

Idaho Talking Book Advisory Committee Meeting
Wednesday, December 2, 2020
10:00 am – 11:30 am

Join Zoom Meeting

<https://us02web.zoom.us/j/5725429834?pwd=bnRlSVVaRmRUUjVjZUJrdFhZUVl6QT09>

Meeting Purpose: To remain current with Talking Book Service items

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

- Understand need for eBooks and funding opportunities and digital initiatives
- Brainstorm how to collaborate to better meet the needs of our community
- Receive updates on TBS activities
- Share member updates

Meeting Leader: LeAnn Gelskey

Facilitator: Stephanie Bailey-White

Recorder: Jessica Rodriguez

Agenda

Meeting set-up, introductions	Stephanie	• Share	5 minutes
Digital equity initiatives	Stephanie	• Share	15 minutes
IDEA Presentation and Q&A	Tammy and Dylan	• Share	20 minutes
Work Plan 2021	LeAnn	• Share • Discuss	15 minutes
TBS Updates	LeAnn	• Share	10 minutes
Member Updates	All	• Share	20 minutes
Next steps and set meeting dates for 2021	All	• List	5 minutes

Attending: Stephanie Bailey-White, LeAnn Gelskey, Tammy Hawley-House, Dylan Baker, Erin Rainey, Colleen Clark, Alison Steven, Steve Achabal, Marina Rose, Jeanne-Marie Kopecky, Travis Wilson, Susan McCoy, Dana Ard, Catherine Stanton, Jessica Rodriguez

Digital Equity Initiatives: Stephanie – Overview: 2020 has highlighted some inequities that students, school districts, and our public library communities are facing around the state. The ICfL focused efforts on how libraries can keep students learning and adults earning. Statewide initiatives focused on how to bridge the digital divide. Idaho Business for Education worked with school districts across the state and found that over 200,000 Idaho students needed computers or lacked devices and over 30,000 students didn't have access to Wi-Fi. The Close the Divide campaign sought private donations and organizations to get devices into students'

hands across the state. CARES funds and broadband funds have also been distributed in statewide efforts to bridge the digital divide.

Digital inclusion definition includes five elements: affordable broadband internet services, internet-enabled devices, access to digital literacy training, quality technical support, and applications and online content. The ICfL has restructured in order to devote more personnel and better address digital inclusion issues. Digital equity allows for all to participate in our society, democracy, and economy. We are trying to use this digital equity definition more broadly as we believe digital equity must be part of the diversity, equity, and inclusion initiatives. Digital literacy is the ability to use technologies to find, create, and communicate information and is increasingly recognized as a crucial skill for all. Libraries, along with media partners, private and public organizations, play a huge role in helping people become more information literacy savvy. Digitally literate people effectively use technology to retrieve, interpret, and judge information as well as using technology skills to communicate and contribute to an informed and engaged society. The ICfL is working hard toward big goals and trying to understand relationship between technology, lifelong learning, personal privacy, and stewardship of information.

ICfL Initiatives to help address digital divide, digital equity and inclusion. Access to broadband: The ICfL was awarded \$2 million for Wi-Fi in small communities. This allowed for 47 public libraries throughout the state to receive upgraded equipment to spread Wi-Fi connections and serve communities for years to come. Access to content: The ICfL has supported and maintained the LiLI databases which allow free, equitable access to a wide range of online resources for Idahoans. Another initiative regarding access to content is our statewide e-book program, Idaho Digital E-Book Alliance, IDEA.

LeAnn – Digital equity initiatives: TBS is currently involved in NLS virtual conference. NLS is in a strategic transition and recently had a consultant analysis to help with a new strategic plan over the next five years. They established a new Modernization office and are reorganizing and doing research and development in three initiatives to try and improve processes and expand on best practices. They are working with the Readers Technology Advisory Group on initiatives involving voice command speakers or smart speakers, expanding on smart phones, incorporating internet capability with traditional devices, and voice control for BARD mobile. Moving forward, traditional devices will be phased out. They are working on equity and relying on local libraries and schools to help with connectivity. The NLS worked with the Utah Library on an e-reader pilot program. So far, there has been a good response on using the HumanWare e-Reader device, although, there was some negative feedback regarding the process of accepting terms and conditions of Wi-Fi. This created some issues with connecting to BARD for those who are in facilities. They are working on having voice command to accept the terms. The Washington Talking Book and Braille Library will be the next to pilot a program using a different device.

Questions – Erin: What will the Voice Control for BARD Mobile include? Colleen: Great question. It will be play, stop, pitch, and speed. They are working on voice control of the search engine which is the hardest part due to phonics. But they will have that capability.

IDEA Presentation: Tammy Hawley-House, Deputy State Librarian and Dylan Baker, E-Services Program Supervisor, speaking on Idaho Digital E-Book Alliance, IDEA.

Tammy – The ICfL is working towards keeping adults earning and students learning and a key ingredient to keeping students learning is to keep them reading. The past year, access to books has changed and been difficult for students and public and school libraries. Libraries have had to close and aren't able to circulate books as they used to. We spent several months getting a scan of what is happening in Idaho and looking at how can we assist and supplement. OverDrive is one of the largest e-book vendors in the nation, so we decided to enter alliance with them across state, the Idaho Digital E-Book Alliance. Overall goal for IDEA is to expand e-book and e-audio access across state that is sustainable and supplements what is already happening.

Dylan – After surveying the landscape of e-book usage we found some consortia and standalone public libraries that already have access to OverDrive collections. We also found that some public libraries and a large portion of public schools are not using OverDrive; and about 280,000 Idahoans are not served by a public library, meaning they are not being currently served by any kind e-book collection.

Tammy – After finding out what we could not do, we decided to target schools and students as well the large portion of Idahoans that are not being served by public or school libraries. What we want to do is to honor existing OverDrive consortia and usage, supplement existing collections, and provide more reading materials and e-books to students and Idahoans not served by a public library. The plan is to invest \$200,000 in titles (focusing on material for students K-12) for the IDEA collection, build an Alliance of existing OverDrive libraries to access this collection, facilitate libraries with no OverDrive access to join a consortium, and connect schools, public libraries, and eventually, Idahoans with no public library service, to the IDEA collection.

Dylan – Sharing the IDEA collection will require getting public libraries that already have access to OverDrive to sign a Reciprocal Lending Agreement, RLA. The RLA will allow that library or consortia of libraries' patrons access to our IDEA collection using their existing library cards. As more libraries join the alliance, access to their collections will be available as well. However, there are controls in place so that libraries can prioritize or restrict access to visitors. This ensures that there is no additional cost to libraries and visitors are not using up all available titles. We are currently working on building this alliance with several public libraries.

Tammy – In order to share our IDEA collection with schools, they will need to sign a Public Library Connect Agreement. This is different than the RLA because the schools will have access to our IDEA collection and their local public library collections, but they don't have to share their materials with the alliance. Also different, there is no cost for schools to sign up for

OverDrive. This year, we are hoping to get as many school districts on board as possible. Once the agreement is in place, students simply add the IDEA collection and can begin checking out any of our titles. They do not need a special library card, they will use their student information ID, i.e. lunch numbers. Schools may also access their local public library's collection, if the public library agrees. Schools do not have to access their public library collection in order to check out the IDEA collection. Ways to access OverDrive titles and the IDEA collection include apps like Libby (for public libraries) or Sora (for schools). The Sora app was built as a student learning application and there are many features that teachers will find helpful such as badging systems, dyslexic font, and places to take notes. It should also be noted that student privacy and privacy of readers is important and considered in all these apps. Students can check out books via computer and do not necessarily need a mobile device.

Dylan – We are working on facilitating the process of getting the 27 libraries that don't have OverDrive access on board with an existing consortium. There is some cost for public libraries, but it is population dependent. We are looking into finding funding sources for those libraries. The IDEA collection has launched and is available for view at <https://Libraries.idaho.gov/idea>. Contact Dylan or Tammy with questions or comments.

Questions/Comments – Dana: Are the books on OverDrive able to be accessed by blind and visually impaired people? Are they downloaded to a smartphone? How do you play the audio titles, where do they go?

Stephanie: There are e-audio titles available. Tammy: The “how” of access would happen for general public via their public library once that library has joined the alliance. Student access would happen once the school signs up. Dylan: Any titles can be played from the OverDrive or Libby apps using a smartphone, tablet, or computer software. Marina: Has helped visually impaired patrons access titles through the Libby app. It's a little difficult to navigate the app without assistance unless you have special software on a computer that can help you. Librarians can assist patrons by asking what titles they are interested in, then downloading that title and increasing font size.

LeAnn: Would it be compatible with refreshable braille display device? Unfortunately, there is no information on that currently. Reached out to University of Idaho but has not be able to secure a device. Alison volunteered to test this on her devices.

Stephanie: The ICfL was unable to secure a grant for funding to market TBS and promote access to OverDrive and e-books to vulnerable populations, but we are still working toward having the CSRs be knowledgeable about applications and how people who may not qualify for TBS can still access e-books and e-audio titles through their school or public library.

Work Plan 2021: The TBS 2021 Work Plan focuses on collections, use of TBS by registered users, outreach to eligible audiences, and outreach to libraries. The goal of collections is to increase access to resources for those requiring print alternatives. Ongoing activities include updating book records in the TBS catalog with exclusions, working with volunteers to listen to and rate

unrated books (goal of 150), recruiting additional volunteers to record titles, working with Keystone automation on functionality of Scribe tower, and uploading locally produced digital titles to BARD. Some activities have proven difficult due to the pandemic and limited access to volunteers during this time.

The goal of TBS for registered users is to increase knowledge of services and programs. Ongoing activities include sharing BARD updates via email, newsletters, and other medias, sharing info on IDEA, meeting quarterly with the TBS Advisory Committee to gather feedback and ideas, and finally, to launch the TBS Book Club via phone by April 2021.

Our outreach to eligible audiences and libraries will look different this year due to the pandemic, most of it will be virtual. We hope to finalize our workplan to reach eligible populations including public and school libraries, care facilities and nursing homes, and eye doctors by January 2021. We plan to develop an annual mail PR campaign aimed assisted care activity directors and follow up with care facilities and nursing homes for a point of contact. This will be a time-consuming task initially to compile information and build a database for outreach. Tv has not been as successful as we had hoped for outreach so in addition to our mail PR campaign will be an annual article for submission to the Commission on Aging for their newsletter.

The goal of outreach to Idaho libraries is to increase awareness and support of TBS. Ongoing activities include promoting TBS at regional and annual ILA conferences, contacting new public library directors, sharing updates and info from NLS that pertain to changes in service (i.e. Marrakesh Treaty), developing a mailing for public library directors (finalize by end of February 2021), and creating and sharing TBS webinars. By the end of March 2021, we hope to follow up with each library director for questions or comments and to ensure that they have outreach materials. The strongest way of outreach is word of mouth and this committee. Let us know if you need supplemental material or if you have questions, etc. We also ask that you encourage those who benefit from the service to apply independently or contact us. LeAnn will share updates from the NLS conference as soon as they are available. We do not currently have any information on outreach to universities due to the pandemic. We will save outreach plans to universities for a later date, possibly next fall depending on vaccines.

Questions/Comments – Dana: Is there a way to get better assistance or documentation on how to use BARD, BARD express, or for people getting started? The help feature hasn't been helpful.

LeAnn: An upcoming project will be creating and posting videos on our webpage that would help with individual processes, steps, and demonstrations.

Dana: Is there a system for rating books that are unrated that I could volunteer for?

Colleen: It's problematic to allow volunteers to choose books to rate because it's a national program. We can allow volunteers to choose a category and then we assign them books in that category. It's more about rating as you go along in the book. Catherine: I have signed up to

volunteer, the database is updated quarterly. I look through books and find ones that I'm interested in rating. Go through sections that interest you. You can send in a request for books that need to be rated and you usually get them. One thing that I do when reviewing books on Good Reads is make comments in the review section about exclusions such as "profanity none, or sex none, violence, some accent, light English". That way you can use those notes for books read in the past instead of rereading.

Dana: That sounds like a good approach, I just don't know where to find the list of books.

Catherine: Sue shared database with me.

Colleen: This is called ~~the River Project Rating on unrated books~~ Rating Unrated Books, RUB. There's a database of donated books or books that the NLS purchased at low cost and weren't recorded by them so they do not have ratings. There is a big push nationwide to rate unrated books so that more patrons can have access to them. You are already in the database as a volunteer so we will get the database and paperwork to you.

Member Updates: Marina: Started putting together list of assisted living homes in Canyon County and getting activities directors contact information.

Jeanne-Marie: asked Erin to share role as she is ~~new to the~~ a guest to this TBS Advisory Committee Meeting. She is in our audio section and our Braille Transcriptionist for ISDB.

Erin: Really trying to encourage teachers of the visual impaired to push electronic format. OverDrive and BARD are really the direction that students are going. The Boise State person in charge of special services said he has only had one request for braille in 12 years, everything else is electronic. The more electronic resources for our kids, the better. Would love to plug in with someone to make sure we are reaching those kids. Anxious for Alison to test accessibility on her devices and looking forward to hearing that feedback.

Stephanie: LeAnn would be your contact there. We are thrilled to have ~~you here~~ you on the committee and we looking forward to working more closely together.

Dana: The National Federation of the Blind State Convention will be March 25th – 27th. We don't know whether it will be virtual or hybrid or in person, but it is in Boise, for some it will be at the Red Lion downtown and we are working hard to get an agenda. Would just like to mention that electronic also includes electronic braille displays as they become more available. I think we will find that students will use more braille as the braille displays become more available.

Alison: Will be testing OverDrive apps and accessibility on her braille devices. Devices include Braille Edge, Orbit Reader, Braille Note Touch Plus, will also try all with a mobile device and laptop. No android devices.

LeAnn: Android is working to do an update in December to make it more compatible.

Next Steps: 2021 meetings – March 3, May 26, September 1, December 1.

March 3rd meeting will be virtual.

Alison requesting for future meetings, if there will be PowerPoints, send out ahead of time or read aloud.

Dana requesting virtual/phone meetings be 10 – 12 to allow for more time.

Getting Dana enrolled with volunteer rating program.