookish Life of Nina Hill”

**Adult Fiction**

**Author:** Abbi Waxman

**Read By:** Emily Rankin

The father whom shy bookstore clerk Nina Hill never knew has died, leaving behind a crowd of relatives who want to meet her. Between new family and the handsome trivia rival who seems into her, Nina is being forced out of her comfortable shell. Some descriptions of sex. Commercial audiobook. **2019** **9 hours, 5 minutes**

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## **New Member of the TBS Advisory Committee**

Marina Rose works at the Caldwell Public Library and is a new member of the Idaho Talking Book Service (TBS) Advisory Committee.

While overseeing the library's homebound program, Marina interacted with caregivers and homebound patrons and helped with their needs. She gained great insight as to the various ways in which the elderly and disabled want to and do consume information. Marina said, "This is a population that is close to my heart, and TBS provides an invaluable service to our aging population. I want to be a part of that service."

Marina began working at the Caldwell Public Library as a page when she was a sophomore in high school. Marina continued working at the library through high school and then while pursuing her undergraduate degree. During that time, she moved from being a page to working in circulation and then in the adult services department. After Marina earned her bachelor's degree, she pursued a Master of Library and Information Science degree -- briefly leaving library work to focus on her education. In 2016, Marina returned to Caldwell Public as the adult services librarian, which is her current role. Marina completed her master's in 2018.

When asked about her favorite parts of her job, Marina said: "I never thought I would say this, but I love working with people! As a reference and programming librarian in a mid-size library, I have the unique opportunity to interact with a variety of people every single day. Dull moments are rare, and I look forward to chatting with regulars and new patrons alike. But perhaps my favorite thing is the opportunity to teach people something new. It warms my heart to see people come into the library and use the skills I taught them to access the computer and other library resources!"

An array of critters reside with Marina and her husband and son, including a dog, cats, snakes, lizards, frogs, and tarantulas. Marina enjoys going on long walks with her husband and dog, attempting to make a dent in her to-be-read list, and learning new crafts. Marina and her son recently began volunteering at their local animal rescue where they love playing with the animals and seeing them find new homes.

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## **Recent Donations to the Idaho Talking Book Service**

(through April 2020)

### **General Donations:**

Naomia Bliss  
Leta Carlson  
Nancy Nickels and Robin Didriksen  
Theresa Gross  
Christine Haggerty  
Doris and Charles Kinn  
Margaret Mortensen  
Rita Wood

### **Memorial Donations:**

Bird Derrick in memory of Louisa Norton  
Kirsten Fager in memory of Annadon Goldman  
Roxie Fager in memory of Annadon Goldman  
Kenneth and Elizabeth Fallon in memory of Kenneth P. Fallon, Sr.  
Maureen Wallace in memory of Annadon Goldman

Donations are fully tax deductible, as allowed by law.

Make checks payable to the Idaho Commission for Libraries and mail to:

Idaho Talking Book Service  
325 W. State Street  
Boise, ID 83702

Credit card donations may be made online from the Idaho Commission for Libraries' website: <https://libraries.idaho.gov/donations/>.

Or, from the homepage, click on the "Support Your Library" button.

**Our sincere thanks to all who give so generously.**



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This project was made possible, in part, by the  
Institute of Museum and Library Services.

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Customer service representatives (CSRs) are available to assist TBS patrons, **Monday through Friday**, from **8 a.m. to 4:45 p.m., MT**, except State of Idaho holidays, two staff training days per year, and from 1:30 to 3:00 p.m., MT, on Thursdays, when the CSRs are in a meeting. Calls during that time on Thursdays will be delivered to voicemail. Visitors to the TBS office in Boise cannot be assisted during that time, either.

**208-334-2150 / 800-458-3271**

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## **2020 Census**

It's not too late to complete the 2020 Census. The census questionnaire can be completed in just a few minutes online, by phone, or by mail.

Beginning in late May through mid-August, census takers will interview those families who have not responded to the 2020 Census to help make sure everyone is counted. Census results play a big part in determining how the federal government, states, and localities allocate hundreds of billions of dollars each year.

For more, visit: <https://www.2020census.gov/>.