

# Braille and Talking Book Library User Advisory Council Meeting

Date: March 11, 2023 10am to 12pm (Held using Zoom)

Chair Jana Littrell called the Meeting to order at 10:01am

## In attendance:

Jana Littrell – Chair

Shannon Dillon - Vice Chair

Diane Uebelhart – Member at Large

Karen Schrader – Representative for CCB

Jameson Rohrer – Member at Large

## BTBL Staff:

Mike L. Marlin- Director, BTBL patron

Morgan Pershing – Assistive Technology Librarian

Mike did the housekeeping rules. If you want to be recognized, say your name, or use the raised hand function, etc.

## Approval of Agenda:

Jana asked for approval of the agenda. Shannon moved to approve the agenda. Diane seconded. All approved.

## Approval of Minutes from 12/3/22 meeting:

Jana asked for a motion to approve. Shannon moved to approve the minutes as provided. Diane seconded. All approved.

Jana stated that this meeting is slightly different this month; no guest speakers, more of a discussion meeting. Stated that the meeting will move directly into remarks from Mike Marlin.

## Mike Marlin:

The agenda is meant to be open, as this is a meeting to discuss what direction the Advisory Council is going to be going in. Mike plans to discuss the library, then the history of the Council – what it has done, how it has changed over the years, etc.

In the past we have tried to have a guest speaker for the blindness/assistive tech/programming field. There's no reason why we can't continue with speakers in the future. BUAC members are always welcome to suggest speakers.

Some of the recent library initiatives: the first one is regarding Books on Demand. Those long-time members probably know that we switched from a single title, hard-copy circulation system to a cloud-based circulation system. For those patrons still getting hard-copy books, not downloading through BARD, which is approximately 75-80% of our patrons, we now have reusable cartridges, created with computerized cartridge towers. This enables us to retrieve any book from the entire collection, including

local content titles. Anything that we have added to the collection, we are able to burn to a cartridge. We've tried to keep it to roughly 10 titles per cartridge, although we do make exceptions. For example, we have had patrons who want an entire series on one cartridge which has more than 10 titles. So we can give them 10 – or more – books on a cartridge, or we'll send them 2 cartridges. But most of what we have are 4GB cartridges, which can maintain quite a few titles. Your average 12-hour book is something like 1/3 or 1/5 of a gigabyte. So you can easily get 20 large books on a cartridge if you wanted to. But we try to keep it to 10, so as not to overwhelm any patrons with too many books on one cartridge at a time.

The Books on Demand program took about a year to implement, and we're at about 98% of our patron base having been converted over. Soon we will have 100% of the patron base using Books on Demand. There are some compromises that come with it. For example, you don't have a braille and large print title and author label on the cartridge and container any longer. That has caused some consternation. There is a large print second mailing card, which can list up to the first 8 titles on the cartridge. The other work around is that you simply put the cartridge in the talking book machine, and it will tell you how many books are on the cartridge, and what those books are.

Books on Demand has been implemented throughout the entire NLS network. There may still be 1 or 2 libraries left on the old platform. The final result is that we have about 350,000-400,000 cartridge containers in our basement that we are no longer using. So our plan is to enlist volunteers, as soon as we can have volunteers back to work, to assist our circulation crew. We will start boxing up thousands of these books and sending them back to the Multi-State Center in Salt Lake City in Utah. They will likely strip all of the labels off and reuse them for interlibrary loan.

BARD is continuing to be well used. We have about 2100 BARD users right now. We had as many as 2600 a few years ago, but people have dropped off. It may be because NLS made a decision to suspend accounts after 6 months of inactivity. So the numbers are now more accurate, because of that.

Those of you who use BARD Mobile will probably have noticed that it recently was upgraded to BARD 2.0. There are some changes in that there is a general search tab now, as opposed to a BARD website search on the mobile app. SOLR is a powerful search engine in the new BARD 2.0 configuration. It is a powerful tool that allows you to search more accurately. You can limit by author, keyword, title, subject, etc. You can do truncated searching without having to use quotation marks. I encourage you all to use it, and if you have feedback then let me know.

Shannon commented that she has used the new search; it is great. Karen agreed.

Now, on to the Assistive Technology Program. We kicked this off last August. We received grant money through the state to buy assistive technology devices for lending, with the idea that we would bridge the digital divide and combat isolation from the pandemic. We were able to develop 2 new staff positions, one of which is Morgan, and the other for Julie. Julie is our Assistive Technology Coordinator, to whom I believe many of you have spoken. We purchased 500 Humanware Victor Reader Streams (version 2), 400 Humanware Explore 5 magnifiers, and 300 Orbic, Verizon wi-fi hotspots. The magnifiers are very popular, especially after a recent marketing campaign. They are our most popular device. I believe this is a good thing as the low vision community, in some ways, needs even more care and attention than the blindness community, because there is so much support within the blindness community. (Karen agreed.)

The reservations for magnifiers have been at around 200, but the list is long. There are 395 people total on the interest list. Not everyone on the list ends up getting a magnifier; sometimes once it is explained to the patron, the interest is not there. Julie has been making the phone calls, contacting everyone on the interest list. Once someone expresses an interest, then the device is prepped for the patron. You have to program all of the devices, except for the magnifier, and then we send the devices through the mail.

When we reach out to patrons slated to receive a device, we also inform them about the instruction class options. These are workshops that our vendor is conducting through the end of the fiscal year. We also inquire on preferred format of instructional materials, i.e. BRF file, or a Word document, or an audio cartridge.

Sometimes it can take several weeks for a patron to make it through this entire process, from expressing interest to actually getting their device. There has been a bit of a backlog.

Morgan added that there needs to be a lot of contact with the patron made initially, especially in regards to instructions for the device. If it's for a Victor Reader Stream, then the patron's BARD account needs to be active. The purpose of the Victor Reader Stream loan is to allow patrons to read BARD books. This helps patrons download books and be more self-sufficient, especially if they're also using our wi-fi hot spots. We're not loaning the Victor Reader Streams without verification; we're requiring that patrons have an email address and a BARD account.

Diane commented that she has the magnifier; it is phenomenal. She got the Victor Reader Stream, too, but for over a month she has been trying to get it connected to a hotspot. She can't get it to toggle back and forth enough to get it to work. Mike agreed that they could do some further troubleshooting outside of the meeting.

In a worst case scenario, there have been glitches with both the Victor Reader Stream and the hotspot. Mike noted that we have had to send some of them back to Humanware and get replacements. Occasionally, we have had to reprogram the hotspots.

Jameson commented that it is also typical for the hotspots offered through SPL to experience problems. They require a lot of maintenance, a lot of troubleshooting. Karen wanted to know if a lot of instruction is required to use the loaned magnifier.

Mike said it was the Humanware Explore 5, with the 5" screen.

Morgan commented that the magnifier is pretty simple to use, but there are hour-long classes available on Zoom on how to use them. There are also quick start guides and tutorials.

Jana commented that the Victor Reader Stream 3's are out. But soon Humanware will stop selling the 2<sup>nd</sup> generation, and eventually, they will stop supporting the 2<sup>nd</sup> generation. That's what the library is loaning. So where do you see that going?

Mike said he did not see much of an impact just because Humanware has released a new product. It's still kind of a beta version. It's also more expensive. Humanware will most likely have enough parts on hand to repair the 2<sup>nd</sup> generation for a few more years. This coincides well with our 3-year pilot

program. That will give us time to look into the next generation of technology that we will procure for the program. It was best for us not to wait several more years for us to launch the program.

At the one year mark, all of these devices will be due to be returned or renewed. With the magnifiers that could be an issue, since we have nearly full reservations on those. The hotspots are seeing an increase in reservations, as well. The hardest thing is the one-year loan period, but we didn't see a way around that because of our limited supplies and because this is a pilot program. This is different than say, NLS equipment that is provided, such as the braille eReaders and the talking book machines, which are essentially on permanent loan as long as one is a patron of the program.

Morgan reported that hotspots are at 227 reservations. For Victor Reader Streams, it is at 381 reservations, out of 500.

We have had these classes provided by Adaptive Technology Services. We have 2 or 3 Explore 5 Magnifier classes per month, and then 1 class or Part I, Part II, or Part III, or General Session classes for the Victor Reader Stream. This will end on June 30<sup>th</sup> because we could only do a one-year contract. We will need to decide if we want to renew the contract, or pivot and have staff do the training from now on, or try to find a different vendor. We are not sure that we have the funds for that, as the state budget is pretty flat in the next fiscal year. We have not been able to record these classes due to confidentiality and privacy, but we do have an audio tutorial and video tutorial, plus very detailed instructions in alternate formats and on our AT web page.

The National Library Service convenes a conference for the network library staffs, which occurs in the even years, a biennial conference. In the odd years, a regional conference takes place. There are 4 regions within the NLS, and we are a part of the Western region. Sometimes we, the Western region, collaborate with another region. We've done joint conferences with the South region and the Midlands region. We will be hosting the Western Regional Conference this year. There are 15 states within the region, and we have 12 or 13 being represented. We are also going to have some staff from NLS attending. The reason I bring this up is because I want to extend an invitation to the BUAC to attend. It is from noon on Tuesday, April 25<sup>th</sup> through 12:30PM Thursday April 27<sup>th</sup>, and I am going to be sending the information to all of you, probably early next week. I will send you a link to the agenda. If you're coming, please RSVP so that we have enough food. There is no charge for BUAC members to attend; no registration fees.

I am also going to reach out to a few of our recently retired BUAC members and see if they have any interest.

Karen asked about the eReaders. How many have been given out? How is the program going?

Mike said there were over 200 distributed, plus another 20 or 30 sent to San Francisco and another 40 or 50 to Fresno. Mike guesses somewhere between 200 to 300.

Morgan said total reservations were at 217. Mike said that doesn't include Fresno or San Francisco.

Just to clarify, reservations mean that patrons want them. Mike reiterated that there are close to 200 out in the field already.

Karen asked what the training was like for the eReaders. Is it like the training for the assistive technology devices?

Mike said there is a user manual that is available in several formats. Most staff can assist patrons using the manual. There is a ticket system available to escalate issues; NLS staff will take over from there. On our BTBL Assistive Technology page, there are also links to videos and tutorials.

Karen mentioned she found a few mistakes in the manual. Mike urged Karen to send these errors to him, and he would forward them to Tamara Rorie.

Mike mentioned that our volunteer engagement process has been on hold for the last three years. We are very close to the end of this hiatus. The first volunteers that we plan to bring back are former studio volunteers, because our studio has been dormant. But we would also like to consider other volunteers, like Karen or even Jana or anyone else who are willing to help with braille tech support. We will also need volunteers to help us ship back the hundreds of thousands of cartridges we have in our basement. There will be other opportunities as well. Later in the year we will be retooling and relaunching this volunteer program.

Jana said she has been helping people with their eReaders also. She got an endorsement from an 83-year old patron who loves her eReader. She loves not carrying around big volumes of braille.

Mike said that we had close to 1,000 patrons signed up for the braille format, but a good portion of them are inactive. It would be great if we could bring back some of those braille readers who have not responded to our marketing campaigns to get them set up with the braille eReaders. Over time, we would like to get more of these braille eReaders into the hands of people who need them and want them.

Jana asked if you're seeing a lot of patrons who are still enjoying hard copy braille in addition to the eReader.

Mike said that most of the patrons who got the eReader are still signed up for hard copy braille. Braille circulation has gone down. We have gone from like 500 circulations to maybe 350 circulations a month for braille. So it is having an effect. We're still committed to keeping one copy of every braille book that gets released, and two copies of every print/braille children's book.

In the past, if we lost a braille volume, for whatever reason, then we could not circulate that book because we only have 2 out of 3 of the necessary volumes, or what have you. But now we have this braille on demand program where patrons can get braille produced for them. It also means that as NLS is shifting its best practices for braille, they will be able to start backfilling requests for missing volumes. At one point we will do a reconciliation on our braille volumes, probably not for much older titles, but for everything else since 1998, when Web braille started. We should hopefully be able to get these necessary replacement volumes. In the meantime, patrons can download all of those titles electronically. So if we do have something that doesn't circulate because we have insufficient volumes, it is still available to the patron electronically.

The next thing that I want to talk about is the future of the Advisory Council.

I want to give a brief history of what the Council has done, and then talk about some of the conversations that Laura and Morgan and I have been having about the future of the Council.

Many of the network libraries have had a patron advisory council for many years. I used to be on one for the Washington Talking Book and Braille Library for several years. During that time, Olympia moved to cut library services by roughly 25% and as the advisory council, we were able to help mobilize protests at the capitol in order to get the money successfully reinstated. Could that ever happen in California? In 2008 there was a potential lack of MOE – a Maintenance of Effort. IMLS, or the federal government, was saying that the state was not putting in its due maintenance of effort for the program and that shortfall could trigger federal grant cuts. This was pre-advisory council, so NFB and CCB sprang into action, and I was contacted by both. There was only so much that any of the State library staff could do because we're state employees, and we're not allowed to lobby. We can provide information, but that's about all we can do. So when that happened, we had patrons calling us saying that they had heard that the library was going to be shut down, and the staff here had to field these questions. But it turned out that a new State Librarian came in, looked at the books, and said that there was a miscalculation and it turned out that we weren't infringing on the maintenance of effort, and everything was fine, and there were no problems.

But these are the kinds of things that happen in politics, especially when it comes to recessions and money. That's an example of what the individuals who make up an advisory council can do, in regards to getting the word out. The members of an advisory council are free as individuals to lobby the government, but not as an official advisory council member or entity.

That was our agreement when we formed the council back in 2014. You can still do a lot, but you cannot, for example, write a letter stating that the Advisory Council of the Braille and Talking Book Library is making policy suggestions or questioning Governor Newsome or any members of the legislature or other state agencies.

I had been wanting to implement an advisory council just because there are so many talented individuals in our patron base, and I knew that they could be helpful to us. So it took several years of working with the library's legal council, but we finally got an advisory council in place.

We got things off the ground in May 2014. That was just in time for the arrival of the new State Librarian Greg Lucas.

The council has done some really helpful things over the years, for publicity and awareness. We had someone who was very gung ho about outreach, and wanted us to implement a volunteer ambassador program, which we have looked into. It's modeled off of Arizona's program. They have a full-time staff member who coordinates volunteers who go out into different parts of Arizona and demonstrate library materials and basically do outreach. It's an outreach support mechanism.

Our council has also done advocacy and marketing efforts. For example, the Governor's Wall. There's a wall just outside the Governor's Office, located in the state capitol. Entities can put up displays here; it is a huge space. So we had several rows of panels of photographs, with captions of what goes on at the Braille and Talking Book Library. It was very popular and we got great press out of it.

Another thing was that the council wanted to reach out to the legislature and do library orientation. When you're talking about awareness, we're often the best kept secret around, even a secret from our

own state government and other state agencies and legislators. This is unfortunate, because legislators can be some of our best vocal support.

So for a couple of years, we did a legislator orientation where we had members of the Advisory Council come in and demonstrate braille embossers, braille, BARD mobile, talking book machines, etc. The first year we had about 10 people from the legislature show up, plus the Sacramento mayor's office. The next year was probably around 12 people. Then we did it over at the capitol with about the same amount of people, and the reason why we did it at the capitol was because we were told that getting the Senate or Assembly members to leave the building is not an easy task. For that reason, we brought our presence to the capitol, and we still didn't get an enormous turnout, but it was a good effort. So these are some of the kinds of things that an Advisory Council can do.

Another thing that the Advisory Council worked on for a while was a Postal Carrier of the Year Award. I can't remember why that effort didn't come to fruition.

Recently we were looking at a Legislator of the Year Award, and Shannon was involved in that. We weren't able to do it. Part of the problem was the pandemic. We had planned to start this award in 2020, and of course the pandemic intervened. We have also discussed this with our California Research Bureau and the Communications Office. We realize that something like this has to be sustainable and ongoing; it cannot be a one-time award. It has to be a year-round process, and if you want it to be successful, you have to do an award every year. This idea has kind of stalled out. The one library that has been able to do it successfully is Massachusetts, which is an extremely active state when it comes to disability, advocacy, and blindness advocacy. They're probably able to do this because they have the Perkins School for the Blind there, although we have a school for the blind in our state, too.

These are some of the types of things that an advisory council can do. For the last several years we have had trouble recruiting for the Council. We used to have a veteran representative, we had a youth representative, or the parent of a youth, we had a reading disability advocate. We even had a recruitment and selection committee, as an effort between all of us, to try to recruit more members. For whatever reason – people are perhaps “burned out” on volunteering, or it's difficult, or people have Zoom fatigue. Difficulty recruiting, and a pivot to a more informational meeting, and/or having a guest speaker, it has morphed into a different type of meeting less council member driven. This has led us to wonder whether this is the right way for us to use our time, for both our staff and for our Council members.

How to proceed is not obvious or decided. We do have some opinions, but we're not sure as to what the best future is. We mentioned this back in December, that we wanted to give the advisory council throughout 2023, or at least beginning of the year to have an earnest conversation about where we're headed, whether the council should stay in its current format, and why we're having trouble recruiting people, and whether it is time to transition to something else. We could transform into a technology interest group, or something else entirely. One of the things I mentioned last time is that I would consider doing some sort of quarterly library report where we enable Zoom registration and let patrons and stakeholders show up. It could be a meeting where we let the library director and other staff members give library updates and then answer questions, as opposed to doing it in a smaller intimate format as we do now. Or, we could sunset the Advisory Council sooner, or by the end of the calendar year, decide that it is not needed anymore.

Morgan and Laura and I have been having many conversations about this, and we want to get your input.

Diane said that at the end of 2022, for 2 or 3 months, she was doing a great deal of outreach. Twice a week she was calling and sending letters and emails to 55+ communities all over 2 or 3 different counties. The response was zero. Diane had people hang up on her. She would call the 55+ community, and they wouldn't know what she was talking about, and wouldn't be interested in listening. She was mistaken for a telemarketer. She was trying to promote services of the Braille and Talking Book Library, and she wrote a great letter filled with resources, explaining the service. She must have sent out at least 20 different letters.

Shannon said that she feels like there is a lot of stuff going on at the BTBL that people do not know about, and the difficulty is just in figuring out how to get that information out to people. It would be wonderful to be able to continue the council in a way that we can share that information with people, but figuring out how to do that, and making sure that you get that information out there, particularly to people who lose their vision later in life who don't know about BTBL. The younger people who get hooked in through the blind community, through other resources, seem to have an easier time of it.

Jana likes the idea of a quarterly library report where it is open to all. I think one of the things that we do well in some of the tech groups that I belong to is that a certain amount of time is allotted for a presentation in which all of the audience is muted, followed by a period of open time for questions, and that works out pretty well.

It might be helpful even to mix the two things, like have a quarterly library meeting with a report, and then have a month where something is demonstrated. We could leave it open to everyone.

Karen asked if there was a mission, or a constitution, or a vision set up in 2014 when this council was created? If it's a user advisory council, isn't one of the main purposes to bring patron feedback to the meeting?

Mike agreed that patron advice was definitely the primary goal. The bylaws indicate that this is an advisory group to help the library improve its services. The purpose of the BUAC is to give advice and recommendations. Any strategic plans or missions have been left up to the council itself to determine itself what direction it wants to go in. That's standard for most advisory councils. It is not the library that controls or dictates what the council does, the council figures out how best to support what the library needs. That was the way the council was envisioned, and that was the way that it ran for several years, and that was the focus. It has kind of shifted away from that, which is why we're having this conversation.

Karen pointed out that the library itself is having to put more work into the council than is reasonable. Its not getting the feedback it needs from patrons; it's not being brought to the group. It would be cool to still have the library engaged and promote the library, i.e. honor a reader advisor every public meeting.

Jameson said that council could be an extension or an additional resource for outreach, where the council can assist with meeting other community organizations, or going out with an outreach librarian if it's a semi-local event and helping with presentations, the council could always help with promoting the

services and assistive technologies. In those conversations that take place during outreach, we would be able to bring that feedback back to these meetings.

Karen agreed with the vision of helping the library.

Morgan pointed out that it sounded like the council could focus taking on more of an ambassador role, which we want and need. But if you look at the founding documents for this group, they are far reaching and aspirational, and there are rules about what kind of representation we need in this group, which have not been fulfilled in the last few years. So that's part of why we are thinking about reimagining this group.

Jana said that we have had all of these committees for this group – legislative, outreach, etc. – and there's only so much legislation that you can do. Part of the problem is that a lot of members are working full-time, and very willing to represent the library, but for some of us it would have to be on the weekends. So the time constraints are a part of the issue as well. But I do agree that we should not be a burden on the library.

Mike said that the council is not a burden at all. It's just in terms of what is the most practical use of everyone's time.

Jana agreed, but pointed out that the council doesn't have a secretary, and Laura is spending a lot of time writing up the minutes, and it should not be that way.

Shannon agreed and said the library is doing more to help the committee than the committee is doing to help the library. It should be the other way around. In regards to the legislative part, my recollection is that the problem was that we couldn't find something that was closely related to the library. We couldn't find any legislation that legislators had worked on related to the library, or even disability-related legislation that we would be able to give an award for. There was no way to maintain it every year just because there was not enough out there.

Diane wondered if all of the volunteers on the advisory council should just decide to resign *en masse*. The rationale is that if it has no effect on the library, then the advisory council is really not needed after all.

Jameson suggested that it was time to reassess and reorganize. Maybe the original goal was too big; maybe it is time to figure out what the primary function of this group is, narrow it down, and make it more specific than what it currently is.

Karen asked how patrons provide feedback.

Mike said that patrons offer feedback in a few ways. One is through daily interactions with the staff in the library. For formal feedback, there is a recommended survey conducted every three years. We ask patrons specific questions about the service and what can be improved. We usually get a 10 – 15% response rate on this survey. Then there is this council, which for many years has had great recommendations, advice, critiques. Is the BUAC recommending a way that patrons be able to provide more feedback, have more of a voice? That we should add more to our website, or our phone tree, to facilitate this?

Jana said the BUAC has been able to provide feedback from the community because a lot of us are involved in the community in different ways. There's a lot of value in that.

Mike said that out of the conversation today, there are two ideas. One, that in the future, this should be like a forum, quarterly or some other set time period, available to all patrons. Two, the idea of an ambassador program once volunteering if officially allowed to start up again. There is also a third idea. This idea is what I had asked Morgan to look into, to try to start to have some kind of assistive technology interest group, where the focus is on technology.

If we moved forward with those ideas, it would probably mean sunsetting this formal advisory council. We don't have to decide what to do today. I think we should still meet at our other regularly scheduled times this year – we have 3 more meetings scheduled for this year. We could sunset before then, or we could just keep going. If we do keep going, we need to figure out how we're going to do that.

Shannon said it would be great to have a quarterly meeting, that everyone could register for ahead of time.

Jameson asked what the process would be for amending the bylaws.

Mike said that we would do it as a group, maybe as a subcommittee, and either we would redo the bylaws to turn this group into something else, or by vote of the majority, we would change the group. We don't need legal council to change the bylaws or sunset the group. If it's no longer an advisory council, we wouldn't need bylaws, although I would have to check with the library's legal council.

Karen wanted to confirm that everyone on the BUAC is representing different groups of people. Because if some members of the BUAC are meant to represent groups, it would seem as if those members would talk to their group in between BUAC meetings, then come back with the report of what the group is thinking about the library. Mike explained that we have some representatives, and some at large members. Like, CCB and NFB are represented.

Mike said that there was nothing included in the bylaws about the process for dissolving the group. Bylaws may be amended by a majority vote of all members.

Several minutes of discussion amongst BUAC members about lack of awareness about the BTBL, lack of awareness of resources, how overwhelming it can be to sign up, there are other resources available, people don't understand how our library is different, how can we get people excited about the program, how can we get people to understand our unique model, etc.

Jana suggested that we should give the future of the BUAC more thought. A decision does not have to be made today. Let's carry this conversation over to the next meeting.

Jana asked if there is a danger of losing NLS funding because of the declining patron count.

Mike said that patron attrition is a huge topic right now, both as a local and national issue. The director of NLS has alluded to it. We have a program at the conference on patron attrition. We don't have official numbers from NLS but they have said on several occasions that their nationwide patron base is probably half of what they thought it was, from many years ago. It stabilized recently, but the trend started several years ago. Here at BTBL we're down to approximately 7,000 individual patrons. The number of

applicants used to be a pretty steady rate in line with the attrition rate, but not anymore. NLS has said they have to figure out what to do about it because Congressional funding is dependent on the robustness of the program, nationwide.

Diane asked: those of you who are staff, what are your feelings? Should we sunset the BUAC? How do you feel?

Morgan said that we're not making a decision today. Our thoughts are that we need to change it. Change it how? That's why we're reaching out to you.

Mike said that this is not just a staff decision. The Council's advice has been invaluable, but we also need to be supportive of staff. If we're not able to recruit new BUAC members and there is another format, or we can go in another direction, then we can change. We want to give people time to think about it and make decisions.

Jameson said even though we are not ready to make a decision yet, it seems like the group is interested in how we can assist the library, and how can we be promoting it? The services, the technologies, targeted outreach, making sure that we have the talking points on hand, finding other public library systems like us in Northern California who need to know about BTBL, having a registration push, try to promote the library in as many places as we can, especially with BTBL staff, and finding these opportunities as a group. That this should become more of an outreach ambassador group, a new format going forward.

#### Adjournment:

Shannon made a motion to adjourn the meeting. Morgan seconded. All in favor. Meeting adjourned at 11:58 AM.

Next meeting date: Saturday, June 10, 2023, 10am-12pm

Submitted by Staff Member Laura Kellen  
June 9, 2023