

## **Braille and Talking Book Library User Advisory Council (BUAC) Meeting Minutes**

**Date: Saturday, December 5, 2020**

10:20AM- meeting called to order

### **Attendance and Introductions**

Chair- Roslyn McCoy- Mt. Shasta served on BUAC since it started, enjoys outreach “I am Profoundly dyslexic.”

Vice-chair- Janet Snowe- Redding; NFBC (National Federation of the Blind of California) liaison; “on council since 2017, I am an avid reader... it’s my go-to! I read all the time!”

Secretary (Temporary)- Maile George- Concord; California Council of the Blind (CCB) liaison, on council since 2019, retired from Bank of America, passionate about reading and insuring books/ literature is easily available to those with print disabilities.

Richard Rueda- BUAC Past chair, council member since 2017, works at Society for the Blind as the [Program Coordinator/ Careers PLUS](#) and parttime for the American Printinghouse for the Blind (APH) on many projects including providing a career BLOG.

Connie Baitman- Sacramento ACB Capitol chapter of CCB, BUAC member since February 2019. “I am passionate about providing reading material in accessible formats!”

Shannon Dillon- Folsom; on council since February 2019, practicing attorney for the Department of Managed Health Care. “I’ve Enjoyed doing outreach and serving on the BUAC legislative committee, though it’s been difficult to accomplish much due to COVID-imposed restrictions.

Alan Smith- Concord; retired professor, served 23 years on the Contra Costa County Library Commission, eight years on the BART accessibility Task Board, and has been Married to his lovely wife (a retired UC librarian) for 53 years.

### **Braille and Talking Book Library (BTBL) staff**

Mike Marlin, Director, worked for state library since 2007, and has also worked in public and government libraries, including the EPA.

Donna Scales, BTBL Reader Advisor Supervisor for nine years, has worked for the state library since 2006, BTBL since 2012.

Laura Kellen, new BTBL Outreach Librarian (as of October 20, 2020); Sacramento, strong outreach background, former Reader Advisor(2011-2013), earned Master’s degree in library science, has held a variety of library jobs over the past seven years including in the Roseville public library serving inmates at Auburn prison, doing outreach, plus Laura has had an Eight-year passion for puppy raising for GDB and CCI

“This job is a great fit for me; please be patient as I learn!”

## **Absent**

Ervin Andy Anderson- Cottonwood

Gayle Miller- Winton, liaison for senior Population.

Lenore Presley- Sacramento, represents the deafblind community

1. Alan moved to approve agenda; Shannon seconded.

Motion passed.

2. Janet moved to approve the minutes of the 9/26/20 meeting; Shannon seconded.

Motion Passed.

3. Courtesy rules- remember to say our names before interjecting with our comments.
4. Director's report
  - A. Comments on the 2020 Virtual NLS National conference

-Date: December 1 - 3,2020

- "Blizzard of nonstop information, very well organized."

-As soon as Mike rewrites and refines his notes, he will send them to members of the BUAC and his staff.

-Additionally, Mike will send the links to the general sessions. (breakout sessions were not recorded.)

-Mike intends to cover some of the most relevant topics during upcoming BUAC meetings.

-Keynote speaker: Haben Girma, Deafblind individual originally from Oakland, CA; educated at **Harvard** Law School and at Lewis & Clark College, Portland, OR. Spoke about her advocacy for equal access and adventures as a Deafblind rock climber and surfer. FYI: 12 years ago, Richard was Haben's first rehab counselor! Haben mentioned a web site that will display captioned content from a parallel Zoom meeting enabling a Deafblind person to read a static piece of the live transcript before returning to the live meeting portal - (Mike pointed out that this could be of special interest to Lenore!)

-NLS staffing updates: after nine years of serving as Director of NLS, Karen Kenninger is retiring to Iowa; new hires in other positions seem young and sharp.

-Sessions Mike found especially noteworthy were

\* Smart phone and smart speaker demonstration. Voice activation feature enables patrons to download directly from BARD and navigate content with voice commands

\* Media lab/ 3D scanning, /tactical graphics and extra files found in print books not previously accessible to NLS patrons may soon be! Examples: described maps, charts, photos, musical scores)

\* Braille eReader pilot- 2 eReader models being used to conduct this pilot, WIFI and Bluetooth connectivity; when released, these eReaders will increase the number of Braille books available to

patrons. Books can be transferred to SD cards in BRF files and eventually on cartridges through Duplication on Demand process

\* Certification Pilot being conducted in Pennsylvania and Texas for people with reading disabilities- primarily those with Dyslexia, project began in 2019 when Texas statute mandated referral of school age children to Texas Library for the Blind. Result was that over 1600 new patrons with reading disabilities signed up for NLS service, but there was No such law in Pennsylvania, so outreach was done on a more “grass roots” basis. Result was 74 new patrons in Pennsylvania.

\* New Book players – will have WIFI

\* Collections department is expanding in lots of ways- hypersensitive to diversity and equity- intent is to mirror what’s going on in communities across the nation. Example: narrators to be more representative of reader population, focus on representative genre.

#### B. COVID and California BTBL Update

California lock down/ stay at home restrictions are starting up again as of 12/7/20.

-State agency employees have all been told to work from home.

-CSL Supervisors will continue to work in offices once per week.

-Janet asked if books are being sent again.

Answer: The Utah library in Salt Lake City will support BTBL with interlibrary loans. BTBL Reader Advisors will be communicating book requests to Utah library. This is helpful, but distribution will not be as robust as when BTBL is fully operational.

-Circulation department will be closed for at least three weeks starting 12/7.

-Loading dock will be open on Mondays for incoming mail.

-Zoom: State library will provide use of a Zoom account to BTBL. This will give BUAC the freedom to conduct more frequent impromptu meetings between our regular quarterly meetings to discuss specific topics or conduct committee meetings.

-SoftPhones- Reader advisors will soon be using Communicator/ Soft Phones when teleworking. Currently, the Reader Advisor’s private phone numbers will show up when they make blocked outgoing calls to patrons and some patrons do not accept blocked calls; for next 4 months they are researching a workaround through the Automatic Call Distribution portal. Confidentiality is an issue for lap tops without headsets. All Readers Advisors will soon be provided with headsets. Goal is to have the Reader Advisors Softphone up and running by the end of December. Maile asked what subjects are covered when Reader Advisors make outgoing calls. Answer: mostly just to respond to voice mail messages.)

Duplication on Demand (DOD) was to start in February, but having difficulty obtaining missing parts for the hardware needed to make it happen.

-Roslyn asked if new applications are being processed. Answer: yes, but one roadblock is that book players won't be sent right away if the patron doesn't opt to use BARD. Currently 150-200 applications are received per month. When a medical doctor's signature is no longer a requirement on the application, the number of applications are likely to increase, and the number of patrons with reading disabilities is likely to increase as well.

### C. BARD/ Digital Downloads

- During the NLS conference, NLS and Washington State Braille and Talking Book Library did a presentation on encouraging use of BARD.

- Richard emphasized the value of training contacts at the Department of Rehabilitation (DOR) and Older Individuals with Blindness (OIB), and perhaps reaching out so contacts at DOR and OIB can train their clients. (OIB contact is Jay Harris.)

-Reader Advisors will be receiving a spreadsheet of those patrons who haven't asked for or downloaded any books since March, and contacting them to be sure they're okay and that they continue to want service, insure they know how to get materials in their preferred format, and encouraging them to visit website, read newsletters, and use BARD.

### 5. Miscellaneous

\*\*\*Take-away for Mike- Roster distribution- Mike will send updated roster to all 2021 BUAC members; Check with Andy and Gail, eliminate names of those who cannot/ do not want to serve on BUAC in 2021

\*\*\*Take-away for Mike - send updated messaging about BTBL status and new state COVID lockdowns to BUAC members, include status of other California regional libraries. (Completed on 12/07)

\*\*\*Take**2021 council**- Everyone present agreed to continue to serve on the BUAC. (Not sure about Gail and Andy)

#### - Elections

\* 2021 Chair-Roslyn McCoy

\* 2021 Vice-chair-Janet Snowe

\* 2021 Secretary-Maile George

#### - 2021 Committees

\* **Outreach** Roslyn -chair; Laura; Maile; Janet; Shannon

\* Legislative- Alan -chair; Shannon

\* Recruitment: Connie -chair; Alan; Janet

- **Next meeting** - Saturday, March 6, 2021 via Zoom; Time: 10AM to 12noon

12:20 PM- Adjourn

Submitted by

Maile George, December 12, 2020